

 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) DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		Date Received 14-APR-2014	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State	Zip Code	Evening Telephone Number	
BRIDGEWATER		NJ			
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make		Model	
4F2CZ94194K		MAZDA		TRIBUTE	
Date Purchased		Dealer's Name and Telephone Number		Engine:	
Original Owner		Dealer's City		No: Cylinders	
				6	
Transmission Type		Powertrain		Incident Date(s)	
Auto				14-APR-2014	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 020000 SUSPENSION				Failure Mileage	
				169000	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM9ABC036)		☐ Original Equipment ☐ Prior Repair		Failure Location:	
Tire Component Code				Tire Failure Type:	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)					
Crash		Fire		Number of Persons Injured	
☐ Yes ☒ No		☐ Yes ☒ No		0	
				0	
				N	
Narrative Description of Incident(S), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).					
TL* THE CONTACT OWNS A 2004 MAZDA TRIBUTE. THE CONTACT STATED THAT THE REAR PASSENGER SIDE SHOCKS WAS SEPARATING FROM THE VEHICLE. THE VEHICLE WAS NOT TAKEN FOR INSPECTION OR REPAIRS. THE MANUFACTURER WAS NOT NOTIFIED OF THE ISSUE. THE FAILURE MILEAGE AND THE CURRENT MILEAGE WAS 169,000. This vehicle appears to have been made on same assembly line as the same year FORD ESCAPE. Please see same failure on same model year(s) FORD ESCAPES. The seems to be many. IF there is ever an investigation on the ESCAPES + NOT THE TRIBUTE IT WOULD BE AN INJUSTICE. IT IS THE SAME VEHICLE. (AS WELL AS THE MERCURY MARINER) I AM INCLUDING PICTURES OF THE Problem BOTH Before + After Repair					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY					
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.					

over
→

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

The BIGGEST Problem I've encountered is the MAZDA Dealer PARTS Dept saying the replacement PART IS NOT AVAILABLE! Being ~~that~~ that it is the SAME AS THE FORD ESCAPE, I CALLED THE LOCAL FORD DEALERS PARTS DEPT AND ORDERED THE SAME PART BUT FOR A 2004 FORD ESCAPE. THE PARTS ARRIVED, MATCHED PERFECTLY + MY MECHANIC WELDED IT IN PLACE OF THE OLD, PAPER THIN PIECE OF JUNK THAT WAS THERE. WHY DON'T MAZDA HAVE SAME REPAIR PARTS THAT FORD HAS? THEY ARE THE SAME VEHICLE. The problem WAS MADE AWARE TO ME BY HEARING A BANGING NOISE when hitting bumps. It is only on the passenger side. From my reading, it is almost always the passenger side ONLY THAT HAS THE PROBLEM. ^{ATTACH ADDITIONAL SHEETS IF NECESSARY} JUST LIKE THE FORD ESCAPE. Please Don't IGNORE THE FACT THAT THIS HAPPENS TO THE ^{FORD} ESCAPE + ^{MAZDA} MARINERS TOO.

US Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

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Think your vehicle
has a safety defect?



If so:
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form to file a report.

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Vehicle Owner's Questionnaire (VOQ)
US Department of Transportation
National Highway Traffic Safety Administration

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Complaints 2005 Ford Escape Suspension

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2005 Ford Escape Suspension Complaints

- Complaint Number:** 10596844 **Incident Date:** May 21, 2014 **Date Added to File:** June 7, 2014

Description of the Complaint:
 Noticed clanking noise coming from passenger side rear. Thought strut mount was failing. Removed inside panel to reveal wheel well seriously rusted out. Was informed by mechanic that this could lead to suspension failure. Checked online and found significant number of like vehicles affected by the same problem. Will probably cost \$1500 to repair. Noticed ford used what look like several thin layers of metal sandwiched together and that the rusting began from within.

[Details](#) [Discuss This Consumer Complaint at Forum](#)
- Complaint Number:** 10596588 **Incident Date:** May 22, 2014 **Date Added to File:** June 6, 2014

Description of the Complaint:
 The contact owns 2005 ford escape. The contact stated that while driving not particular speed the vehicle would make a clanking noise everytime the vehicle hit a bump. The vehicle was taken to an independent dealer stated that the rear passenger's side shock mount was rusted out. The vehicle had not been repaired. The manufacturer was notified of the defect. The approximate failure mileage was 122,000. Rg

[Details](#) [Discuss This Consumer Complaint at Forum](#)
- Complaint Number:** 10596773 **Incident Date:** May 22, 2014 **Date Added to File:** June 6, 2014

Description of the Complaint:
 Rear passenger side wheel well rusted out completely. Shock went thru the body into the trunk of my car. Been told by multiple shops they wouldn't do anything because of liability reasons. Ford acts like they've never heard of this problem but if you google the issue 1000's of the same issue will show.

[Details](#) [Discuss This Consumer Complaint at Forum](#)
- Complaint Number:** 10596492 **Incident Date:** May 28, 2014 **Date Added to File:** June 5, 2014

Description of the Complaint:
 Rear passenger side, shock separation from vehicle/frame. Rusted so bad there are holes in wheel well

[Details](#) [Discuss This Consumer Complaint at Forum](#)
- Complaint Number:** 10596157 **Incident Date:** May 14, 2014 **Date Added to File:** June 4, 2014

Description of the Complaint:
 The contact owns a 2005 ford escape. The contact stated the entire front sub frame had severely corroded. The contact was driving 40 mph when suddenly she lost control of the vehicle. The vehicle was taken to a repair facility. The mechanic stated the entire sub frame would need to be replaced. The vehicle was repaired. The manufacturer was not made aware of the failure. The failure mileage was 108,000. Vin was not available. Az

[Details](#) [Discuss This Consumer Complaint at Forum](#)
- Complaint Number:** 10592884 **Incident Date:** May 15, 2014 **Date Added to File:** May 20, 2014

Description of the Complaint:
 I recently noticed a thumping noise coming from the rear when traveling down the road, I had my mechanic look into it and they noticed extreme corrosion on the rear passenger side wheel well. My mechanic indicated that he had never seen extreme corrosion of this magnitude on a vehicle of this age. The other 3 wheel wells are in good shape, but the rear passenger side one is rusted out. The shock mount is corroded and is unable to adequately support my shock. They advised that I take it into a collision shop which I did. The collision shop took pictures and quoted me a price on the repairs, I was told that they have recently seen this same issue with the ford escape from there customer base. I also researched and found that ford has issued recalls on the 2001-2004 ford escapes for a rust issue stemming from the front of the vehicle. There is a recent trend of consumer complaints that have spiked over the past year in regards to the same issue in the same spot for 2005 ford escapes.

[Details](#) [Discuss This Consumer Complaint at Forum](#)

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- Complaint Number:** 10592935 **Incident Date:** May 1, 2014 **Date Added to File:** May 20, 2014

Description of the Complaint:
 While driving down to the bay on a fishing trip I kept hearing something banging in the back of my 2005 escape. I stopped and found that the right rear fenderwell had rusted and the shock mount was loose from the rest of the body which caused it to hit against the inside plastic. This should be repaired by ford as the rest of the vehicle is in excellent condition. I will never buy another ford if they can't recall this major safety hazard.

[Details](#)[Discuss This Consumer Complaint at Forum](#)8 **Complaint Number:** 10592539**Incident Date:** May 14, 2014**Date Added to File:** May 19, 2014**Description of the Complaint:**

My son noticed that sound insulation in the right rear wheel well was gone and the wheel well was severely rusted to the point the upper shock mount was close to separating from the body. I checked with a the body shop of a local ford dealer who said he has seen and repaired a ton of 2005 escapes. He hasn't seen this specific problem with other model years (e.G. 2001 - 2004. Didn't ask about 2006 or 2007 model years). The ford body shop person said the sound insulation/undercoating held in moisture and that is why the area is so badly rusted. The body shop of a ford dealer bowling green, oh said the repair would be \$1,200 - \$1,400.00 and will take three days. I called a ford dealer on the west side of cleveland who confirmed the amount and length of time.

[Details](#)[Discuss This Consumer Complaint at Forum](#)9 **Complaint Number:** 10586675**Incident Date:** May 2, 2014**Date Added to File:** May 5, 2014**Description of the Complaint:**

The rear passenger side wheel well on my 2005 ford escape has completely rusted through, freeing the shock mount. Vehicle has just over 100000 miles and is not able to be driven in its current condition.

[Details](#)[Discuss This Consumer Complaint at Forum](#)10 **Complaint Number:** 10586048**Incident Date:** April 24, 2014**Date Added to File:** May 1, 2014**Description of the Complaint:**

I was driving my vehicle down a rural road at about 35 mph and hit a pot hole in the road. Upon inspection after the incident, my husband noticed the rear strut mount for the shock on the passenger side had become detached. There was some rust present in that wheel well around the strut housing. The supporting metal cracked the entire way around the strut housing, detaching it from the rest of the vehicle. The opposite wheel well and strut mount are in perfect condition with the factory undercoating still in tact. There is no undercoating present on the passenger side in the same area. We were told by a mechanic and auto body specialist that the car is unsafe to drive and is only cosmetically repairable, not structurally repairable.

[Details](#)[Discuss This Consumer Complaint at Forum](#)11 **Complaint Number:** 10586055**Incident Date:** May 1, 2014**Date Added to File:** May 1, 2014**Description of the Complaint:**

Rear strut assembly at frame attachment rusted through and busted into rear storage area. Frame completely disintegrated.

[Details](#)[Discuss This Consumer Complaint at Forum](#)

New Jersey Lemon Help

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12 **Complaint Number:** 10585599**Incident Date:** April 28, 2014**Date Added to File:** April 29, 2014**Description of the Complaint:**

Right rear shock mount has rusted out and is unsafe to drive

[Details](#)[Discuss This Consumer Complaint at Forum](#)13 **Complaint Number:** 10584955**Incident Date:** April 18, 2014**Date Added to File:** April 25, 2014**Description of the Complaint:**

Right rear shock absorber upper mount detached from the wheel well because of extreme corrosion and perforation of wheel well sheet metal.

[Details](#)[Discuss This Consumer Complaint at Forum](#)14 **Complaint Number:** 10583953**Incident Date:** April 21, 2014**Date Added to File:** April 21, 2014**Description of the Complaint:**

Right rear inner fender well rusted completely though allowing the shock mount to tear away from the vehicle.

[Details](#)[Discuss This Consumer Complaint at Forum](#)15 **Complaint Number:** 10584058**Incident Date:** April 21, 2014**Date Added to File:** April 21, 2014**Description of the Complaint:**

The contact owns a 2005 ford escape. The contact stated that upon inspection, it was found that the passenger's side rear shock mount became detached from the vehicle due to rust. The vehicle was taken to the dealer where the failure was confirmed. The vehicle was not repaired. The manufacturer was contacted about the failure. The failure mileage and vin was not available.

[Details](#)[Discuss This Consumer Complaint at Forum](#)16 **Complaint Number:** 10583237**Incident Date:** March 24, 2014**Date Added to File:** April 17, 2014**Description of the Complaint:**

The entire shock tower on the rear passenger side had rusted out. The shock has nothing to hold on to. I am told the vehicle is unsafe to drive. On line there are a number of complaints of the same problem with the 2005 ford escape. I think this widespread problem should be investigated immediately.

[Details](#)[Discuss This Consumer Complaint at Forum](#)17 **Complaint Number:** 10579666**Incident Date:** April 8, 2014**Date Added to File:** April 14, 2014**Description of the Complaint:**

The right rear wheel well is severely rusted and shock is no longer attached. You can see the interior of vehicle from rear fender well. Frame is aslo beginning to crack in this area too. At this point the vehicle is not safe to drive. This seems to be a problem for many others with this same make and year. What does it take for ford to realize this is a defect. Someone is going to get hurt or even a loss of life if nothing is done. Now I have a vehicle that was driven daily sitting in my driveway because it is unsafe to drive.

[Details](#)[Discuss This Consumer Complaint at Forum](#)18 **Complaint Number:** 10579311**Incident Date:** April 1, 2014**Date Added to File:** April 12, 2014**Description of the Complaint:**

Vehicle was making a loud noise everytime you hit a bump. When investigated found that right back wheel well was rusted so bad that shock had come totally loose. Did

investigation and found out that other owners have had the very same problem. Wondering if others have had this same problem in the exact same place why have these models not been recalled? definitely a safety issue.

[Details](#) [Discuss This Consumer Complaint at Forum](#)

- 19 **Complaint Number:** 10578981 **Incident Date:** February 3, 2014 **Date Added to File:** April 10, 2014
Description of the Complaint:
The contact owns a 2005 ford escape. The contact stated that the rear passenger's side rear wheel well was severely rusted. The vehicle was taken to a repair shop where it was diagnosed that the rear passenger's side wheel well would need to be replaced. The vehicle was scheduled for further inspection and repair. The manufacturer was notified of the failure. The approximate failure mileage was 100,000.
[Details](#) [Discuss This Consumer Complaint at Forum](#)
- 20 **Complaint Number:** 10578650 **Incident Date:** March 20, 2014 **Date Added to File:** April 9, 2014
Description of the Complaint:
My wife had been complaining about a loud slapping coming from the right rear of the vehicle. I took it for a drive. I discovered that the passenger side rear wheel well is completely rusted out and the shock absorber was just bouncing loose creating a horrible noise and also noticed shock breaking thru the interior of the vehicle. Noticed on line that others have similar or exact problem. Years 2001 thru 2004 just recalled. What about 2005's. There's nothing else wrong with the vehicle and only 82,000 miles. Very disappointed and puts my family at risk and in a bind for a safe vehicle to drive.
[Details](#) [Discuss This Consumer Complaint at Forum](#)
- 21 **Complaint Number:** 10578155 **Incident Date:** February 13, 2013 **Date Added to File:** April 8, 2014
Description of the Complaint:
The rear end rusted out on my 2005 ford escape with only 12000miles on it. Sent pictures to ford they said by have not seen this issue in the past.
[Details](#) [Discuss This Consumer Complaint at Forum](#)
- 22 **Complaint Number:** 10578166 **Incident Date:** December 2, 2013 **Date Added to File:** April 8, 2014
Description of the Complaint:
I noticed the smell of exhaust fumes in the vehicle and a few weeks later heard load banging noise coming from rear cargo area. I look and saw the rear wheel well was rusted threw into the cargo area and the rear shock mounts were rusted off.
[Details](#) [Discuss This Consumer Complaint at Forum](#)
- 23 **Complaint Number:** 10578241 **Incident Date:** April 8, 2014 **Date Added to File:** April 8, 2014
Description of the Complaint:
While performing brake and wheel inspection for noise we see severe sub-frame rust issue on our 2005 ford escape xl. Please advise.
[Details](#) [Discuss This Consumer Complaint at Forum](#)
- 24 **Complaint Number:** 10578256 **Incident Date:** March 5, 2014 **Date Added to File:** April 8, 2014
Description of the Complaint:
Driving along and a load bang sounded from right passenger rear. Shock housing rusted through and shock broke loose. The banging sound is very loud inside the vehicle and sounds as if the rear passenger area is just going to fall apart it is rusted through and it shouldn't be if it was undercoated properly. Ford should take responsibility and make the repairs! I carry my grandchildren in this vehicle and am not in a position to replace it!
[Details](#) [Discuss This Consumer Complaint at Forum](#)
- 25 **Complaint Number:** 10578109 **Incident Date:** March 20, 2014 **Date Added to File:** April 7, 2014
Description of the Complaint:
The left rear shock mount rusted and pushed up into the inside rear cargo area. Gas filler tube mount broke also.
[Details](#) [Discuss This Consumer Complaint at Forum](#)
- 26 **Complaint Number:** 10575369 **Incident Date:** March 1, 2014 **Date Added to File:** March 28, 2014
Description of the Complaint:
Original owner of a garage kept, 2005 ford escape with 105k miles. I noticed a loud banging sound coming from the right rear wheel well which was very loud inside the car. I had the service tech replacing the tires on my other ford vehicle take a look and he said the wheel well was rusting away and the shock mount was falling away from the frame of the car. This is a serious and dangerous hazard which needs to be fixed asap. Every service tech I show says they've never seen anything like it. The undercoating was sprayed directly on to the vehicle and no other method of protection in the wheel well was used by ford on this make/model. My vehicle was top of the line, loaded, when purchased. I'm concerned for the safety of my family and myself. Ford needs to address this problem asap and take responsibility for the poor design.
[Details](#) [Discuss This Consumer Complaint at Forum](#)
- 27 **Complaint Number:** 10574922 **Incident Date:** March 19, 2014 **Date Added to File:** March 26, 2014
Description of the Complaint:
The contact owns a 2005 ford escape. The contact stated that while driving approximately 40 mph, a sudden bang was heard from the rear end of the vehicle. The vehicle was taken to a dealer where it was diagnosed that the rear wheel housing panel was perforated due to rust and needed to be replaced. The manufacture was notified of the failure. The vehicle was not repaired. The approximate failure and current mileage was 86,000.
[Details](#) [Discuss This Consumer Complaint at Forum](#)
- 28 **Complaint Number:** 10574806 **Incident Date:** March 24, 2014 **Date Added to File:** March 25, 2014
Description of the Complaint:
While driving begin to experience a loud rattling sound, from the rear passenger side. Became very loud with the movement of the vehicle. Sounded as if small pieces had fallen off the back tire. As soon as I got home I looked and there was a large rusted out tear in the wheel well, located right above the mount for the shock absorber. I did contact my service advisor at village ford in dearborn michigan. I took the vehicle up to be checked, he sent me over to their body shop.. I was told this was definitely a "safety issue" and he had seen this before on other ford escapes. This is a flaw in the body.
[Details](#) [Discuss This Consumer Complaint at Forum](#)
- 29 **Complaint Number:** 10573680 **Incident Date:** February 22, 2014 **Date Added to File:** March 20, 2014
Description of the Complaint:

was taken to a private mechanic where it was confirmed that the rear wheel housing panel was perforated due to rust and needed to be replaced. The manufacturer was notified of the failure. The vehicle was not repaired. The approximate failure and current mileage was 165,000.

[Details](#)

[Discuss This Consumer Complaint at Forum](#)

30 **Complaint Number:** 10573521

Incident Date: March 17, 2014

Date Added to File: March 19, 2014

Description of the Complaint:

The right/passenger rear wheel well has become so corroded with rust that the shock has come free from the metal, and slamming hard. The state of the metal reminds me of a butterfinger candy bar, that flakes off in layers. I have read many reports in the last couple days about similar situations as this, all with the right rear wheel well. The left/driver rear side has no similar rusting, nor do the front wheel wells (as far as I can see/tell). The undercoating has been hiding the rust apparently, and it has been flaking off heavily in the last couple of weeks.

[Details](#)

[Discuss This Consumer Complaint at Forum](#)

31 **Complaint Number:** 10572830

Incident Date: March 15, 2014

Date Added to File: March 17, 2014

Description of the Complaint:

Severe rust out of right rear wheel well, top of shock absorber mount rusted free from the car. Appears to be a major safety issue that the rear suspension could come down onto the tire or loose control of the rear of car while driving. After checking online to see if anyone else may have a similar issue I find hundreds of same problems. We have maintained this car with service and cleaning above and beyond normal and this has happened. I feel this is a manufacture flaw and should be taken care of by ford motor company.

[Details](#)

[Discuss This Consumer Complaint at Forum](#)

32 **Complaint Number:** 10572691

Incident Date: March 3, 2014

Date Added to File: March 16, 2014

Description of the Complaint:

Driving to/from work, I started noticing a slight creaking noise coming from the rear passenger side of my 2005 ford escape. After a day or so, it became a loud thumping. Upon inspection, I discovered the wheel well & shock mount were disintegrating and the shock was no longer connected to the vehicle. There are holes so large you can see into the trunk. After doing a little research, I learned this is a common problem yet ford has not issued a recall nor are they offering any kind of reimbursement for the repair. Needless to say, this is very disappointing. This is my first - and most definitely last - ford.

[Details](#)

[Discuss This Consumer Complaint at Forum](#)

33 **Complaint Number:** 10572712

Incident Date: March 10, 2014

Date Added to File: March 16, 2014

Description of the Complaint:

It started off as light rattling from the rear passenger side wheel area. As the week progressed, the rattling got louder and louder and occurred more frequently. At that point, my daughter was afraid to drive the vehicle. When we inspected the area where the noise came from, we noticed that the inside of the wheel well was thoroughly rusted out and we could see through it, into the interior of the car. Also, the shock was no longer attached to the frame. The damage is so extensive that we are afraid to drive the vehicle to a repair shop.

[Details](#)

[Discuss This Consumer Complaint at Forum](#)

34 **Complaint Number:** 10568919

Incident Date: February 1, 2014

Date Added to File: March 12, 2014

Description of the Complaint:

I was driving my 2005 ford escape and started hearing a loud banging noise from the rear passenger side of the car. After I found out what the problem was a few days later I haven't drove it since. The rear passenger side fender well/ wheel well was completely rusted away, the shock mount was not even connected to the wheel well. Its unsafe to drive and there are hundreds of thousands of people who are having the same problem with the 04,05, and 06 escape. There is no recall on it yet and ford knows about the problem so ive read and are doing nothing about it. Insurance will not cover this flaw from ford.

[Details](#)

[Discuss This Consumer Complaint at Forum](#)

35 **Complaint Number:** 10567338

Incident Date: January 30, 2014

Date Added to File: March 4, 2014

Description of the Complaint:

While driving at moderate speed on residential roadway, a loud rattling sound was heard coming from the rear passenger wheel well and rear trunk area. After closer inspection of the wheel well it was observed that the portion of the vehicle where the rear passenger shock absorber was mounted to the vehicle had completely rusted through. Rather than been designed to mount to the frame of the vehicle it appears that it was designed to attach to the sheet metal wheel well. Due to the complete rust-through of the wheel well the rear passenger upper shock mount had become completely detached from the vehicle and anytime the vehicle went over the smallest bump or crack in the road, a loud banging would occur as the unattached shock would impact against the vehicle wheel well.

[Details](#)

[Discuss This Consumer Complaint at Forum](#)

36 **Complaint Number:** 10566888

Incident Date: February 7, 2014

Date Added to File: March 2, 2014

Description of the Complaint:

I have a 2005 ford escape that got a severe shock damage to the right rear wheel well. There is so much damage from the rust, inside the insulation, that the shocks are no longer attached to the frame and continually ram into the interior panels. I purchased this car new in 2005. All other wheel wells are in great condition as well as the car. This is a clear manufacturer problem. This is a major safety issue. If the shock would have came off while I was driving at 60mph and hit the road or something under the vehicle it could have caused a major accident and people could have been injured. There should be a recall issued for it.

[Details](#)

[Discuss This Consumer Complaint at Forum](#)

37 **Complaint Number:** 10565868

Incident Date: February 20, 2014

Date Added to File: February 25, 2014

Description of the Complaint:

On 2/20/14 I was traveling 65 mph on state route 219 in boston, ny, when a loud banging noise suddenly began to occur in the rear of my vehicle. This noise scared me and forced me to pull over on the shoulder of the expressway to inspect the rear area of my vehicle (while traffic continued at 65 mph). I could not see anything at that time so I slowly and cautiously drove my vehicle home. Upon further inspection, my husband found that the right rear(passenger) side rear shock had become totally detached from the completely rusted out inner wheel well and was protruding into the inside of my vehicle. Excessive rust could be seen along with several holes that had once been part of the wheel well. My vehicle is unable to be driven and is too costly to fix. After doing some research, I found that I am not the only owner of 2005 ford escape with this issue. This needs to be a recall! fortunately, this defect did not cause a serious accident because this is an integral component of my vehicles suspension. This 'defect' needs to be rectified before someone dies or becomes seriously injured.

[Details](#)

[Discuss This Consumer Complaint at Forum](#)

38 **Complaint Number:** 10565672

Incident Date: February 1, 2014

Date Added to File: February 24, 2014

Description of the Complaint:

Entire wheel well rusted out and disintegrated. Section is gone and shock came through the interior.

[Details](#)

[Discuss This Consumer Complaint at Forum](#)

- 39 **Complaint Number:** 10564406 **Incident Date:** February 10, 2014 **Date Added to File:** February 14, 2014
Description of the Complaint:
 I went to ford for service, and they found that the right rear shock tower where mounted to wheelhouse was rotted away. Only rusted on right side. This is a very dangerous situation as if the part lets loose, the car body will sag and a crash will occur. I have taken to body shop and the cost is estimated to be \$1500 or better. There are no re-calls on this safety issue, and calls to ford are answered "sorry there is nothing we can do". They seem to not give a care if people are injured and maimed from this flaw in manufacture. The body shop told me today that the wheelhouse part is on national backorder, and that there are 500+ orders waiting for these parts. Ford notes that their supplier is waiting for parts to manufacture these replacement parts. My car is severe and can't be operated. I do not know what to do next. Guess the first thing is finding someone who cares. I also think that this should be addressed before a serious crash occurs. I have been in law enforcement for 30+ years and would like to do something quick to save lives and injury. Please advise if you can help.
- 40 **Complaint Number:** 10563743 **Incident Date:** February 8, 2014 **Date Added to File:** February 10, 2014
Description of the Complaint:
 This is for a ford 2005 escape. The suv's passenger rear shock where attached to the wheel well is rusted. The wheel well is rusted out around the the area that the shock attaches to. In reading the ford forum, there are a lot of complaints on this year ford escape. I have also contacted ford on this and they do not see any issues.
- 41 **Complaint Number:** 10563392 **Incident Date:** February 3, 2014 **Date Added to File:** February 7, 2014
Description of the Complaint:
 Like many others, the rear passenger wheel well is rusted out so significantly that the strut mount is almost completely detached. This is very unsafe and difficult to detect until it's too late. It's obvious from speaking with body shops and ford reps that this is a well known issue. I can't reiterate enough that this is dangerous because of 1) the suspension can collapse onto the tire and 2) it's difficult to identify until the strut mount collapses.
- 42 **Complaint Number:** 10563431 **Incident Date:** February 6, 2014 **Date Added to File:** February 7, 2014
Description of the Complaint:
 The contact owns a 2005 ford escape. The contact stated that while driving approximately 35 mph, a sudden banging noise was heard from the rear of the vehicle. The contact discovered that the rear passenger's side wheel housing panel was rusted and caused the shock absorber to become detached from the vehicle. The contact indicated that the vehicle was diagnosed by the dealer but not repaired. The manufacturer was notified and no solution was offered. The failure mileage was 77,000.
- 43 **Complaint Number:** 10563441 **Incident Date:** January 29, 2014 **Date Added to File:** February 7, 2014
Description of the Complaint:
 The passenger side rear panel when the shock attaches to the under part has completely rushed away. We were told that there is over thousands of vehicle that have been affected. We took the vehicle to the ford collision shop and was told that they have not even started to do anything about this, he started that he has seen several vehicle come into the shop that are ford escape that the whole back under suspension has completely rushed out.
- 44 **Complaint Number:** 10562742 **Incident Date:** January 31, 2014 **Date Added to File:** February 3, 2014
Description of the Complaint:
 The contact owns a 2005 ford escape. The contact stated that while driving 35 mph, a loud noise emitted from the rear of the vehicle. The vehicle was taken to a local mechanic, who advised that the rear passenger side wheel was corroded. As a result, the housing and rear shocks were corroded and separated from the wheel. The manufacturer was not made aware of the failure. The failure and current mileage was 132,000.
- 45 **Complaint Number:** 10562119 **Incident Date:** January 29, 2014 **Date Added to File:** January 29, 2014
Description of the Complaint:
 The contact owns a 2005 ford escape. The contact stated the rear fender wheel well exhibited excessive rust. The contact took the vehicle to local mechanic, who stated that the vehicle was not safe to drive due to the rear wheel not being secured and could become detached from the vehicle while driving. The failure mileage was 115,000.
- 46 **Complaint Number:** 10560744 **Incident Date:** January 10, 2014 **Date Added to File:** January 21, 2014
Description of the Complaint:
 My wife and I were driving down the street and hit a bump and heard a very loud noise in the back right rear of the vehicle (rattled very loud). When we got home, I checked all inside the car, nothing was loose, I checked under the check thinking a shock absorber had broken and noticed the passenger side inner wheel well was completely broken through. The following week I took the car to a body shop and the man told me he had seen a lot of this problem on 2005 ford escapes where the shock absorber had been hitting on the wheel well until it finally burst through. He further stated that he had only seen it on the passenger side. He checked all the other wheel wells and they are fine. The entire wheel well would have to be replaced and with no guarantee of how long that will hold. He said to get it fixed as soon as possible. There is no rust on the vehicle and this is the only problem we have had with any body/suspension on the car that we have owned since 2006.
- 47 **Complaint Number:** 10560844 **Incident Date:** January 14, 2014 **Date Added to File:** January 21, 2014
Description of the Complaint:
 The contact owns a 2005 ford escape. The contact stated that the passenger's side rear shocks became detached from the vehicle. The vehicle was taken to a private mechanic where it was diagnosed that the passenger side wheel housing and shock mounts needed to be replaced. The manufacturer was notified of the failure. The vehicle was not repaired. The approximate failure and current mileage was 116,000.
- 48 **Complaint Number:** 10560664 **Incident Date:** January 20, 2014 **Date Added to File:** January 20, 2014
Description of the Complaint:
 Loud banging sound from right rear wheel sounding like loose muffler upon further inspection I found the inner wheel well with the shock mount to be completely rusted away. Trying to get it fixed and no one can put a price on the repair and most body shops are afraid to do it. Called ford customer service about this very unsafe problem and they don't want nothing to do with it.

49	Complaint Number: 10560217	Incident Date: January 8, 2014	Date Added to File: January 16, 2014
Description of the Complaint: The contact owns a 2005 ford escape. The contact stated that the rear shocks became detached from the vehicle. The contact was informed that the inner panel needed to be replaced. The vehicle was not repaired. The manufacturer was notified of the failure. The approximate failure mileage was 153,000.			
		Details	Discuss This Consumer Complaint at Forum
50	Complaint Number: 10559946	Incident Date: January 6, 2014	Date Added to File: January 14, 2014
Description of the Complaint: The rear shock mount went through rusted wheel well and into trunk.			
		Details	Discuss This Consumer Complaint at Forum
51	Complaint Number: 10558650	Incident Date: December 23, 2013	Date Added to File: January 6, 2014
Description of the Complaint: Loud thumping noise occurs over any size bump. On inspection repair shop found rear right wheel well rusted out and no mount existing for the shock absorber. No other wheel well has this problem. Definite design flaw that could lead to loss of control.			
		Details	Discuss This Consumer Complaint at Forum
52	Complaint Number: 10558223	Incident Date: December 17, 2013	Date Added to File: January 2, 2014
Description of the Complaint: I was driving the vehicle and noticed something banging in the back end of the truck. I thought it as the muffler that came loose. To my surprise when I looked underneath the vehicle I found that the rear passenger inner wheel well was totally rusted out. There was only about an inch of metal left. I just purchased this vehicle on october 15th of 2013. I have never seen or heard of such a problem before. I did research on the internet only to find numerous complaints about this same problem. I tried ordering the part from a ford dealer and they say it is on back order. I can't wait for the part from ford so the mazda tribute is the same so I am ordering the part from them. This is my only vehicle so I have to have it running . I have not been able to drive this vehicle since december 17th, 2013. I have to take it to an autobody shop to have this work done. I surely hope this part works because if it doesn't I can not afford to buy another vehicle. I have called ford and they said there are no recalls on my vehicle, and I also went to there recall website to check for myself and could not find any listed. I am going to file a complaint with the ford motor company but it is probably not going to do any good. Someone needs to file class action law suit against them but then only the lawyers win. Please help me with this problem which seems to be a regular occurrence according to all the complaints.			
		Details	Discuss This Consumer Complaint at Forum
53	Complaint Number: 10557488	Incident Date: December 19, 2013	Date Added to File: December 27, 2013
Description of the Complaint: The contact owns a 2005 ford escape. The contact stated that after driving over a pothole, the vehicle began to sway and the contact heard a crack. The vehicle was taken to a private mechanic where it was found that the passenger rear wheel house panel had separated due to rust. The vehicle was not repaired. The manufacturer was contacted about the failure. The failure mileage was approximately 93,000.			
		Details	Discuss This Consumer Complaint at Forum
54	Complaint Number: 10556395	Incident Date: December 1, 2013	Date Added to File: December 17, 2013
Description of the Complaint: When I opened the rear hatch on my 2005 ford escape I noticed the plastic molding was cracked, after looking at it closer I noticed that the whole right rear shock mount was rusted out and there was a hole in the top of the wheel well. I have contacted many body shops that say the problem is fixable but do to liability they can not fix it. After researching it online on the ford forum I found out that this a common problem with this vehicle. One post on the forum says that the engineers of the escape said it is a design flaw causing the problem but they won't put it in writing for fear of losing their jobs. This is a major safety issue and there should be a recall issued for it. If the shock would have came off while I was driving and hit the road or something under the vehicle it could have caused a accident. I would to know why there is no recall issued for this problem ?			
		Details	Discuss This Consumer Complaint at Forum
55	Complaint Number: 10554714	Incident Date: August 1, 2013	Date Added to File: December 3, 2013
Description of the Complaint: 2005 ford escape...The right rear fender well has rusted out around the shock mount, ready or close to breaking free. First body shop wouldn't even quote a repair. Googled issue and found 100's of other owners of 2005's with same condition...Photos on facebook matched my cars situation exactly. Why no recall?			
		Details	Discuss This Consumer Complaint at Forum
56	Complaint Number: 10553736	Incident Date: November 22, 2013	Date Added to File: November 25, 2013
Description of the Complaint: The contact owns a 2005 ford escape. The contact stated that while driving approximately 20 mph, he noticed a loud knocking noise. The vehicle was taken to the dealer for diagnosis where the technician stated that the rear passenger's side inner quarter panel and wheel house panel were corroded. The technician also stated that the shock had become completely detached from the frame. The manufacturer was made aware of the failure. The vehicle was not repaired. The approximate failure mileage was 83,000.. ..Updated 01-10-14			
		Details	Discuss This Consumer Complaint at Forum
57	Complaint Number: 10552887	Incident Date: November 12, 2013	Date Added to File: November 19, 2013
Description of the Complaint: The contact owns a 2005 ford escape. The contact stated that while driving approximately 50 mph, a knocking noise was heard from under the vehicle. The contact stopped the vehicle and upon inspection, noticed that the rear passenger's side wheel well was corroded and the rear shock was no longer mounted. The manufacturer was made aware of the failure. The vehicle was not repaired. The approximate failure mileage was 105,000.			
		Details	Discuss This Consumer Complaint at Forum
58	Complaint Number: 10552683	Incident Date: October 1, 2013	Date Added to File: November 18, 2013
Description of the Complaint: The right rear upper shock mount and inner fender well rusted not safe to drive and the part is on back order. I have no other vehicle and rather frustrated.			
		Details	Discuss This Consumer Complaint at Forum
59	Complaint Number: 10552806	Incident Date: November 18, 2013	Date Added to File: November 18, 2013
Description of the Complaint: 2005 ford escape limited has a safety issue so bad that it's unsafe to drive. The right rear fender well has rusted out around the shock mount, ready or close to breaking free.			
		Details	Discuss This Consumer Complaint at Forum

60	Complaint Number: 10551958	Incident Date: November 3, 2013	Date Added to File: November 12, 2013
	Description of the Complaint: The contact owns a 2005 ford escape. The contact stated that while driving over an uneven road surface at various speeds, he noticed a loud banging sound. The contact inspected the vehicle and noticed that the rear wheel well shock tower was corroded. The manufacturer was made aware of the failure. The vehicle was not repaired. The approximate failure mileage was 56,000.		
		Details	Discuss This Consumer Complaint at Forum
61	Complaint Number: 10550376	Incident Date: September 30, 2013	Date Added to File: October 31, 2013
	Description of the Complaint: The contact owns a 2005 ford escape. The contact stated that the passenger's side rear shock assembly was corroded. The vehicle was not diagnosed or repaired. The manufacturer was notified of the failure. The failure mileage was 100,000.		
		Details	Discuss This Consumer Complaint at Forum
62	Complaint Number: 10547692	Incident Date: October 1, 2013	Date Added to File: October 11, 2013
	Description of the Complaint: A loud, startling bang occurred. The right rear shock absorber mount had rusted out, leaving the vehicle with no right rear shock absorber. There is also a gaping hole produced that exposes the interior of the vehicle to dangerous accelerated road debris.		
		Details	Discuss This Consumer Complaint at Forum
63	Complaint Number: 10547353	Incident Date: October 7, 2013	Date Added to File: October 9, 2013
	Description of the Complaint: Right side (pass) shock mount/inner fender area completely rusted out. Upper shock mount disengaged with the vehicle causing loud banging noise while driving. Unstable driving as shock is no longer attached to vehicle.		
		Details	Discuss This Consumer Complaint at Forum
64	Complaint Number: 10546307	Incident Date: September 2, 2013	Date Added to File: September 30, 2013
	Description of the Complaint: The right rear wheel well has rusted out. This makes it a huge safety factor because at anytime the shocks can break free and bust upward into my truck. I took my 2005 ford escape to my mechanic and he said that in the last 2 months he had seen 4-5 2005 ford escapes with the same problem. It is all the same right rear wheel well. There is a facebook page with 195000 members following it so I know that I am not alone. Problem is that half of the country is not in an area that has rust. So southern ford escape owners are not going to be affected by this. This cannot be ignored because not all 2005 ford escape owners have this problem. Environmental conditions would show you that all 2005 ford escapes would have this if put to the same environmental factors. This needs a recall. It is an easy fix. Ford already fixed it with the newer models. Just weld in a new right rear wheel well. This is frustrating because I know it is a real problem with this model, but the environment is what is saving this from being a national issue.		
		Details	Discuss This Consumer Complaint at Forum
65	Complaint Number: 10543596	Incident Date: September 9, 2013	Date Added to File: September 14, 2013
	Description of the Complaint: This safety issue requires immediate attention by both the NHTSA and ford: 61 NHTSA complaints filed to date: '04- 16; '05-45. Vehicle taken to ford dealership for service. Service notified that a forward lower ball joint was failing, no other defects were noted in the detailed visual inspection. It was replaced two days later. The following day of the repair, on a daily commute between tol to dtw, the right rear shock tower separated while driving at 70 mph. Vehicle began dog-tracking. Initial inspection did not reveal the hidden damage caused by corrosion at the welded seams of the inner wheel well due to an underbody coating. Upon removing the undercoating, very easily by hand, two large sections removed, revealed the shock was penetrating the interior of the vehicle and was no longer being structurally supported by the vehicles uni-body frame. The large sections removed would have caused tire failure at highway speeds by puncture or hazard to other following vehicles. The separation of the shock tower from the body, did cause the vehicle to jerk at the time of failure, creating a loud popping sound and causing potential hazard as the vehicle steered into other lanes of traffic at highway speeds (70 mph). The vehicle is rendered inoperable due to the catastrophic nature of the failure. Local ford dealership states they are uncomfortable repairing the structure and not aware of any manufacture recalls. In contacting their sister dealership, they have previously repaired this defect, and continued on stating this failure is a known issue with 2004 - 2006 escapes. The failed panel is available, p/n: part 71827827886a. A reinforcement piece is also available. See example picture here: http://imageshack.us/a/img854/6430/wheelwell2.jpg facebook site concerning this safety issue: www.Facebook.Com/pages/2005-ford-escape-2004-2006/397923900236108 .		
		Details	Discuss This Consumer Complaint at Forum
66	Complaint Number: 10543360	Incident Date: September 5, 2013	Date Added to File: September 12, 2013
	Description of the Complaint: The contact owns a 2005 ford escape. The contact stated excessive rust on the shock mount on the rear passenger side tire was causing the wheel to knock against the frame. The contact took the vehicle to a dealer who stated the entire quarter panel and inside wheel well needed to be replaced. The vehicle was not repaired. The failure mileage was 93,000.		
		Details	Discuss This Consumer Complaint at Forum
67	Complaint Number: 10536803	Incident Date: August 22, 2013	Date Added to File: August 22, 2013
	Description of the Complaint: Right rear wheel well completely rusted out around shock tower and shock punched through into interior of vehicle nothing else rusted on vehicle ford said there is no recall and everyone seems to have the same problem with the escapes and said body shop would be \$1300 to fix		
		Details	Discuss This Consumer Complaint at Forum
68	Complaint Number: 10535041	Incident Date: July 10, 2013	Date Added to File: August 13, 2013
	Description of the Complaint: I've been hearing some loud noises/bangs from the back end of my car but couldn't figure out what it was. I found out the entire rear passenger wheel well had rusted out in a 1/2 circle around the shock. The shock was no longer attached to the car. Everytime it went over a bump - it sounds like my trunk is picking up and slamming down. I have very minimal rust on my car and the other wheel wells are in very good condition. If you open the compartment where the jack is stored in my trunk you can see my tire through a hole. I have seen dozens and dozens of online complaints for the same passenger side wheel well rusted out causing the shock to disconnect but ford has not put out a recall and it costing \$1200-\$1800 to repair.		
		Details	Discuss This Consumer Complaint at Forum
69	Complaint Number: 10532668	Incident Date: July 29, 2010	Date Added to File: July 30, 2013
	Description of the Complaint:		

The contact owns a 2005 ford escape. The contact stated that upon inspection, it was found that the passenger's side rear shock had penetrated the body of the vehicle due to rust. The vehicle was taken to the dealer where the failure was confirmed. The vehicle was not repaired. The manufacturer was not contacted about the failure. The failure mileage was 48,000. The current mileage was 90,000.

[Details](#) [Discuss This Consumer Complaint at Forum](#)

- 70 **Complaint Number:** 10524781 **Incident Date:** June 24, 2013 **Date Added to File:** July 14, 2013
Description of the Complaint:
While driving my vehicle home from work, I heard a clanging sound coming from the rear passenger side. Thinking the shock needed to be replaced, I drove it until the end of the week and made an appointment to get it serviced. While the technician was checking out my car he noticed the inner wheel house and shock were completely rusted. The shock was detached from the vehicle and the frame is rusted and cracked. He recommended me to take it to a body shop to see if it could even be fixed. I then took it to a very reputable body shop in my town and they have never seen anything like this before. They work on all make and models of different years and said this is not normal wear and tear to a vehicle. They said underneath the vehicle is made to sustain any type of condition and this vehicle was poorly made. There is barely anything holding the back end of the vehicle together and for this reason I was told the vehicle is unsafe to drive because if I am in any sort of accident there will be no protection to me and the vehicle will probably be split in two. Due to the location of the defect who knows how long my vehicle has been dangerous to drive and it makes me sick to think about what could have happened if I was in an accident and I have had my two young children in my backseat. The estimate from the body shop was over \$13,000 to fix. I have had this vehicle since 2005 and it has been a great, reliable car until all this has happened. It has not been in any accidents or had any other major repairs.
- [Details](#) [Discuss This Consumer Complaint at Forum](#)
- 71 **Complaint Number:** 10524228 **Incident Date:** July 9, 2013 **Date Added to File:** July 10, 2013
Description of the Complaint:
While driving on interstate, hit a bump and heard loud sound on right rear side of vehicle. After I stopped to inspect, found that the right rear strut had no support as the right rear inner panel was corroded all the way through with very thin metal around the entire area. Luckily the strut did not come up through interior. Seems very unsafe and likely to cause accident if driven. This appears to be a manufacturer's defect as the corrosion protection was not applied correctly. I called ford motor customer service and they just indicated that there were no recalls yet on this problem. This seems to be a problem on the 2004-2005 ford escapes on the right rear. I took to body shop and have estimates from \$1,400 to \$1,700 to repair. The vehicle is in very good shape except for this one obvious defect.
- [Details](#) [Discuss This Consumer Complaint at Forum](#)
- 72 **Complaint Number:** 10523957 **Incident Date:** June 1, 2013 **Date Added to File:** July 9, 2013
Description of the Complaint:
While driving my ford escape, the right rear shock punched through the right rear fender well becoming unattached. After further inspection the fender well and part of the shock mount was completely rusted out and unable to support the shock. I have notified the ford dealer and ford's customer relations and was told they know of no problem and that the car is out of Warranty and nothing they can do. After researching this problem on the web, I've found a number of ford escape owners who have the same right rear fender well rust problems. This leads me to believe that it must be ford manufacturing defect in rust proofing their materials and they should stand behind their products. There should be a recall before someone gets hurt.
- [Details](#) [Discuss This Consumer Complaint at Forum](#)
- 73 **Complaint Number:** 10523107 **Incident Date:** May 8, 2013 **Date Added to File:** July 3, 2013
Description of the Complaint:
Vehicle was sold to me with the rear passenger side wheel well wear the shock, tire, and fuel system is located it is corroded off its frame. There is no recall or possible part in the us to be found for repair also the dealership said I was the cause of this problem and they would do nothing to help me or refund my money or exchange vehicles as they were informed of the problem and shown the vehicle not even 22 days later from purchase date.
- [Details](#) [Discuss This Consumer Complaint at Forum](#)
- 74 **Complaint Number:** 10522567 **Incident Date:** June 29, 2013 **Date Added to File:** July 1, 2013
Description of the Complaint:
The contact owns a 2005 ford escape. The contact stated that while driving 55 mph, he heard a loud pop. The contact stopped the vehicle and upon further examination, noticed that the rear passenger side strut mount had become detached from the vehicle due to corrosion. The manufacturer was notified of the failure. The vehicle was not repaired. The failure and current mileage was 141,000.
- [Details](#) [Discuss This Consumer Complaint at Forum](#)
- 75 **Complaint Number:** 10520098 **Incident Date:** June 14, 2013 **Date Added to File:** June 17, 2013
Description of the Complaint:
I was driving down the road when I started hearing a loud banging noise coming from the back of my escape. I pulled over to the side of the road to inspect what could be banging around, didn't see anything. Drove the escape over the weekend the noise kept getting louder, started inspecting the whole outside of the car that is when I noticed the whole rear passenger side wheel well had rusted away and nothing was supporting the shock. Vehicle looks unsafe to drive.
- [Details](#) [Discuss This Consumer Complaint at Forum](#)
- 76 **Complaint Number:** 10519538 **Incident Date:** June 12, 2013 **Date Added to File:** June 12, 2013
Description of the Complaint:
Rear wheel well around shock mount is rusted out. Loud banging can be heard from inside cab. Over time the shock mount may break free from the body of the vehicle.
- [Details](#) [Discuss This Consumer Complaint at Forum](#)
- 77 **Complaint Number:** 10515961 **Incident Date:** May 30, 2013 **Date Added to File:** June 10, 2013
Description of the Complaint:
The rear wheel well where the shock is located the whole frame panel is cracked, it was covered up from a previous owner or company. The car dealership I'm purchasing from would not take responsibility for it and I explained the hazard in me driving or keeping the vehicle and I took it to several body shops and was told it happens with these vehicles frequently and one shop had already done 3 of the same areas. There is no recall or information about the vehicles issues but this is a danger to drive.
- [Details](#) [Discuss This Consumer Complaint at Forum](#)
- 78 **Complaint Number:** 10508199 **Incident Date:** April 14, 2013 **Date Added to File:** April 14, 2013
Description of the Complaint:
While driving a loud crack/pop was heard from the passenger rear wheel and then there was road noise. When we stopped there was a large hole in the wheel well around the shock mount. All the metal has rusted through. The shock has no attachment left to the upper body, only along the bottom edge. When the vehicle bounces it moves independently of the shock in that corner. I opened up the interior compartment, removed the carpet and trim pieces to get a look and found a hole that is large enough to put my hand through. This car has less than 78,000 miles. The tires and brakes were replaced in the fall and no signs of damage were present at that time due to the undercoating

being in place.

[Details](#)

[Discuss This Consumer Complaint at Forum](#)

- 79 **Complaint Number:** 10507370 **Incident Date:** April 6, 2013 **Date Added to File:** April 6, 2013
Description of the Complaint:
I heard unusual road noise and experienced looseness near the rear passenger side tire. Upon inspection, I determined that the rear wheel well had corroded through, compromising the rear strut. The hole extends nearly 12 inches, exposing the passenger compartment. The extent of the corrosion was not apparent prior to this incident because the wheel well coating covered the defect. After locating this corrosion, a further inspection of the vehicle was completed, but none of the other wheel wells exhibit similar corrosion. Due to the severe corrosion of this body panel, the car cannot be safely driven because the rear strut is being held in place by only a tiny portion of the structural panel. If I had not located this defect in time, it is likely that the strut would have become detached from the vehicle frame while driving and would have caused an accident.
- [Details](#) [Discuss This Consumer Complaint at Forum](#)
- 80 **Complaint Number:** 10507215 **Incident Date:** April 3, 2013 **Date Added to File:** April 5, 2013
Description of the Complaint:
The contact owns a 2005 ford escape. The contact stated that they heard a loud thump coming from the rear passenger side wheel well. The contact inspected the vehicle and saw that the rear shock was detached from the vehicle and the wheel well was rusted. The vehicle had not been to the dealer at the time of the complaint. The failure and current mileages were 105,000.
- [Details](#) [Discuss This Consumer Complaint at Forum](#)
- 81 **Complaint Number:** 10504850 **Incident Date:** March 9, 2013 **Date Added to File:** March 28, 2013
Description of the Complaint:
The contact owns a 2005 ford escape. The contact stated that the rear passenger side wheel well was completely rusted. The contact stated that there was a hole in the wheel well. In addition, whenever the contact traveled over a road bump, there was a loud bang from the rear of the vehicle. The contact took the vehicle to the dealer and the vehicle was determined to be unfit to drive. The contact spoke with the manufacturer and was told that the dealer deemed the vehicle unfit to drive because the strut and wheel well were detached from the vehicle. The dealer stated that it was only a matter of time before the rear passenger side wheel would detach from the vehicle. The current mileage was 97,000. Kmj the consumer stated while driving, he hit a large pot hole, and then he heard a huge bang from the rear of the vehicle. He thought nothing of it, so as he continued to drive, the noise became worse. When he arrived home, he opened the compartment and found the inside was damp with water. Upon further inspection, he noticed he could see through the inside of the vehicle into the street through a newly formed hole in the passenger rear wheel well. The crack started at the rear of the tire well to about the middle of the tire. The vehicle was taken to the dealer, but ford didn't want to claim any responsibility. The rust was in an area that nobody noticed, as it was behind the sealer that was out in the tire wells of vehicles in the northeast. Ford inspected the vehicle, and informed the consumer, it was not safe to drive, as the suspension was compromised. The strut was very loose and he witnessed the crack get even bigger, as he tried to drive it back from the dealer. Also, the consumer had problems with the reverse lights flickering on and off. When he took the vehicle to the dealer, he was informed a new switch was needed. He declined the replacement. The consumer believed that may have been a symptom of the rust and the wires getting wet. Updated 12/04/13
- [Details](#) [Discuss This Consumer Complaint at Forum](#)
- 82 **Complaint Number:** 10504519 **Incident Date:** March 6, 2013 **Date Added to File:** March 26, 2013
Description of the Complaint:
There was banging in the right rear. The shock mount rusted off the inner fender. The inner fender has severe rust and part of the frame is rusted through. The inner fender had to be replaced. A portion of the frame had to be replaced. A new shock was needed. The floor in the rear of the car had to be repaired from the shock hitting into it. All in all \$1,373.55 in repair. I have pictures. I contacted a local ford dealer who explained that the car is 8 years old and we have salt on the road in winter. I also contacted ford customer service who explained there were no recalls for such an incident. After looking on line I found numerous similar experiences which leads me to believe this is not caused by normal use. The affected parts must not have been properly treated or coated or sealed or something.
- [Details](#) [Discuss This Consumer Complaint at Forum](#)
- 83 **Complaint Number:** 10502799 **Incident Date:** March 8, 2013 **Date Added to File:** March 14, 2013
Description of the Complaint:
The contact owns a 2005 ford escape. The contact stated that while driving at various speeds he heard a loud noise coming from the rear of the vehicle. The contact inspected his vehicle by removing the rear passenger tire. The contact discovered that the shock absorber mounting plate was rusted and had detached from the body of the vehicle. The vehicle was not repaired. The manufacturer was contacted and offered no assistance. The failure and current mileages were approximately 184,180. Updated 04/30/13 the consumer stated after he filed the complaint, the vehicle was taken to a local body shop, where it was deemed unsafe to drive, in its current condition. The body shop repaired the affected area.
- [Details](#) [Discuss This Consumer Complaint at Forum](#)
- 84 **Complaint Number:** 10502194 **Incident Date:** March 9, 2013 **Date Added to File:** March 9, 2013
Description of the Complaint:
Right rear shock tower completely rusted out, causing the rear shock to become unattached from the body of the car.
- [Details](#) [Discuss This Consumer Complaint at Forum](#)
- 85 **Complaint Number:** 10501822 **Incident Date:** March 6, 2013 **Date Added to File:** March 6, 2013
Description of the Complaint:
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 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 tousleyford 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.
- [Details](#) [Discuss This Consumer Complaint at Forum](#)
- 86 **Complaint Number:** 10500685 **Incident Date:** February 14, 2013 **Date Added to File:** February 27, 2013
Description of the Complaint:
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.

[Details](#)[Discuss This Consumer Complaint at Forum](#)87 **Complaint Number:** 10497742 **Incident Date:** February 11, 2013**Date Added to File:** February 11, 2013**Description of the Complaint:**

The contact owns 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.

[Details](#)[Discuss This Consumer Complaint at Forum](#)88 **Complaint Number:** 10497647 **Incident Date:** February 3, 2013**Date Added to File:** February 10, 2013**Description of the Complaint:**

The rear passenger wheel well corroded completely through the metal and encompasses the entire upper shock absorber mounting point. Nothing is holding the upper shock absorber attachment in place.

[Details](#)[Discuss This Consumer Complaint at Forum](#)89 **Complaint Number:** 10496528 **Incident Date:** February 4, 2013**Date Added to File:** February 5, 2013**Description of the Complaint:**

The contact owns a 2005 ford escape. The contact stated that while the vehicle was being serviced, the technician stated that the passenger rear shock mount had rotted and the vehicle was unsafe to drive. The technician advised that there was no remedy for the failure and recommended that a new vehicle be purchased. The manufacturer was made aware of the failure and offered no assistance. The vehicle was not repaired. The approximate failure and current mileage was 73,028.

[Details](#)[Discuss This Consumer Complaint at Forum](#)90 **Complaint Number:** 10493274 **Incident Date:** October 1, 2012**Date Added to File:** January 17, 2013**Description of the Complaint:**

Passenger side rear shock mount completely rotted off of vehicle.

[Details](#)[Discuss This Consumer Complaint at Forum](#)91 **Complaint Number:** 10489322 **Incident Date:** November 20, 2012**Date Added to File:** December 19, 2012**Description of the Complaint:**

My daughters 2005 escape started making a pounding noise when going over bumps. Not being a mechanic I thought it was a shock absorber. After a closer inspection I saw the top shock mount was rusting away from the frame. I could actually move it slightly by hand. The structural damage is a hole on the inside of the storage area inside the vehicle. After checking the driver side upper shock mount there is also a hole in the body in the rear storage compartment right next to the gasoline filler neck tube. This is a potential tragedy waiting to happen. Please do something to remedy this unheard of problem before someone gets hurt. This type of damage surely took a few years to progress this bad. Saw a lot of owners of same vehicle with similar complaints.

[Details](#)[Discuss This Consumer Complaint at Forum](#)92 **Complaint Number:** 10488063 **Incident Date:** December 5, 2012**Date Added to File:** December 11, 2012**Description of the Complaint:**

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.

[Details](#)[Discuss This Consumer Complaint at Forum](#)93 **Complaint Number:** 10482435 **Incident Date:** October 26, 2012**Date Added to File:** October 27, 2012**Description of the Complaint:**

Right rear shock absorber mount is rusting prematurely making the vehicle unsafe to drive.

[Details](#)[Discuss This Consumer Complaint at Forum](#)94 **Complaint Number:** 10482169 **Incident Date:** October 24, 2012**Date Added to File:** October 25, 2012**Description of the Complaint:**

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.

[Details](#)[Discuss This Consumer Complaint at Forum](#)95 **Complaint Number:** 10456751 **Incident Date:** October 26, 2011**Date Added to File:** April 28, 2012**Description of the Complaint:**

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.

[Details](#)[Discuss This Consumer Complaint at Forum](#)96 **Complaint Number:** 10446731 **Incident Date:** January 27, 2012**Date Added to File:** February 5, 2012**Description of the Complaint:**

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.

[Details](#)

[Discuss This Consumer Complaint at Forum](#)

97 **Complaint Number:** 10446075

Incident Date: November 4, 2011

Date Added to File: January 31, 2012

Description of the Complaint:

Rubbing sound coming from left front (driver's side) wheel well. Diagnosed by ford as a "loose" wheel bearing. Sounds more like a failure. Ford charged \$47 to "diagnose" the problem. Seems like maybe they already knew what it might be and let 3 techs soak up some clock time on this one. The original charge was quoted at \$95 so I guess we got off better than some.

[Details](#)

[Discuss This Consumer Complaint at Forum](#)

98 **Complaint Number:** 10347308

Incident Date: August 1, 2010

Date Added to File: August 4, 2010

Description of the Complaint:

When entering a highway we hit a deep groove in the road and then proceeded onto the highway. Within 10 seconds the car wheels and steering wheel went out of control. The car weaved and bobbed for about 200 feet uncontrollable. I was told the steering rack and tie rod snapped. We hit someone while our car spun around into on coming traffic and we flew into the guard rail at such force the car lifted and got lodged on the guard rail. This probably saved our lives because at that point we had done a 180 and were facing oncoming traffic. Can not get an help from ford.

[Details](#)

[Discuss This Consumer Complaint at Forum](#)

99 **Complaint Number:** 10342594

Incident Date: June 17, 2010

Date Added to File: July 12, 2010

Description of the Complaint:

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 howe some people bought it brand new and already had to replace the piece.

[Details](#)

[Discuss This Consumer Complaint at Forum](#)

100 **Complaint Number:** 10241203

Incident Date: September 6, 2008

Date Added to File: September 6, 2008

Description of the Complaint:

Wheel bearings started to fail @35,000 miles. Dealer said noise was half shaft bearing and replaced it. They said noise after repair was road noise and 18,000 miles later the wheel bearings needed to be replaced and the noise was gone. Should have been replaced at 35,000 miles and been under Warranty but instead we had to pay \$700 out of pocket due to poor judgement on dealer mechanic.

[Details](#)

[Discuss This Consumer Complaint at Forum](#)

More Ford Escape Suspension Complaints of Other Model Years

2014	2013	2012	2010	2009	2008	2007	2006	2004	2003
2002	2001								

More Suspension Complaints of Other 2005 Ford Models

500	F-150	Five Hundred	Mustang
Crown Victoria	F-250	Focus	Mustang GT
E-450	F-250 SD	Freestar	Ranger
Escape Hybrid	F-350	Freestyle	Taurus
Explorer	F-350 SD	F-Series Super Duty	

More Complaints of Other 2005 Ford Escape Components

ABS Control Module (1)	Hatchback (1)
Accelerator Cable (2)	Hatchback Hinge and Attachment (1)
Accelerator Pedal (15)	Hatchback Lock (2)
Airbag (9)	Hydraulic Brake (26)
Airbag Sensor and Control Module (4)	Ignition Anti-Theft System (1)
Anti-Lock Braking System (ABS) (4)	Ignition System (1)
Automatic Transmission (28)	Instrument Panel (1)
Body (69)	Latch, Lock and Linkage (2)
Body and Frame (7)	Manual Transmission (2)
Brake Hose, Line and Fitting (2)	Others (26)
Brake Pad (1)	Parking Brake (1)
Brake Rotor (2)	Power Brake Vacuum System (1)
Cruise Control (2)	Power Steering (1)
Door (3)	Power Train (33)
Door Latch (1)	Radio, Tape Deck and CD Player (1)
Electrical System (62)	Rear Seat Belt (1)
Electrical Wiring (3)	Rear Window Defroster (1)
Engine (12)	Rear Window Wiper and Washer (2)
Engine and Engine Cooling System (79)	Seat (3)
Exhaust System (5)	Seat Belt (2)
Exterior Lighting (1)	Side Airbag (1)
Fog Light (1)	Steering (8)
Frame (7)	Support (2)

Front Seat Belt Buckle (2)	Tire (3)
Front Seat Head Restraint (1)	Tire Sidewall (1)
Front Seat Power Adjust (1)	Tire Tread and Belt (3)
Front Suspension (7)	Transfer Case (1)
Front Wheel Bearing (2)	Transmission Control Module (TCM) and Powertrain Control Module (PCM) (2)
Frontal Airbag (8)	Vehicle Speed Control (81)
Fuel Gauge (1)	Wheel (24)
Fuel Rail (1)	Wheel Lug Nut and Bolt (1)
Fuel System (23)	Window (11)
Fuel Tank (2)	Window Defroster (2)
Gasoline Engine (2)	Window Glass (11)

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COMPLAINTS: Displaying 1 - 5 out of 84

Date Complaint Filed: 06/02/2014

Component(s): SUSPENSION

Date of Incident: 06/21/2013

NHTSA ID Number: 10595475

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: MAZDA MOTOR CORP

Vehicle Identification No. (VIN): 4F2YZ94124K...

SUMMARY:

I HEARD A KNOCKING SOUND COMING FROM THE REAR PASSENGER OF THE VEHICLE. UPON INSPECTION, I DISCOVERED THAT THE REAR SHOCK ABSORBER MOUNT SHOWED CLEAR SIGNS OF RUST - IT APPEARS TO BE ROTTED THROUGH! THE INTERIOR WHEEL WELL HAS AN ENORMOUS CRACK RUNNING THROUGH IT, WITH THE BACK OF THE INTERIOR INSULATION VISIBLE FROM THE OUTSIDE.

☐ Request Research ?

Date Complaint Filed: 04/15/2014

Component(s): STRUCTURE , SUSPENSION

Date of Incident: 04/15/2014

NHTSA ID Number: 10582811

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: MAZDA MOTOR CORP

Vehicle Identification No. (VIN): Not Available

SUMMARY:

I NOTICED THE PROBLEM WHEN I WAS DRIVING DOWN THE ROAD AND HEARD A KNOCKING COMING FROM THE REAR OF THE VEHICLE I THOUGHT IT WAS A BAD SHOCK AT FIRST SO I PULLED OVER TO CHECK IT OUT AND THE REAR SHOCK BRACKETS ARE COMPLETELY RUSTED THROUGH AND ARE BREAKING AWAY FROM THE MAIN FRAME. I CONTACTED MAZDA ON APRIL 10 2014 AND THEY SAID THEY HEARD OF THIS HAPPENING TO MANY OF THEIR VEHICLES AS WELL AS MANY FORD ESCAPES. THEY HAVENT PROVIDED ANY OTHER INFO ON ASSITANCE WITH REPAIRS OR A RECALL. THE CAR IS NO LONGER DRIVEABLE UNTIL IT GOES THROUGH MASSIVE RECONSTRUCTION OF THE SHEET METAL AND FRAMING IN THE REAR WHEEL WELL

☐ Request Research ?

Date Complaint Filed: 04/14/2014

Component(s): SUSPENSION

Date of Incident: 04/14/2014

NHTSA ID Number: 10579718

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: MAZDA MOTOR CORP

Vehicle Identification No. (VIN): 4F2CZ94194K...

SUMMARY:

TL* THE CONTACT OWNS A 2004 MAZDA TRIBUTE. THE CONTACT STATED THAT THE REAR PASSENGER SIDE SHOCKS WAS SEPARATING FROM THE VEHICLE. THE VEHICLE WAS NOT TAKEN FOR INSPECTION OR REPAIRS. THE MANUFACTURER WAS NOT NOTIFIED OF THE ISSUE. THE FAILURE MILEAGE AND THE CURRENT MILEAGE WAS 169,000.

☐ Request Research ?

Manufacturer: MAZDA MOTOR CORP

Vehicle Identification No. (VIN): 4F2YZ94114K...

SUMMARY:

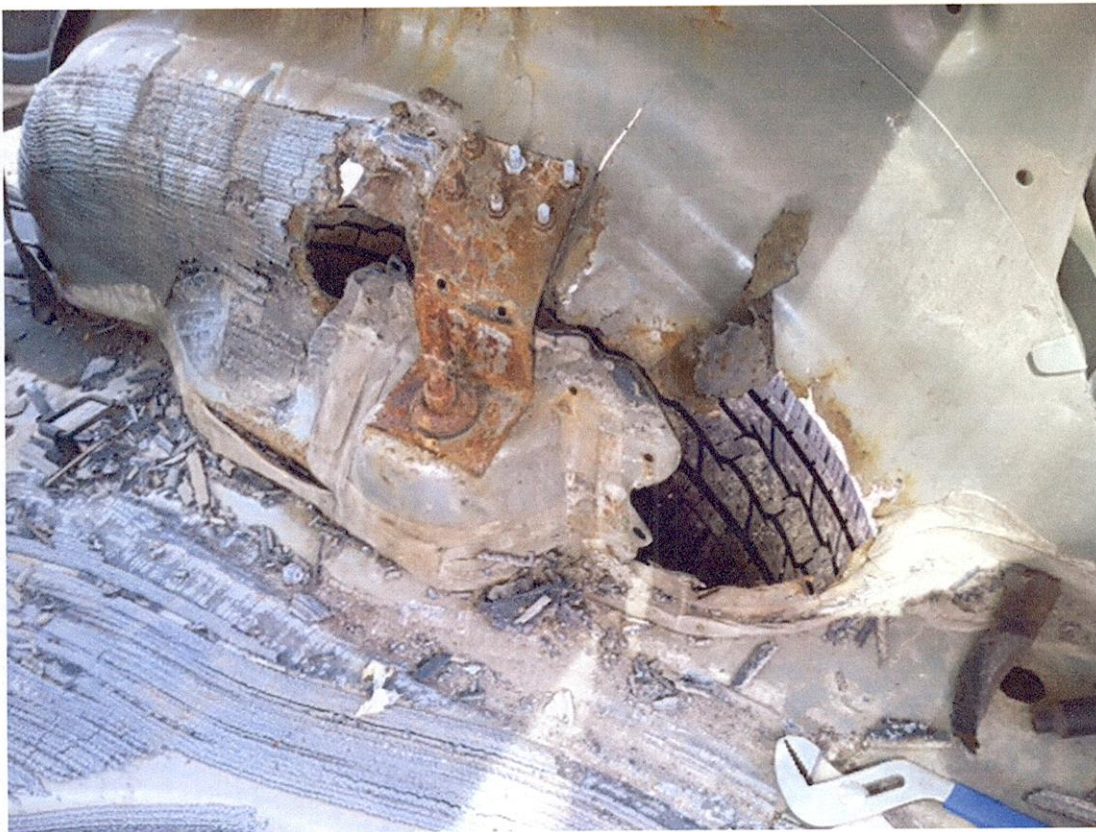
WIFE LEFT HOUSE TO RUN AN ERRAND AND RETURNED IMMEDIATELY AFTER HEARING LOUD CLANGING NOISE IN REAR OF CAR. SHE BROUGHT TO MY ATTENTION SO I RODE IN THE REAR SEAT TO OBSERVE AS SHE DROVE. AFTER JUST A VERY SHORT DISTANCE I HEARD THE NOISE AND OBSERVED THAT I COULD SEE THROUGH THE REAR SPEAKER AREA TO THE OUTSIDE. SHE PARKED THE CAR AND I LOOKED FROM THE OUTSIDE INTO THE RIGHT (PASSENGER) REAR WHEEL WELL AND SAW THE ENTIRE UPPER SHOCK MOUNT WAS ROTTED OUT OFFERING NO SUPPORT WHATSOEVER TO THE SHOCK ABSORBER. THE OVERALL CONDITION OF THE CAR IS VERY GOOD WITH NO OR VERY LITTLE BODY RUST. IT IS MY OPINION THAT THE CANNOT BE DRIVEN UNTIL THIS IS REPAIRED. I AM NOT A CERTIFIED MECHANIC BUT I DO RESTORE OLD CARS AS A HOBBY AND CONSIDER MYSELF TO BE OF MODERATE ABILITY IN AUTO MECHANICS. *TR

Manufacturer: MAZDA MOTOR CORP

Vehicle Identification No. (VIN): 4F2CZ94134K...

SUMMARY:

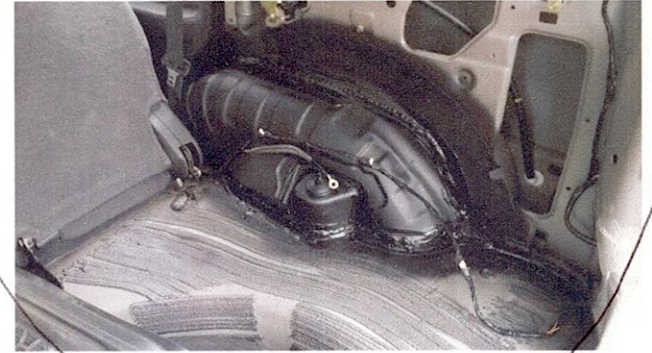
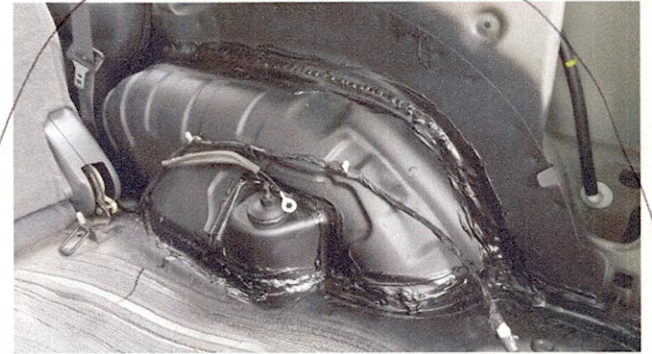
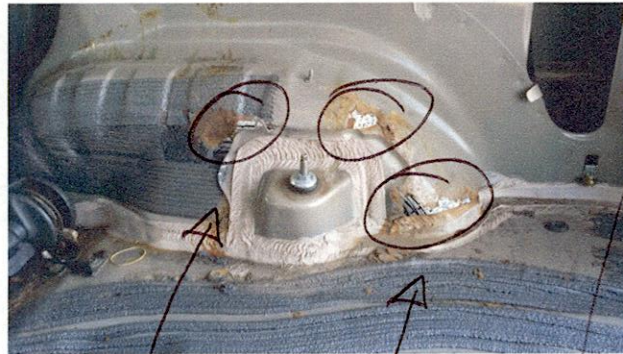
TOOK VEHICLE TO DEALER AND HAD THEM CHECK OUT SOME NOISE COMING FROM REAR OF VEHICLE. DEALER SAYS THE REAR PASSENGER WHEEL WELL IS VERY RUSTED (ACTUALLY RUSTED THROUGH IN SPOTS) AND NOT STABLE. NOISE IS COMING FROM AROUND THE REAR SHOCK AREA WHICH IS VERY DETERIORATED AROUND THE SHOCK MOUNT AND IT LOOKS LIKE THE SHOCK MAY NOT BE ADEQUATELY SECURED. THE SAME THING IS STARTING TO HAPPEN ON THE OTHER REAR WHEEL WELL BUT MOST OF THE DAMAGE IS ON THE PASSENGER SIDE. THERE IS NO VISIBLE RUST ON THE EXTERIOR OF THE VEHICLE. WE WERE REFERRED TO A LOCAL BODY SHOP BUT THE REPAIR WOULD BE TOO EXPENSIVE TO FIX. WE'VE REGULARLY SERVICED THIS VEHICLE AT THE DEALER SINCE WE BOUGHT IT NEW. I'VE CHECKED ON-LINE AND HAVE FOUND MANY OTHER INSTANCES OF THIS TYPE OF DAMAGE OCCURRING IN MAZDA TRIBUTES AND FORD ESCAPES IN THE 2004-2005 MODEL YEARS. THE VEHICLE IS NOT BEING REPAIRED DUE TO COST. *TR



2004 Ford Escape: Rusted out shock mount and seat belt mount



2004 Ford Escape: Rusted out shock mount and seat belt mount



COMPARE

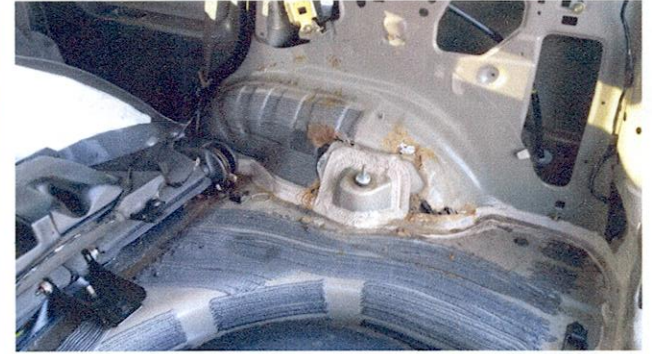
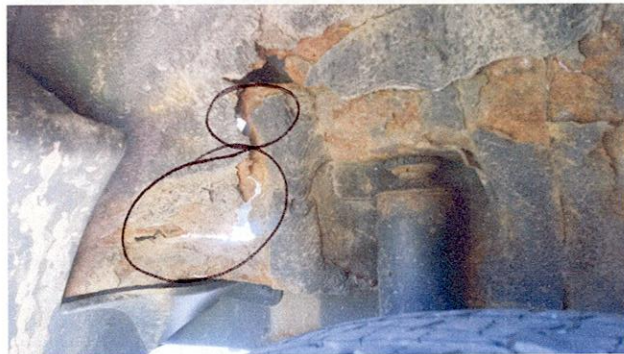
MY TIRE
VISIBLE

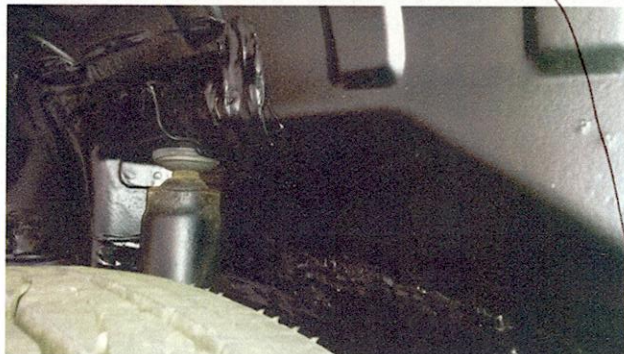
PASSENGER SIDE

DS.

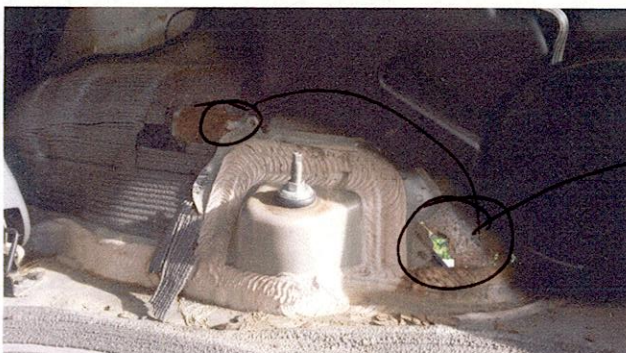
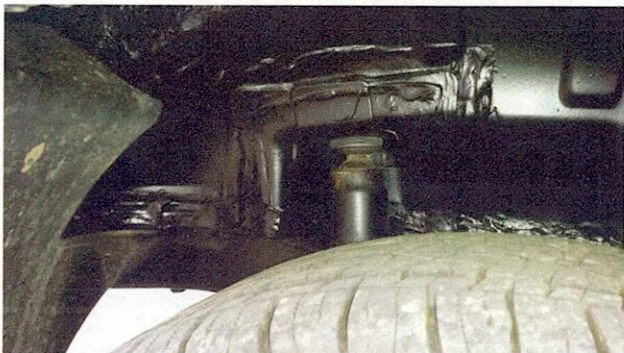
ALL PICS ARE PASSENGER SIDE
EXCEPT this one
DRIVERS SIDE FINE

Repaired

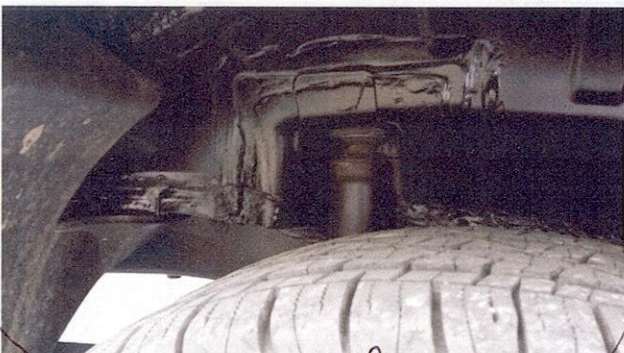




Light showing Through



SEE THROUGH



Repaired



Repair
MADE

All info in here (This folded
paperwork)
PERTAINS TO MY MAZDA
TRIBUTE

FULLERTON FORD
1034 US HIGHWAY 22
SOMERVILLE, N.J. 08876-1759
908-722-2500

FULLERTON



FORD CHRYSLER JEEP DODGE

ROUTE 22 EAST • P.O. BOX 718
SOMERVILLE • NEW JERSEY 08876
TELEPHONE (908) 722-2500



Merchant ID: 8006033248
Term ID: 007542000006033248012

Phone Order

XXXXXXXXXX
VISA

Entry Method: Manual

Total: \$ 178.76

04/29/14 10:08:30

Inv #: 000003 Appr Code: 04921C

Apprvd: Online

AVS Code: ZIP MATCH Z

CVV2 Code: MATCH M

FORD

(908) 722-2502

S
rice

(908) 722-2501

CHRYSLER / JEEP / DODGE

Parts

(908) 722-2503

Service

(908) 722-2560

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Customer Copy

THANK YOU!

SOLD TO:

BRIDGEWATER
NEW JERSEY

PHONE:

INV# 182562

VISAMC

NAD# 004000 501 50 CP

MP595/179 Y55 04/29/14

Z69 10:04:40

VEN	PART	DESC	BIN	QTY	LIST	SELL	XSELL
FMC	7L8Z7827886A	*PANEL AND		S 1	130.53	130.53	130.53
FMC	7L8Z18198A	*INSULATOR		S 1	36.53	36.53	36.53

I got my "UNAVAILABLE"
MAZDA PARTS FROM

PAID

Ford Motor Company. They have "plenty available" I wonder why? Please Treat tribute as an escape with regards to this.

SUBTOTAL	167.06
TAX	11.70
INVOICE TOTAL	178.76

TOTAL LINES 2

-----NOW OPEN TIL 6 PM MONDAY THRU FRIDAY-----

-----NO RETURNS AFTER 30 DAYS - NO CASH REFUNDS-----

PAGE 001 OF 001 YOUR ORDER WAS FILLED BY WILLIAM CURCIO

TERMS

NO RETURNS ON ELECTRICAL OR SPECIAL ORDER ITEMS. A RESTOCKING CHARGE OF 20% WILL BE APPLIED ON ALL MERCHANDISE RETURNED FOR CREDIT. NO RETURNS AFTER 30 DAYS.

NO REFUNDS WITHOUT THIS INVOICE



CUSTOMER



