



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

1200 New Jersey Avenue, SE
Washington, DC 20590

October 23, 2012

[REDACTED]
Fairview, NJ [REDACTED]

Dear [REDACTED]

NVS-216 nlm
Ref. No. 10476347

Thank you for your correspondence concerning your 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. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that you are experiencing difficulty having a recall completed on your MY 2001 Ford Escape. You received your notification from Ford 6-weeks ago. Dealers told you that they have not received the parts for the recall. However, parts were supposed to be available by August 15, meanwhile your vehicle remains out of service.

The recall, NHTSA Safety Recall Campaign No. 12V-353) addresses inadequate clearance between the engine cover and the speed control cable connector which could result in a stuck throttle when the accelerator pedal is fully or almost-fully depressed in certain MY 2001 through MY 2004 Escape vehicles equipped with 3.0L V6 engines and speed control manufactured from October 22, 1999, through January 23, 2004.

NHTSA's Recall Management Division is aware of Ford's parts shortage. Ford has assured us that they are working closely with their suppliers to accelerate parts availability. On September 19, 2012, Ford announced to their dealers that the parts for the recall—rear stud and grommet assembly—are available for dealer orders. We recommend that you contact a local dealer to make an appointment and have the recall performed as soon as possible.

Should you encounter a safety-related problem with a motor vehicle or 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 black ink, reading "Randy Reid". The signature is written in a cursive, flowing style with a large initial "R".

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