



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

December 17, 2014

The Honorable Ann Wagner
Member, U.S. House of Representatives
301 Sovereign Court, Suite 201
St. Louis, MO 63011

NVS-216 nam
Ref. No. 10605332

Dear Congresswoman Wagner:

Thank you for your correspondence on behalf of your constituent, [REDACTED] concerning his model year (MY) 2012 Ford Escape. Your letter was forwarded to the National Highway Traffic Safety Administration (NHTSA). I am pleased to respond.

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

[REDACTED] alleges that he experienced unintended acceleration in his MY 2012 Ford Escape on two occasions. He states that the unintended acceleration caused him to lose control of his vehicle, including an incident on May 15 which resulted in a crash. He contacted Ford after both incidents and they told him to have the vehicle inspected by a dealer. However, his dealer was unable to determine the cause of the unintended acceleration. He suspects that the problem is being caused by the vehicle's computers. [REDACTED] believes his vehicle is not safe and requests assistance in resolving this matter.

NHTSA's Office of Defects Investigation (ODI) is monitoring all available data concerning unintended acceleration in MY 2012 Ford Escape vehicles; however, no determinations have been reached at this time. We received [REDACTED] complaint which he submitted through our safecar.gov web site on June 23 (ODI Ref. No. 10605332, enclosed). For [REDACTED] information, we enclosed a brochure that explains the NHTSA investigation and recall process

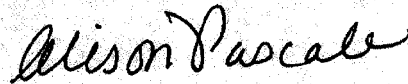
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and he may visit our web site at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention.

I hope this information is helpful. If you have any questions, please contact me or Ms. Nancy L. Lewis, Associate Administrator for Enforcement at (202) 366-3217.

Sincerely yours,



Alison Pascale
Director, Governmental Affairs,
Policy and Strategic Planning

Enclosures

cc: Washington Office