



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, DC 20590

March 6, 2012

[REDACTED]
Nanuet, NY [REDACTED]

Dear [REDACTED]

NVS-216 nlm
Ref. No. 10447637

Thank you for your correspondence concerning your daughter's model year (MY) 2001 Ford Escape. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. However, we cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicated that in August 2011, your daughter was driving her MY 2001 Ford Escape and it caught on fire. The damage to the vehicle was extensive; therefore, the insurance company totaled the vehicle. You are currently trying to obtain compensation from Ford in addition to the amount paid by the insurance claim. Also, you recently received a letter about MY 2001 Ford Escape vehicles catching on fire.

Unfortunately, it appears you received Ford's owner notification for the recall after your vehicle caught on fire. On January 4, 2012, Ford announced a recall (NHTSA Safety Recall Campaign No. 12V-005) that addresses a problem in certain MY 2001 and MY 2002 Ford Escape vehicles when the master cylinder reservoir cap leaks brake fluid onto a module connector that may cause a fire in certain MY 2001 and MY 2002 Ford Escape vehicles.

Chapter 301 of Title 49 of the United States Code (U.S.C.) requires a manufacturer of motor vehicles or motor vehicle equipment that contains a defect relating to motor vehicle safety or fail to comply with a Federal Motor Vehicle Safety Standard to remedy the defect or noncompliance without charge. However, our statute does not require manufacturers to reimburse owners for additional costs associated with a safety recall (e.g., lost wages while the vehicle is being

repaired, car rentals, damage caused by the defect, etc.). Nor does the statute authorize the Federal government to reimburse vehicle owners for any costs associated with safety recalls or assist vehicle owners in obtaining reimbursements for costs associated with an alleged defect. We recommend that you continue to work with Ford to resolve your problem. .

If you have not done so, you may consider contacting your local Consumer Protection Agency, or the New York Office of the Attorney General regarding your problem and your rights under State law. You may also ask your dealership for a meeting with a Ford district manager regarding your problem.

The Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways to contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftc.gov/ftc/complaint.htm.

You may consider contacting your local Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. Proceed to www.lemonlaw.bbb.org to file and review eligibility information, or call the BBB Auto Line at, 1-800-955-5100.

Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.dot.gov/ivoq. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at www.nhtsa.dot.gov/cars/problems.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement