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EXECUTIVE SECRETARIAT

2005 AUG 25 A 9 35

TRAFFIC SAFETY ADMIN



2004 Ford Escape

2005 AUG 20 AM 3:20

copy to DAP

Wed. Aug. 17, 2005

Administrator

National Highway Traffic Safety Admin.

400 Seventh Street S.W.

Washington, D.C. 20590

Re: Ford Recall # 04S25

I own a 2004 Ford Escape and have a problem with Ford Motor Company trying to resolve an issue pertaining to a recall. In February of 2005 I had a problem with the gas pedal sticking and the motor racing. I took my car to the North Star Auto Clinic, where I have all my service work done.

They diagnosed the cause as a sticking gas linkage cable and recommended that it be replaced. They got a new cable at the Ford Motor Dealership in the area and installed it for me. The cost of the cable was [REDACTED] and the labor was [REDACTED].

Anna Maria
9/21/05

About a week or two later I received a notice of a factory recall for this very same trouble. I submitted my receipt and a letter telling them that I had the cable replaced and I think I should be reimbursed for my un-necessary expenses. After they reviewed my information they sent me a letter stating that I do not qualify for a refund. A copy of their letter is enclosed.

Had I gotten that recall letter a few weeks earlier I would have gotten this repair done at no cost to me.

I don't think I should be punished because they were slow in getting this recall notice out to the public. I'm sure there were other Ford Escape owners that had a similar condition and I guess they too were not included in the recall reimbursement. I am not looking for anything that I am not justly entitled to.

Could you please look into this matter and help me get a refund? I am a senior citizen, in retirement, living on a very limited income. Every dollar means a lot to me.

Thank you for your kind attention.

Sincerely,

[REDACTED]
[REDACTED]
Plantation, Fl. [REDACTED]
[REDACTED]



April 21, 2005

[Redacted]
Plantation, FL [Redacted]

Dear [Redacted]

Thank you for taking the time to prepare and send us your request for reimbursement related to recall # 04S25. Each request that we receive is carefully reviewed to determine whether all eligibility requirements are met before processing refunds for payment.

In reviewing your claim we find that your claim is not eligible for reimbursement for the following reason(s):

- The repair was completed after the eligibility date of the refund reimbursement plan.

As a reminder, recalls must be performed by an authorized Ford or Lincoln Mercury dealership. If a recall is required for your vehicle, please contact your Ford or Lincoln Mercury dealer as soon as possible to schedule an appointment. We have enclosed your original request documents for your records.

Sincerely,

Ford Motor Company

COPY

THE ATTACHMENTS TO THIS DOCUMENT HAVE BEEN REMOVED TO PROTECT UNWARRANTED INVASION OF PERSONAL PRIVACY PURSUANT TO EXEMPTION 6 OF THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6).