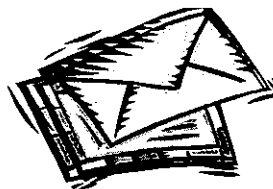


NHTSA ccmMercury Routing Slip



CL-10461520-3463

Printed: 6/5/2012

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

NHTSA #: ES12-003054	Rec'd Date: 6/5/2012	Referred By: NPO-011
XREF #:	Doc Type: GEN	Doc Date: 5/25/2012
Delivery: EXP	Address To: NOA010	Due Date:
S10 #:	DOT/I #:	RMP #:
Subject: SUBMISSION FROM [REDACTED] RE FORD ESCAPE 2001 SAFETY RECALL NOTICE 11S24		
Ack Date:	Ack By:	Signed For:
Sign Office: ENFORCEMENT	Signature: AS APPROPRIATE	Cleared For:
Cleared Date:	Cleared By:	Closed Date: 6/5/2012
File Loc:	XREF File:	
Added By: CBUTLER x60180	Modified By: Chris.Butler	
Most Recent Comment:		

Author:

[REDACTED]

[REDACTED]

WAIMANALO, HI [REDACTED]

Tel: [REDACTED] Fax: E-mail: [REDACTED]

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	APPROPRIATE	6/5/2012		
NVS-010	INFORMATION	6/5/2012		6/5/2012

JUN - 6 2012

NAM
060612
TGW

May 25, 2012

Ford Motor Company
Ford Customer Service Division
P.O. Box 1904
Dearborn, Michigan 48121

RE: Ford Escape 2001 #1FMCU03181K [REDACTED]
Safety Recall Notice 11S24
Also RE: Case file # OB10721371

I am writing in response to Safety Recall Notice 11S24, sent to me in January 2012, regarding a Ford Escape 2001 (VIN above), which I acquired in 2009. The notice indicates that Ford Motor Company would inform me when the parts required to complete Safety Recall Notice 11S24 became available, which wouldn't be until the second quarter of 2012. It is now the end of May, and I have yet to receive any updates regarding the parts.

Your SRN 11S24 dated January 2012 further recommends that the vehicle be parked "outdoors and away from structures to prevent a potential fire from spreading in the unlikely event that your ABS module develops an electrical short." My Escape has already caught fire, on April 12th, 2011, for the very ABS reason specified in SRN 11S24. It was just my good fortune that the fire happened in my carport rather than while I was driving, and that the fire was quickly extinguished.

In 2011, shortly after the fire, I had the car repaired. Several months later I was partly compensated by the Ford Motor Company in the form of a check for \$1,900 accompanied by a document stating that by accepting the compensation I would also be signing off on any other claim. Your SRN 11S24 correctly indicates that the repairs required by SRN 07S51 were completed on this car, however the original notification was sent out in April of 2007, two years before I bought the car. Now, in January 2012, you are announcing in SRN 11S24 the very problem I experienced in April 2011, so it is safe to assume that others have had the same experience I had. In addition, I have been unable to complete the repairs required by SRN 11S24. Are we all still waiting?

Given the severity of the danger to drivers specified by the January 2012 recall notice, given that the notice was sent out after I had already experienced the problem, and given that the car is still essentially unsafe, even unusable, I would appreciate it if my file could be re-opened for further compensation.

This car has caused me problems from the moment I acquired it, but I kept getting it repaired in the belief that the next repair would be the last. After all, "Built Ford Tough." A quick check of the safercar.gov website provided in your SRN 11S24 indicates eleven recall notices for this car, going back to the date of manufacture. Since 2009, I have had to get the following repaired or replaced:

- Catalytic converter
- Exhaust manifold
- Master cylinder
- Hydraulic system (ABS)
- Wire harness
- Brake line booster
- Power steering rack and pinion
- Tie rod ends
- Intake manifold
- Faulty air bag light

To date I have spent \$6,044.50 in repairs in order to keep the car on the road, which is almost the equivalent of my original purchase price. Believe me, I have receipts for all of the repairs. My research indicates that the exhaust manifold and the catalytic converter should not have needed service so soon

after manufacture. Most of the other repairs are not minor fixes either, and in addition to the work required by SRN 11S24, still more needs to be done:

- Steering column freezes, which prevents the driver from getting the car into gear
- Rear passenger door handle fell off, rendering the door unusable (itself a safety hazard)
- Faulty water coolant light
- Oil pan needs to be replaced
- Air conditioning has stopped functioning entirely

While I would like to believe that the car I bought slipped through your quality inspection processes, the sheer number and extent of the repairs required over the years to keep the car roadworthy would seem to indicate otherwise.

Your SRN 11S24 indicates that if I experience difficulty getting the car repaired in a reasonable time or without charge, I should write to the Administrator of NHTSA; I am forwarding a copy of this letter to the Administrator. I would like to believe that the Ford Motor Company takes customer service seriously, but if the Ford response so far to my ongoing predicament is anything to go by, I don't hold out much hope of Ford "doing the right thing" until pressured into doing so.

[REDACTED]

[REDACTED]

Waimanalo HI [REDACTED]

Enc.

CC: Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave. S.E.
Washington, D. C. 20590



Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
Dearborn, Michigan 48121

January 2012



33217/000142483/000000431



WAIMANALO, HI

2001 Escape

Vehicle ID #: 1FMCU03181K

Safety Recall Notice 11S24

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the Vehicle Identification Number shown above.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

What is the issue?

It may be possible for an electrical short to occur in the Anti-Lock Brake System (ABS). An electrical short may illuminate the ABS warning light, and in some cases, cause the ABS module connector to overheat, resulting in a burning odor, smoke, and/or fire. This condition could occur either when the vehicle ignition switch is in the off position, or while the vehicle is being operated.

Ford had previously notified affected owners of Safety Recall 07S51 in April of 2007. The 07S51 notification directed owners to return to their dealer to have the ABS module connector inspected, and repaired if needed. This new Safety Recall 11S24 will modify the ABS system of your vehicle to provide additional protection against potential electrical shorts.

It is very important that both Safety Recalls be performed on your vehicle.

What should you do?

Our records indicate that the repairs required by 07S51 were performed on your vehicle with the Vehicle Identification Number shown above; however, parts are currently not available to complete the new Safety Recall 11S24 on your vehicle. Until Safety Recall 11S24 is performed, it is recommended that you park your vehicle outdoors away from structures to prevent a potential fire from spreading in the unlikely event that your ABS module develops an electrical short.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

**What will Ford
and your dealer
do?**

When parts are available, you will be notified by Ford Motor Company via mail to schedule a service appointment with your dealer to have the repair performed. Parts for this safety recall are expected to be available in the second quarter of 2012.

We apologize for any inconvenience these part shortages may cause you. We are working closely with our suppliers to accelerate part availability.

**What if you no
longer own this
vehicle?**

If you no longer own this vehicle and have an address for the current owner, please forward this letter to the new owner.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

**Can we assist
you further?**

RETAIL OWNERS: If you have concerns after parts become available, please contact the Ford Motor Company Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

If you wish to contact us through the Internet, our address is: (Pick1)
www.Fordowner.com (or) www.Lincolnowner.com.

FLEET OWNERS: If you have concerns after parts become available, please contact the Fleet Customer Information Center at 1-800-34-FLEET, select option #3 and one of our representatives will be happy to assist you. Representatives are available Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

Or you may contact us through the Internet at www.fleet.ford.com.

After parts become available, if you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to www.safercar.gov. Reference NHTSA Safety Recall 12V-005.

Thank you for your attention to this important matter.

Ford Customer Service Division

MIKE MCKENNA'S WINDWARD FORD

Service History Detail for VIN 1FMCU03181K [REDACTED] - 2001 FORD ESCAPE XLT

Customer: 586

Home: [REDACTED]

Work: N/A

Work Date	RO #	Miles	OpCode	Advisor	Tech	Work Performed	Pay Type
06/28/2011	105755	111526	01	000565	000118	SAFETY CK. TINT TEST;YES/NO	Customer
Complaint: CUSTOMER STATES SAFETY CK. TINT TEST;YES/NO							
Cause/Correction: PERFORMED SAFETY CHECK							
06/28/2011	105755	111526		000565	997221	CHECK AIR BAG LITE STAYS ON W	Customer
Complaint: CHECK AIR BAG LITE STAYS ON WHILE DRIVING							
Cause/Correction: REPL RIGHT SIDE PRETENSIONER AND HARNESS KITS							
04/12/2011	103682	110652	08C	000565	997401	FOUR WHEEL ALIGNMENT	Customer
Complaint: CUSTOMER STATES FOUR WHEEL ALIGNMENT							
Cause/Correction: FOUR WHEEL ALIGNMENT							
04/12/2011	103682	110652		000565	997401	REPLACE STEERING RACK AND OUTE	Customer
Complaint: CUSTOMER STATES REPLACE STEERING RACK AND OUTER TIE							
ROD ENDS.							
Cause/Correction: REPLACED POWER STEERING RACK AND PINION AND TIE ROD ENDS.							
04/12/2011	103682	110652		000565	000199	NOTE COOLANT LITE IS ON	Customer
Complaint: NOTE COOLANT LITE IS ON NEEDS COOLANT BOTTLE SENSOR							
FAULTY							
Cause/Correction: NEEDS TWO REAR SHOCKS LEAKING, TWO TIRES WORN DOWN							
NEEDED SOON. NEEDS BELT TENSIONER AND BELT, TRANS FLU							
SH, P/S FLUSH LEFT REAR OUTSIDE HANDLE AND BRKT. OIL							
PAN GASKET NEEDS SOON							
04/12/2011	103682	110652	30BF	000565	997401	PERFORM BRAKE FLUSH	Customer
Complaint: CUSTOMER STATES PERFORM BRAKE FLUSH							
Cause/Correction: BRAKE FLUSH COMPLETED							
04/12/2011	103682	110652		000565	997401	VEHICLE CAUGHT FIRE BY MASTER	Customer
Complaint: CUSTOMER STATES VEHICLE CAUGHT FIRE BY MASTER CYLIN							
DER AREA							
Cause/Correction: REPLACE MASTER CYLINDER AND BOOSTER, REPLACE ECU, HC							
U, WIRE HARNESS AND CLEAN METAL BRAKE LINE							
02/23/2011	102526	110407		000565	997386	LABOR CHARGED TO SERVICE DEPT	Internal
Complaint: LABOR CHARGED TO SERVICE DEPT							
Cause/Correction: CHARGED LABOR TO SERVICE DEPT FOR GOODWILL							
02/23/2011	102526	110407		000565	997386	VEHICLE STALLS WHILE MAKING SL	Customer
Complaint: CUSTOMER STATES VEHICLE STALLS WHILE MAKING SLOW TU							
RNS RESTARTS OK							
Cause/Correction: CUSTOMER PAYS FOR PARTS ONLY							
02/23/2011	102526	110407	99P	000565	997386	PERFORM MULTI-POINT INSPECTION	Customer
Complaint: CUSTOMER STATES PERFORM MULTI-POINT INSPECTION							
Cause/Correction: PER MULTI-POINT INSPECTION							

02/07/2011 102150 110265 000565 997401 ENGINE HAS A HARD TIME STARTIN Customer
Complaint: CUSTOMER STATES ENGINE HAS A HARD TIME STARTING AN
ALSORUNS ROUGH AND STALLS OUT
Cause/Correction: REPL NO 5 & 6 COILREPL LEFT SIDE CAT CONVERTER AN C
ENTER CONVERTER ASSY

02/07/2011 102150 110265 99P 000565 997401 PERFORM MULTI-POINT INSPECTION Customer
Complaint: CUSTOMER STATES PERFORM MULTI-POINT INSPECTION
Cause/Correction: PER MULTI-POINT INSPECTION

End of Service History List



Mike McKenna's

725 Kailua Road
Kailua, Hawaii 96734
(808)266-7000**Windward Ford**

P&A CODE: 07708

RO: 105755
Cashier: 997339 13:06-1
Date Out: 07/01/2011
Status: REPRINT
CLOSED

IN: 09570OUT: 1723

Customer: 586

VIN: 1FMCU03181K

2001 FORD ESCAPE XLT WHIT

Miles-In: 111526 Out: 111526

Delivered: 02/07/2011

Home: [REDACTED] Work: N/A

E-mail: [REDACTED]

Advisor: 000565-LOUIE PELEKAI

Hat: 6913

Estimate: 45.00

Date In: 06/28/2011

Loyalty Member #: [REDACTED]

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price
[CUSTOMER PAY]						
A	SCP	997221C	2.5	CHECK AIR BAG LITE STAYS ON WHILE DRIVING	Labor Total:	187.50
				REPL RIGHT SIDE PRETENSIONER		
				AND HARNESS KITS		
	Parts: 2	4L8Z78610E22A		KIT - REPAIR	34.57	69.14
	1	1L8Z78610E22AAA		KIT - REPAIR	187.52	187.52
					Total Parts:	256.66
					Operation Total:	444.16
[CUSTOMER PAY]						
*B	SCP	000118	0.5 01	CUSTOMER STATES SAFETY CK. TINT TEST; YES/NO	Service Kit Total:	14.70
				PERFORMED SAFETY CHECK		
					Operation Total:	14.70

Supplies and/or Hazardous Waste Removal: 11.88

Customer Pay Subtotal: 470.74
Customer Pay Sales Tax: 22.06

Other: 86.78 Chk: 406.02

Customer Total Due: 492.80

Terms: Strictly Cash unless arrangements made. "I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you an/or your employees' permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES: Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

Signature: _____



725 Kailua Road
Kailua, Hawaii 96734
(808)266-7000

Windward Ford
P&A CODE: 07708

RO: 102150
Cashier: 000987 13:08-1
Date Out: 02/16/2011
Status: REPRINT
CLOSED
IN:1318OUT:1513

Customer: 586

VIN:1FMCU03181K
2001 FORD ESCAPE XLT WHIT
Miles-In: 110265 Out: 110265

Home: [REDACTED] Work: N/A
E-mail: [REDACTED]

Advisor: 000565-LOUIE PELEKAI
Loyalty Member #: [REDACTED]

Estimate: 45.00
Date In: 02/07/2011

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price
[CUSTOMER PAY]						
A	SCP	997401C	0.0	99P	Labor Total:	0.00
CUSTOMER STATES PERFORM MULTI-POINT INSPECTION						
Batt Code: GBATT Tire Code: GTIRE						
PER MULTI-POINT INSPECTION						
[CUSTOMER PAY]						
B	SCP	997401C	4.5		Labor Total:	562.50
CUSTOMER STATES ENGINE HAS A HARD TIME STARTING AN ALSO						
RUNS ROUGH AND STALLS OUT						
REPL NO 5 & 6 COIL						
REPL LEFT SIDE CAT CONVERTER AN CENTER CONVERTER ASSY						
Parts:	1	YL8Z5G232AA		CONVERTER ASY	1295.67	1295.67
	1	YL8Z5A289AA		RESONATOR ASY	372.62	372.62
	1	YL8Z6758CA		TUBE ASY	49.82	49.82
	1	YS4Z6A666AC		VALVE ASY	16.21	16.21
	1	XW4Z9448AD		GASKET	24.18	24.18
	2	1L8Z12029AB		COIL ASY - IGNITION	189.54	379.08
					Total Parts:	2137.58
					Operation Total:	2700.08

Supplies and/or Hazardous Waste Removal: 12.50

Customer Pay Subtotal: 2712.58
Customer Pay Sales Tax: 127.70

Cash: 2840.28

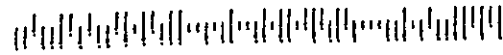
Customer Total Due: 2840.28

Terms: Strictly Cash unless arrangements made. "I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you an/or your employees' permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

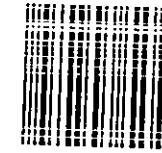
Signature: _____

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