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[REDACTED]
Niceville, FL [REDACTED]

APR - 7 2010

Office of Defects Investigations/CRD
NVS-216
1200 New Jersey Ave SE
Washington, DC 20590

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

March 29, 2010

Subject: Safety Concern, ODI confirmation number 10321828, per Robert,
March 27, 2010, 2004 Ford Escape, VIN 1FMCU93124K [REDACTED]

Reference: 1. Ford Motor Co. discussion with Anthony, case number 3644808, 3/24/10.
2. Ford Motor Co. discussion with Raul to contact dealer, 3/24/10.
3. Hub City Ford discussion with Richard Roberts, 3/24/10.
4. Ford Motor Co. discussion with Crystal for dealer diagnosis, 3/24/10.
5. Hub City Ford invoice customer number 8508972038, 142348, 3/25/10.
6. Picture of valve removed.

Attached is a copy of the ODI complaint, Hub City Ford dealership invoice, and valve picture information I have on the above safety concern for the idle air control valve. This valve failure caused excessive acceleration while driving the vehicle on 3/23/10. Fortunately no accident occurred.

The dealer recommended the vehicle be towed for repair and not be driven for safety concerns.

Please advise your results of the investigation regarding this information and complaint filed.

Sincerely
[REDACTED]

**OFFICE OF DEFECTS INVESTIGATION (ODI)****Complaints - Search Results**

1 Record(s) Displayed.

Report Date : **March 27, 2010 at 05:19 PM**ODI Numbers Searched : **10321828****Make :** FORD**Model :** ESCAPE**Year :** 2004**Manufacturer :** FORD MOTOR COMPANY**Crash :** No**Fire :** No**Number of Injuries:** 0**ODI ID Number :** 10321828**Number of Deaths:** 0**Date of Failure:** March 23, 2010**VIN :** 1FMCU93124K...**Component:** VEHICLE SPEED CONTROL**Summary:**

TL- THE CONTACT OWNS A 2004 FORD ESCAPE. THE CONTACT STATED THAT THE VEHICLE HAD A SUDDEN ACCELERATION. THE CONTACT LIFTED FROM THE GAS AND THE VEHICLE CONTINUED TO ACCELERATE. THE CONTACT HAD THE ACCELERATOR CABLE REPLACED ON A PREVIOUS RECALL, BUT THE DEALERSHIP STATED THAT THIS PROBLEM IS FROM THE IDLE AIR CONTROL VAVLE NOT WORKING PROPERLY. THE VEHICLE IDLES TO 4500 RPM'S WHILE IN NEUTRAL. THE IDLE AIR CONTROL VAVLE IS NOT CLOSINIG AND IT CAUSES THE VEHICLE TO ACCELERATE EVEN WITHOUT GAS BEING APPLIED. THE FAILURE MILEAGE WAS 77000 AND THE CURRENT MILEAGE WAS 77000.RL

CUSTOMER #: 8508972038

142348



HUB CITY FORD, Inc.

4060 S. Ferdon (P.O. Box 1118)
Crestview, FL 32536
(850) 682-272
(850) 244-6631 Ft. Walton
(850) 683-1658 Fax
MV 11420

INVOICE

PAGE 1

NICEVILLE, FL
HOME:
BUS:
CONT:N/A
CELL:

SERVICE ADVISOR: 2787 RICHARD ROBERTS

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/ OUT, TAG, DEL DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Includes details for 2004 Ford Escape and service dates.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Lists repair items like 'PERFORM MULTI POINT INSPECTION' and 'REPLACED IAC VALVE' with associated costs.



ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER...

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose.

Table with columns: DESCRIPTION, TOTALS. Summary of charges: LABOR AMOUNT 180.32, PARTS AMOUNT 158.41, TOTAL CHARGES 343.73, SALES TAX 20.63, PLEASE PAY THIS AMOUNT 364.36.

CUSTOMER COPY

2004 Ford Escape VIN 1FMCU93124K [REDACTED] Idle Control Valve 3/25/10





Niceville FL

CERTIFIED MAIL™



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W48-224

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1200 New Jersey Ave SE
Washington, DC 20590