



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

February 6, 2014

[REDACTED]

Hackensack, NJ [REDACTED]

NVS-216 nlm
Ref. No. 10551318

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2004 Ford Escape XL. 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 motor 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 may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You state that you crashed your MY 2004 Ford Escape XL which totaled the vehicle. After the crash you received NHTSA Safety Recall Campaign No. 12V-353. You believe the safety defect identified in the recall caused you to crash your vehicle. Therefore, you would like to speak to someone at NHTSA regarding this matter.

We are aware of the recall (NHTSA Safety Recall Campaign No. 12V-353) that addresses a problem with the speed control cable becoming stuck on the engine cover resulting in unintended acceleration in MY 2001 through MY 2004 Ford Escape vehicles equipped with 3.0L V6 engines. Owner notifications for the recall were sent in August 2012 advising that new parts will be installed to modify the engine cover or if the parts are not available the speed control cable will be disconnected. Unfortunately, you crashed your vehicle before you received the recall notification. It is difficult to determine the cause of the crash without a mechanical assessment

of your vehicle and the police accident report. Also, please note that only an expert in crash reconstruction can provide an educated opinion as to the cause of a crash. We respectfully decline to contact or assist you in this matter because it does not fall within our jurisdiction. We recommend that you contact Ford or a local dealer concerning any unresolved issues.

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.gov or call the auto safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained on our website.

Sincerely,

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

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