

AUG. 5, 2014

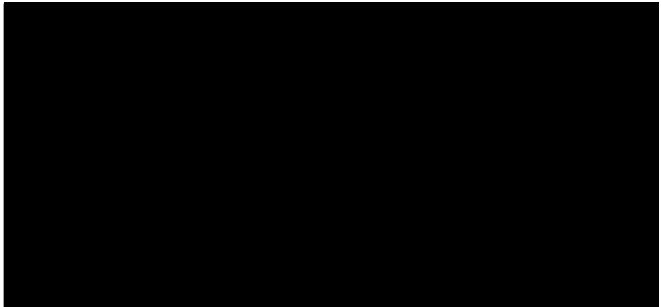
OL-10627729-4441

TO WHOM IT MAY CONCERN,
RE: SAFETY RECALL NOTICE

NHTSA SAFETY RECALL 14V-165

AUG 13 2014

I RECEIVED THIS NOTICE SOMETIME IN MAY 2014 DUE TO
IMPORTANT SAFETY RECALL I WENT TO FORD DEALERSHIP WHERE
I PURCHASED THIS VEHICLE DEALER NAME VERNIER CADBY IN FAIRFIELD,
NEW JERSEY HOPING THAT THEY WILL TAKING CARE THIS SAFETY RECALL
AND I VERY MUCH CONCERN ABOUT MY SELF SAFETY INCLUDING
MY FAMILY, I WENT TO SERVICE DEPT. OF SUCH DEALERSHIP THEY TOLD
ME TO CALL THEM IN JULY FOR SOME REASON NO PARTS AVAILABLE
YET UNTIL NOW, THIS IS THE REASON WHY I WROTE YOU THIS LETTER
MAY YOU CAN HELP ME SOLVE THIS PROBLEM AND TO HAVE A PIECE
OF MIND WHILE I AM DRIVING AND TO AVOID THE RISK OF A CRASH.
HOPING YOU WILL CORRECT THIS PROBLEM ASAP. THANK YOU.



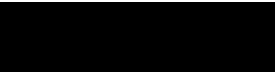
NM
82214
SND



Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
Dearborn, Michigan 48121



37420/063026/0271



MOUNT TABOR, NJ

Call BACK IN
July

973-575-0333

VERNIER - CARBY
FAIRFIELD, N.J. May 2014

***** IMPORTANT SAFETY RECALL *****
(PROGRAMA DE SEGURIDAD IMPORTANTE)

Safety Recall Notice 14S02 / NHTSA Recall 14V-165
Aviso de Revisión de Seguridad 14S02

This notice applies to your vehicle:

2003 Escape

Your Vehicle Identification Number: 1FMCU94123KC

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the Vehicle Identification Number shown above.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

What is the issue?

On your vehicle, a corrosion-related separation of the forward attachment of the lower control arm from the subframe may occur when vehicles are operated for an extended period in high corrosion environments. Separation of the lower control arm from the subframe may result in diminished vehicle directional control, increasing the risk of a crash.

What will Ford and your dealer do?

Ford Motor Company has authorized your dealer to install a reinforcement crossbrace on the subframe so that steering control can be maintained in the event of a separation of the lower control arm forward attachment. This service will be performed free of charge (parts and labor).

How long will it take?

The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.



MT. TABOR, N.J.



NNJ METRO P&DC 076

05 AUG 2014 PM 2 T



NATIONAL HIGHWAY TRAFFIC SAFETY ADMIN.
1200 NEW JERSEY AVE.
S.E. WASHINGTON, D.C. 20590

ATTN: ADMINISTRATOR

