

NOV 27 2013

Waltham, MA • Phone:

E-Mail:

Date: April 7 2013

SORRY
THIS IS 7
MONTHS LATE

NHTSA - Office of Defect Investigations
Office of Defect Investigations NVS-210
1200 New Jersey Ave -West Building
Washington DC 20590

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

Dear

We spoke roughly 2 weeks ago about a complaint I logged with my 2005 Ford Escape. I am sending this to you so that you have video and pictures of the problem I encountered. I believe the complaint # is 10504850. I think the case # is 523901.

So that we are on the same page, please let me state some facts for you to have with this case. I currently have a 2005 Ford Escape XLS with a manual transmission. This Escape has roughly 97,000 miles on it and is garaged in Waltham Mass. The problem started on March 9th when I was driving through the city of Cambridge, Mass. That evening I was driving roughly 25 miles an hour through a city and I hit a pot-hole and heard a huge bang from the back of my escape. I actually thought nothing of it at first because I had a lot of sports equipment in the back of the Escape and thought that maybe a ball had came out of a bag and banged up against something. As we drove around, the noise was getting worse and we could tell it was coming from inside a compartment where I thought my tire jack was stored.

When I got home, I opened this compartment and found the inside of this was damp with water. After further inspection, I noticed I could see through the inside of the car into the street through a newly formed hole in the passenger rear wheel well. The crack starts at the rear of the tire well to about the middle of the tire. It is also important to note that all of the other tire wells are fine with no rust.

I took this to Ford to look at and they denied any responsibility claiming that I am outside my 5 year -100,000 warranty for rust. Here is what upsets me. This rust was in an area that nobody noticed as it was behind the sealer that is put in the tire wells of cars that are in the northeast. I get my tires rotated every 9,000 miles and nobody saw this coming. There were no warning signs until I heard it blow out. Ford inspected it and told me the car is deemed unsafe to drive as the suspension is compromised. The strut is very loose and I have witnessed the crack get bigger as I tried to drive it back from the dealer.

I would like to mention that in the summer of 2012, I started having issues with my reverse lights flickering on and off. When I took this to a dealer, they thought I needed a new switch. I did not get this repaired at that time. I do think this may have been a symptom of the rust...and the wires getting wet. Again, the mechanics did not see this upon inspection.

We have found many people on the Internet who are having the similar problems for the same make and model of my Vehicle. I am including those mentions in this package. Here are some links:

- <http://www.carproblemzoo.com/ford/escape/suspension-problems.php>

NAM
112913
SMD



I am also including a CD that has 3 pictures of the issue and a video I shot as well. The video was shot in mov format. I hope these things help you to see the problem. If you can't view the CD or the movie, please contact me and I will put the movie on youtube.

I had to buy a new vehicle this weekend after going a month without a car. I am distraught over how poorly Ford has handled this issue and would love it if there was a recall because this is unsafe and could kill someone if they had this happen at higher speeds.

It would be great if the NHTSA would help me out if possible. The car was priced to be fixed for \$3,000-\$6,000...which is more than its valued at. I had the car looked at by my insurance adjuster and he said it was totaled...however, the Insurance company says they will not cover it. I do think Ford should help me recover the value I lost at my trade which I estimate to be about \$4,000. If there is a recall, I can not imagine anyone who has experienced this issue still having their car. How can we be compensated?

Sincerely,

Car Problems

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Suspension Problems of Ford Escape

Ford Escape owners have reported 34 problems associated with *suspension* (under the suspension category).

#1 - Suspension problem of the 2005 Ford Escape

The vehicle was a 2005 Ford Escape. As I was driving over the weekend with my husband and 2 young children I noticed a loud banging noise in the back of my vehicle. When I checked the right rear wheel area I noticed the the inner and outer wheel house were completely rusted through, so much so that the shock was hitting the inside of my vehicle as it had nothing to attach to anymore. I noticed road debris inside my vehicle when I pulled up the carpet. I looked at it with several CO-workers who have been in the insurance industry for 10-15 years, stating they had never in their lives seen something like this. I started to do some research online and found a shocking amount of the same complaints for this year/made/model, most of them recent. I am extremely upset with Ford for not recognizing this as a manufacturer defect as it is clear that it is. My family and I could have been killed if the shock went straight through the floor. I called tousley Ford where I brought the vehicle and the woman simply said, "well, there isn't a recall on it so you have to pay for it". This is going to cost me thousands of dollars, thousands of dollars for a manufacturer defect that is not being recognized by Ford. Astounding. It was Wednesday, March 6, 2013 when this suspension issue happened.

See all problems of the 2005 Ford Escape.

#2 - Suspension problem of the 2005 Ford Escape

The vehicle involved was a 2005 Ford Escape. I heard a loud noise coming from passenger rear. When I looked to see what the noise was I saw the shock mount was coming threw the inside. Upon further inspection it was found that the wheel well was all rusted out, which included the shock mount. I took it to a emerling Ford only to find out that it will cost me around \$1500. 00 to have this repaired. This is the 4th vehicle that needed this repair at their shop. This suspension issue occurred 02/14/13.

#3 - Suspension problem of the 2003 Ford Escape

The car involved was a 2003 Ford Escape. Left work and driving on a back road at 15 mph and was approaching a stop sign, applied the brakes and heard a loud snap/pop. The right side of the vehicle instantly slammed down/dropped to the road; steering locked; I had no control over the vehicle; slid a few feet and stopped. The passenger tire was pinned between the ground and the vehicle. The axle was hanging and the sub frame was visible. It was clear that the subframe had literally snapped at a weld joint without warning. Weld joint snapped on subframe. This vehicle is only 9yrs w/70k miles and mostly garaged; a major safety concern. This would have worse at high rate of speed, if not fatal. Vehicle then towed to a Ford dealership. I requested to have a Ford rep review the case. The dealership told me I had to call Ford. After calling, they then told me I had to request this through the dealership, but gave me a case number. The dealership then informed me that Ford were not interested in reviewing the vehicle and wouldn't do anything and that I had call Ford. I called Ford back who escalated my case and an acct mgr called me back who explained there was nothing they could do at this time. Over 1100 in repairs are required due to a faulty frame. I asked repeatedly that this particular subframe failure be investigated as a quality/mfg problem and I requested an investigation and informed the company of several other cases that log the same exact description and failure of the subframe. The company told me "keep my receipt". I stressed my dissatisfaction with how this was handled, but nothing could be done at this time. Ford should at a min. Issue a service bulletin to have the sub frame inspected to all of the Escape owners, so failures can be avoided before they happen. This is from a very dissatisfied customer and will choose no longer to purchase any Ford products, based on this experience. This problem occurred on Monday, February 18, 2013.

See all problems of the 2003 Ford Escape.

#4 - Suspension problem of the 2005 Ford Escape

The reporting person's vehicle is a 2005 Ford Escape. The contact stated that while the vehicle was being serviced, the contact was informed that the rear passenger side of the suspension was severely corroded. The contact was also informed that the sub frame needed to be replaced. The vehicle was repaired. The manufacturer was contacted and offered no assistance. The failure and current mileages were approximately 100,000. The VIN was unavailable. It was 02/11/13 when this suspension issue occurred.

#5 - Suspension problem of the 2008 Ford Escape

The vehicle is a 2008 Ford Escape. Vehicle identification number (VIN): 1FMCU03118. 1/22/13-started my vehicle up at 8am and the power steering would not engage, thinking is was due to cold, I stopped the vehicle and restarted the vehicle up, power assist engage and I drove the vehicle approx 1/4mile when I attempted to make a left turn the power assist failed and nearly collided my vehicle onto oncoming traffic due to steering

Like 46

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failure; I immediately drove home and parked the vehicle. On 1/23/13 I drove the vehicle very carefully to a nearby Ford dealership (approx 2 miles from home). I was advised by the service representative (after a diagnostic test) that the steering column requires replacement due to the electronic module failure as it is part of the vehicles electronic power assist system (epas) and was quoted a repair price (>1400. 00). I did some online research and found that this type of steering failure is extremely common with this vehicle and the epas and many many complaints have been registered by consumers on this exact steering problem. Due to the unpredictability, potential danger and the commonality of this type of complaint with this type of vehicle, could this warrant a recall of this vehicle or at least a service bulletin of this potentially catastrophic steering issue?. This suspension problem happened on Mon., Jan. 21, 2013.

See all problems of the 2008 Ford Escape.

#6 - Suspension problem of the 2002 Ford Escape

There was crash involved with this problem. While driving through a parking lot my 2002 Ford Escape suddenly made a clunking sound then suddenly stopped. I could not steer the car to the side or move it forward or backward. I exited the car and looked at the drivers side tire and it seemed fine. I then went over to the passenger side and saw that my wheel was completely turned in the opposite direction. I figured that I probably broke a tie rod. I called aaa to have the auto towed to a local service station. When the tow driver arrived he took a look at my Escape and said that my subframe was rusted so bad that it had separated in two. By doing that my wheel axle had completely separated from the transmission. His opinion was that if I was driving on a highway and this had happened it probably would have caused a major auto collision and maybe even causing my Escape to roll over. This to me seems to be a very dangerous flaw in the design and construction of the subframe and I am very fortunate this did not happen on the highway. It could have caused major damage and even death to innocent people. This suspension issue occurred January 18, 2013.

See all problems of the 2002 Ford Escape.

#7 - Suspension problem of the 2005 Ford Escape

The vehicle involved was a 2005 Ford Escape. The vehicle's vehicle identification number (VIN) was 1FMYU94195_. Passenger side rear shock mount completely rotted off of vehicle. The failure date was Monday, Oct. 1, 2012.

#8 - Suspension problem of the 2005 Ford Escape

The vehicle is a 2005 Ford Escape. Inner and outer wheel houses, and quarter panels on both sides of the vehicle were rusted/corroded to the extent that the shock was pushing through the inside of the vehicle on the passenger side. Loud banging noises and water inside the vehicle led to inspection by professionals. Visible holes in the wheel house area were discovered at this time. Upon inspection, it was realized that the driver side was just as badly rusted/corroded. All parts listed above needed to be replaced, as well as both shocks, which were also damaged due to their detachment from the rusted areas. All were replaced at my expense, immediately, due to the danger of driving the vehicle any further, thus avoiding a potentially serious accident. The expenses were \$3402. 08. Ford will not cover these expenses because the vehicle is out of warranty. The car only has 69,000 miles, and is otherwise in top condition. The damages seem excessive at this mileage and age. Photographs are available of the vehicle before, during, and after repairs. The failure date was Wednesday, November 21, 2012.

#9 - Suspension problem of the 2012 Ford Escape

The vehicle involved is a 2012 Ford Escape. The VIN of the car is 1FMHK8D87C_. TI- the owner has a 2012 Ford explorer. The contact stated that while traveling 40 mph, the brakes, traction control and power steering assist failed. The vehicle was moved to the shoulder to be restarted and it began to function normally. The vehicle was driven to the dealer where the failure could not be replicated. The vehicle was not repaired. The contact stated that the failure recurred intermittently. The manufacturer was not contacted about the failure. The failure mileage was unavailable. Kmj. This suspension problem happened on September 18, 2012.

See all problems of the 2012 Ford Escape.

#10 - Suspension problem of the 2005 Ford Escape

The vehicle involved was a 2005 Ford Escape. The VIN of this Escape is 1FMYU93105_. Took Escape to mechanic after loud banging heard. Right wheel well has large hole in it and the shock mount has rusted through, source of the banging. Mechanic stated that this problem most likely began prior to purchase of car. Ford failed to inform us of this problem after multi-point inspection 5 months ago. Car has had two owners within same family. Ford quoted \$2500 repair will not reimburse and stated that the repairs would not even be covered by factory warranty, because it is not the "body" of the car. This problem occurred on Wednesday, Dec. 5, 2012.

#11 - Suspension problem of the 2005 Ford Escape

The vehicle's vehicle identification number (VIN) was 1FMYU92Z05_. My 2005 Ford Escape has had a loud banging in rear passenger side for several months. I has assumed that the strut needed replaced. Upon further investigation my mechanic and I noticed a terrible amount of rust and corrosion to rear passenger wheel well that has bolts attached to strut. You can see into interior of vehicle from outside. I researched recalls of these problem and found none, although there were several other complaints for the same issue. This seems to



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happen only on the rear passenger side although has me worried about other complications that could arise. This is a very serious issue that the Ford motor CO. Should address post haste. I fear that my families and others lives are at stake if this problem is not taken care of soon. It was Tuesday, July 3, 2012 when this suspension issue occurred.

#12 - Suspension problem of the 2005 Ford Escape

The vehicle involved is a 2005 Ford Escape. The vehicle's vehicle identification number (VIN) is 1FMYU03125_. The passenger-side rear wheel well has completely rusted through to the point where you can see into the cabin, and the shock/strut is mounted to nothing and is poking into my trunk. The metal all around the mount (or where it should be mounted) is completely corroded and rusted to the point of being completely detached, and the surrounding metal is stamped so thin to begin with that it is pliable. The shock is completely ineffective, and my car is a ticking time bomb of safety issues. I have contacted Ford several times, and Ford Canada is denying that this is a safety or quality issue and have taken no responsibility; they refuse to fix my car. I cannot find a recall at present, however there are numerous people reporting the same problem with their Escapes, 6 alone on [xxx] and 5 on [xxx]. Information redacted pursuant to the freedom of information act (foia), 5 u. S. C. 552(b)(6). This suspension issue occurred Oct. 29, 2012.

#13 - Suspension problem of the 2005 Ford Escape

The vehicle involved was a 2005 Ford Escape. The VIN of the problem Escape is 1FMYU93155_. Started hearing loud rattling sounds from rear of car, looked and saw passenger rear wheel well/shock mount rusted out and separated from rest of vehicle. It was Wed., Oct. 24, 2012 when this suspension issue occurred.

#14 - Suspension problem of the 2009 Ford Escape

The vehicle's vehicle identification number (VIN) was 1FMCU03G79_. In February 2012 (mileage approx 32900), I experienced jerking upon accelerating as my 2009 Ford Escape was changing gears. The dealer assessed it as a computer malfunction and reprogrammed the computer. My wife and I have had intermittent problems with jerking upon accelerating since. Then, on 10/20/2012 (mileage approx 38000), the vehicle stalled when my wife was accelerating to enter traffic on the interstate highway. Thankfully, she was able to get out of traffic without getting hit, and she and our 18 month old are ok. The dealership is replacing the throttle body. Not only was acceleration a problem, the seals on the front axle broke and spilled axle fluid on the drivers side, so the dealer is refilling the axle fluid and replacing the seals. This suspension problem happened on 02/22/2012.

See all problems of the 2009 Ford Escape.

#15 - Suspension problem of the 2003 Ford Escape

TI consumer owns a 2003 Ford Escape. While driving approximately 25 mph, the contact noticed a loud snap and a knocking sound coming from the front end of the vehicle. A few days later the contact noticed that the steering wheel became uncontrollable and continued to pull to one side. The vehicle was towed to an independent mechanic for diagnostic testing. The mechanic stated that the a frame was corroded and detached from the vehicle, causing damage to the abs and the tie rod. The manufacturer was made aware of the failure and a complaint was filed. The vehicle was not repaired. The approximate failure mileage was 45,000. Kmj. This suspension problem happened on September 28, 2012.

#16 - Suspension problem of the 2001 Ford Escape

TI-the vehicle involved is a 2001 Ford Escape. The contact stated that while driving at 30 mph, lost steering and was unable to maintain vehicle straight. The contact stated that in order to keep vehicle straight the steering wheel had to be turned approximately 90 degrees to right. The vehicle was taken to a repair shop who stated the sub frame had corroded and caused the lower arm control was broken. The vehicle was not repaired. The manufacturer was made aware of the failure; however did not provide any further assistance. The failure and current mileage was 91,746. Yn. This issue happened on Friday, July 13, 2012.

See all problems of the 2001 Ford Escape.

#17 - Suspension problem of the 2005 Ford Escape

Driving my Ford Escape 2005, 35mph, heard a thump/bang then very loud rattling from the back of the vehicle. Arrived home, found that the right rear shock, shock mount, and a dinner-plate-sized chunk of wheel well had punched up into the back of the vehicle. Opened the liftgate, saw the shock mount flopping around inside the car and a dangling cluster of wires that had been shredded by the jagged metal. Entire right side of the rear compartment had been shoved up 10cm. Husband was shocked, sure I must have hit something, but I had not. Right rear wheel well had completely rusted out underneath the undercoating. Could not see the rust from the outside, so did not know it was happening. Checked left rear wheel well, saw no rust, but undercoating lifts right off to reveal terrible rust underneath as well. Vehicle is not safe to drive, no shock, water and road debris would fly right up into the car through the huge hole. This kind of damage is incredible. Estimate for repair from dealership (brondes Ford, toledo) was \$5752. 34. Certainly can not afford that. Researched online for repair alternatives and found dozens of other people with the same type of damage to the same vehicle make and model. Reported the damage to Ford customer relationship hotline, was informed that no recall has been issued for this vehicle, and that they were unaware that this was a common, frequent, or widespread problem. They did not consider it a defect. This is extremely dangerous. My children were afraid we were going crash. Easily could have lost control if this had happened while turning a corner, merging into



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traffic, driving 65mph on the highway, etc. I am certain, however, that once Ford motor company realizes the potential harm this defect can cause to life and property, they will be determined to do right by their loyal customers. This problem occurred on Jul. 25, 2012.

#18 - Suspension problem of the 2006 Ford Escape

The owner has a 2006 Ford Escape. The contact stated that the accelerator pedal became stuck in open throttle and the contact was unable to depress pedal. The vehicle was taken to the dealer who stated that the failure was unknown but replaced the throttle. The failure recurred and vehicle was repaired a second time. The contact also stated that on another occasion while driving over a road bump, the vehicle made a loud noise. When the contact made a turn the vehicle would lean to the side more than normal. The vehicle was taken to dealer and the failure was determined to be the stabilizer links for the front driver and passenger sides. The vehicle was repaired by replacing the stabilizer links. The failure recurred on the front passenger side stabilizer link, which was replaced a second time. The manufacturer was made aware of both failures however no assistance was provided. The VIN was unavailable. The current mileage was 110,000. The approximate failure mileage was 50,000. It was Tue., Jan. 1, 2008 when this suspension issue occurred.

See all problems of the 2006 Ford Escape.

#19 - Suspension problem of the 2005 Ford Escape

The vehicle having this issue was a 2005 Ford Escape. 2005 Escape with a rusted out right rear fender well and shock mount. I checked with atchinson Ford about any recalls, none. I called a couple bodyshops in the area. They know of this problem and could quote me the two parts needed, along with the 15 hours to replace/repair it. They said that they fixed 2004, 2005, & 2006 models with this problem. Today I went out into our work parking lot and looked at our q. C. Manager's 2005 Escape. And we found the same thing happening to his. If I could attach pictures I would. My Escape is 7 years old and has 115,000 miles, however I don't think that the body structure should corrode away, leaving the top shock mount ready to break free making the vehicle unsafe to drive. This is a safety issue that should be address. I email Ford and this was there response: I understand that you are experiencing rust issues on the right rear fender and shock mounts of your vehicle. I apologize for the inconvenience this may have caused. I can also see why you feel this is a might be a common issue with the research you made. Please understand, we share all of our vehicle concern documentation with national highway traffic and safety administration (NHTSA) and Ford engineering. Together, we work to further determine if a recall or customer satisfaction programs (csp) is needed for component failures. If a recall or csp becomes available for your vehicle, you will be notified by u. S. Mail to the current address we have on file. Please keep in mind that NHTSA, which is the federal agency responsible for motor vehicle safety is the only organization with the authority to order a recall or csp. In addition, I found there are no warranties, field service actions (recalls) / csps on your vehicle that would provide assistance for your current concern. Ford motor company. It was Friday, January 27, 2012 when this suspension issue occurred.

#20 - Suspension problem of the 2005 Ford Escape

2005 Ford Escape with a rusted out right rear wheel well around the upper shock mount. I checked with a Ford dealer about any recalls, none. Ford manager said they have never seen such an issue at lasco Ford fenton mi. (Ford est. To repair was 3400. 00) I stopped at a couple bodyshops in the area and they (knew) of this problem and could quote me the parts needed, along with the 25 hours to replace/repair it. My Escape is 7 years old and has 115,000 miles, however I don't think that the body structure (in wheel well) should have rusted completely away (right side only?), leaving the top shock mount flapping back and forth, making the vehicle unsafe and (not) drivable. This problem ended up costing 2005. 00 to repair. This is a safety issue that should be addressed. I called Ford customer service and this was there response: I understand that you are experiencing rust issues on the right rear fender and shock mounts of your vehicle. I apologize for the inconvenience this may have caused. I can also see why you feel this is a might be a common issue with the research you made. Please understand, we share all of our vehicle concern documentation with national highway traffic and safety administration (NHTSA) and Ford engineering. Together, we work to further determine if a recall or customer satisfaction programs (csp) is needed for component failures. If a recall or csp becomes available for your vehicle, you will be notified by u. S. Mail to the current address we have on file. Please keep in mind that NHTSA, which is the federal agency responsible for motor vehicle safety is the only organization with the authority to order a recall or csp. In addition, I found there are no warranties, field service actions (recalls) / csps on your vehicle that would provide assistance for your current concern. Ford motor company. It was 10/26/11 when this suspension issue occurred.

#21 - Suspension problem of the 2004 Ford Escape

The car involved was a 2004 Ford Escape. When taking my Escape in for an oil change, the mechanics pointed out to me that the rear passenger shock mount was almost completely rusted out. I took it for an estimate that day and could not immediately afford the repairs. Within a few days the shock had completely broken through the mount and into the passenger compartment with only normal roadway driving. Only the rear passenger wheel well has this problem. Online research with other Escape owners shows this is a common problem that Ford knows about and even acknowledges as a manufacturing defect but will not cover. This suspension problem happened on 03/08/2012.

See all problems of the 2004 Ford Escape.

#22 - Suspension problem of the 2003 Ford Escape

The car is a 2003 Ford Escape. When I recently had my routine maintenance check on my vehicle I was horrified when my mechanic informed me that the front sub frame was rusted from the inside out! can you



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Imagine my utter shock when my mechanic advised me that this vehicle is prohibited to be driven since catastrophic outcomes would be likely? How very fortunate nothing fatal took place while being in this vehicle; because based on the condition of the sub frame it could have been my reality to suffer detrimental consequences. My young children are in this SUV every single day and to think their lives were at risk just by being a passenger has sickened me beyond words. I had no other choice but to get it repaired ASAP, so I informed the customer relationship center of Ford motor company as instructed by their website and all they could do was apologize for any inconvenience. This frightening situation goes far beyond from being an inconvenience it could have been a major life threatening issue. I was not asking Ford for a new vehicle, I simply was asking for assistance towards a major expense that was not caused by my lack of protecting my major investment with routine maintenance checks but by Ford having defective sub-frames installed in their vehicles. My mechanic has never seen such a structural defect as this ever before! Ford has already manufactured vehicles that involved major recalls for the exact same problem, so quite naturally other Ford models could suffer the same dangerous consequences with regards to the front sub frame. I believe an investigation on this horrific issue is deemed a necessity due to the history of Ford's sub frames. This has been very devastating to me and I can't imagine allowing another consumer to endure this major fear. Your attention to this is appreciated. It was Feb. 15, 2012 when this suspension issue happened.

#23 - Suspension problem of the 2007 Ford Escape

The reporting person owns a 2007 Ford Escape. The contact was driving 20 mph when the vehicle exhibited an abnormal squeaking noise. The contact took the vehicle to a dealer where the dealer noticed the front stabilizer link was fractured. The dealer replaced both links. The contact was unaware of what had caused the failure. The manufacturer was not made aware of the defect. The failure mileage was 53,339. This suspension problem happened on Thursday, Sep. 1, 2011.

See all problems of the 2007 Ford Escape.

#24 - Suspension problem of the 2008 Ford Escape

The vehicle was a 2008 Ford Escape. The vehicle's vehicle identification number (VIN) is 1FMCU02Z78. First of all, I cannot say with any certainty whether the issue is with the automobile or the factory original tires. I can only suspect it is with the automobile based on 30 years of experience of owning and operating automobiles. 1. Excessively loud noise from the factory original tires. 2. After 19,000 miles all 4 factory original tires are wearing down on the inside of the tread only. 3. I was offered a new set of tires from the dealer service center at a reduced cost. This problem occurred on Friday, May 2, 2008.

#25 - Suspension problem of the 2008 Ford Escape

Recently bought a dealer certified used 2008 Ford Escape with 21,800 miles. Immediately noticed extremely annoying noise coming from rear tires at higher speeds. Took into dealer and was advised that it is from excessive wear on the inside of rear tire(s), though at first glance the tires appear to be in good shape with quite a bit of "good tread" left on them. They said that there could be a few factors that contributed to this. There was not much they could do because they do not warranty the tires. After doing some research online I note that there are quite a few complaints about excessive wear on the continental tires on the 2008 Ford Escape. It is quite obvious why Ford has switched to another tire (Michelin I believe) for their 2009 tires. They advise the switch was for better "fuel economy" but I suspect they are getting many complaints about excessive inside wear on the continental tires. It is a shame that Ford does not come out and address this problem with consumers. In any event, I convinced my dealer to pay for two new tires and I will pay for two new tires. I simply could not live with the noise coming from the tires. This problem occurred on August 16, 2008.

#26 - Suspension problem of the 2008 Ford Escape

The car is a 2008 Ford Escape. Vehicle identification number (VIN): 1FMCU03138. When standing at the rear of the vehicle it has a noticeable lean to the driver's side (both front and rear) of almost 1/2 inch. There have been no modifications done, tires are all the same size and properly inflated and it doesn't matter if the tank is full or empty. Dealer acknowledges the problem but is unwilling to pursue it. This issue happened on Sun., Feb. 1, 2009.

#27 - Suspension problem of the 2008 Ford Escape

I have been having an ongoing problem with my 2008 Ford Escape. I have read online of many complaints as well with the same problem. I have a really loud sound like I am driving an airplane and it is coming from the tires. I have rotated, aligned, and balanced my tires and the noise is still there. The tires have also started to cup. I was told by brake check that I had bad shocks, but I did a few tests to be sure of that. It is not the shocks. There is something with the vehicle. It worries me that it may be the vehicle itself and my family and I may be in danger. I am changing out the tires with new ones. But I remember the Explorer case and how it was blamed on the tires, but why is it that there is a problem with Ford vehicles and tires. There are many Ford vehicles with this problem and changing out the tires with a different brand does not help. Somebody needs to do something about this before more are killed because of Ford's neglect and poorly design of their vehicles. I had an old Chevrolet Cavalier and never had any problems. I never did anything with my tires and it ran beautiful. I bought this Escape brand new and it has occurred early on about 15,000 miles and Ford will ignore it even when you take it to the dealership. They will tell you it is not covered under your warranty. Why is it that I have had so many problems with a brand new vehicle (my first) and all the old and used cars I had before never gave me this much grief. I am paying Ford to give me a car with problems. It is all the tires and mainly in the rear that I hear the most noise come from. Please help!!!!!! This issue happened on Tue., Jul. 15, 2008.



[Redacted]

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[Redacted] Amman, [Redacted]

[Redacted]

[Redacted] Amman, [Redacted]

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[Redacted] Amman, [Redacted]

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[Redacted] Amman, [Redacted]

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[Redacted] Amman, [Redacted]

[Redacted]

[Redacted] Amman, [Redacted]

[Redacted]

[Redacted] Khalda, Amman, [Redacted]

[Redacted]

KAZAKHSTAN:

[Redacted]

[Redacted]

Almaty, Kazakstan

[Redacted]

[Redacted]

Astana, Kazakhstan

[Redacted]

[Redacted]

Almaty, Kazakhstan

[Redacted]

[Redacted]

Gorny Gigant, Almaty

[Redacted]

[Redacted]

Astana, Kazakhstan

[Redacted]

KOREA, SOUTH:

[Redacted] Korea

ZIP; [Redacted]

[Redacted]

Incheon, South Korea

[Redacted]

#28 - Suspension problem of the 2005 Ford Escape

The vehicle having this issue was a 2005 Ford Escape. The contact stated while driving at 50 mph there was vibration in the front end of vehicle. The dealer made numerous attempts to correct the problem. The repairs consisted balancing the tires on two different occasions, replacement of the tires and wheels, balancing of the new tires, and replacement of the driveshaft. After these attempts were made, the dealer came to the conclusion that the vibration was normal for this type of vehicle. Updated 12/27/05. This issue happened on Wednesday, June 22, 2005.

#29 - Suspension problem of the 2005 Ford Escape

I have read numerous complaints on the tone ring that is located on the front axle of the Ford Escapes and that is what has happened to my vehicle the abs and 4 wheel drive goes out of the vehicle. The Ford forum. Com is where its located and I feel it needs to be looked in at. The worries and complaints about how some people bought it brand new and already had to replace the piece. This problem occurred on Thu., Jun. 17, 2010.

#30 - Suspension problem of the 2003 Ford Escape

The car involved was a 2003 Ford Escape. While driving 55 mph the knuckle separation off the suspension caused accident. It was Friday, Jun. 27, 2003 when this suspension issue happened.

#31 - Suspension problem of the 2002 Ford Escape

The vehicle involved is a 2002 Ford Escape. The vehicle identification number (VIN) of this Ford Escape is 1FMYN031X2_. There is a roaring sound and a grinding in front left side. This suspension issue occurred Jul. 2, 2002.

#32 - Suspension problem of the 2002 Ford Escape

The vehicle involved was a 2002 Ford Escape. The VIN of this vehicle is IFMCU04152_. The SUV vibrates at 50 plus mph. Dealer attempting to correct, unable to pin point problem. Considering the lemon law at this time. Dt. It was June 15, 2002 when this suspension issue occurred.

#33 - Suspension problem of the 2001 Ford Escape

The car was a 2001 Ford Escape. Vehicle pulls either right or left randomly when the steering wheel is let go. Occurs daily with varying intensity, on any road surface/condition, hot or cold, in either direction during same driving period and sometimes not at all for a short period. Aligned twice, thrust bearings, bushings, plates replaced, test-driven. While problem occurs daily, it does not occur every moment which may be why it doesn't show up when road-tested. Third service appointment has been booked. Concerned because within a few seconds vehicle can be in another lane (not that I drive without my hands on the wheel). Thanks!. This suspension problem happened on Friday, Oct. 13, 2000.

Other Suspension related problems of Ford Escape:

Problem Category	Number of Problems
Suspension problems	34
Front Suspension Wheel Bearing problems	12
Front Suspension Control Arm problems	10
Front Suspension problems	9
Rear Suspension Shock Absorber problems	3
Sway Bar problems	2
Ball Joint problems	1
Front Suspension Lower Control Arm problems	1
Rear Suspension problems	1
Clunking Noise problems	1

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Contacts
Useful information
and contacts

[Redacted]

[Redacted]

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[Redacted]

Japan

Nagoya, Japan

[Redacted]

[Redacted]

[Redacted]

Shizuoka

Japan

[Redacted]

[Redacted]

Odawara, Kanagawa

Japan

[Redacted]

[Redacted]

JORDAN:

[Redacted]

Amman

[Redacted] Japan

[Redacted]

[Redacted]

[Redacted]

Washington, D.C.

[Redacted]

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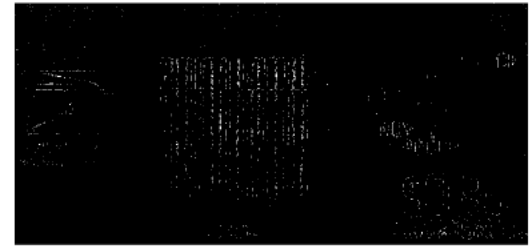
YOKOSUKA

JAPAN

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