

CL-10704699-4414



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

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



64249/046752/0185



COTTONWOOD, AZ

October 2014

APR - 2 2015

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

Safety Recall Notice 14S19 / NHTSA Recall 14V-526
Aviso de Revisión de Seguridad 14S19

This notice applies to your vehicle:

2005 Escape

Your Vehicle Identification Number: 1FMCU96H15K

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, the Motor Electronics Coolant Pump may fail and cause the electronics cooling system to overheat. An overheat condition in the electronics cooling system may cause the Coolant Temperature and Master Vehicle Electrical Hazard (Red Triangle) indicators to illuminate accompanied by a warning chime. Overheating may also result in reduced power or loss of power, resulting in a stall-like condition, increasing the risk of a crash.

What should you do?

At this time, if your Coolant Temperature and Red Triangle indicators are illuminated, please call your dealer and request a service date for replacement of the Motor Electronics Coolant Pump under Safety Recall 14S19.

Due to limited parts availability, if your Coolant Temperature and Red Triangle indicators are not illuminated, continue to monitor the Coolant Temperature and Red Triangle indicators. When replacement parts are available, Ford will notify you by mail to contact your dealer to schedule a service appointment. Unless your Coolant Temperature or Red Triangle indicators are currently illuminated, there is no need to contact your dealer for a service appointment now.

When requesting a service date for this recall, provide the dealer with the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter.

NAM
4715
SMIP

20339
14S19/DTB114S191

What should you do?
(continued)

If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

What will Ford and your dealer do?

When parts are available for Safety Recall 14S19, you will be notified by Ford Motor Company via mail to schedule a service appointment with your dealer to have the Motor Electronics Coolant Pump replaced. Parts for Safety Recall 14S19 are anticipated to be available in December, 2014.

We apologize for any inconvenience these part shortages may cause you. We are working closely with our suppliers to accelerate part availability.

In the meantime, if your Coolant Temperature or Red Triangle indicators are illuminated, contact your dealer and request a service date for Safety Recall 14S19.

This repair will be completed 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.

Can we assist you further?

If you require further assistance in getting your vehicle repaired promptly and without charge, please contact your dealership's Service Advisor.

RETAIL OWNERS: If you have questions or concerns, please contact our **Customer Relationship Center at 1-866-436-7332**, where one of our representatives will be happy to assist you. Or visit us at www.Fordowner.com. For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

Si necesita ayuda o tiene alguna pregunta, por favor llame al Centro de Relación con Clientes al 1-866-436-7332 y presione 2 para Español.

FLEET OWNERS: If you have questions or concerns, please contact the **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time). Or you can contact us at www.fleet.ford.com.

Have you previously paid for this repair?

If you have previously paid for a repair that addresses the issue described in this letter, you may still need to have this recall performed to ensure the correct parts were used.

You may be eligible for a refund of previously paid repairs. Refunds will only be provided for service related to replacement of the Motor Electronics Coolant Pump. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer. Refund requests may also be sent directly to Ford Motor Company. To request your refund from Ford, send the refund request with all required documentation, including your original repair receipt (no photocopies), to Ford Motor Company at P.O. Box 6251, Dearborn, Michigan 48121-6251. Refund requests mailed to this address may take up to 60 days to process. Your original receipt will be returned to you.

Detailed information regarding eligibility for Ford's reimbursement program and documentation requirements may be obtained by contacting the Ford Customer Relationship Center at 1-866-436-7332.

What if you no longer own this vehicle?

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

Still having difficulty?

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to www.safercar.gov. Reference NHTSA Safety Recall 14V-526.

Thank you for your attention to this important matter.

Ford Customer Service Division



Company
4
Michigan 48121-1904

Received 11-01-14

PRESORTED
FIRST CLASS



SAFETY RECALL NOTICE

IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance
With Federal Law



COPY

1 F M C U 9 6 H 1 5 K
 2005 FORD ESCAPE HEV WHITE O
 38604 38604 08/16/05
 COTTONWOOD AZ
 H: W:
 11/04/14 10:28
 11:39
 11/04/14 0855
 BILLIE

(1) RECALL 14S19 MECS PUMP INSPECTION
 INSPECT MECS PUMP PARTS NO AVABLE YET 14S19B 14S19B T21 2
 .2
 Warranty Claim Repair Type: -
 B (Warranty)

3-25-15

first part of 2015
 PS. This place went out of business. They notified
 no one. They made no effort it seems
 to get this Ford part! I find it difficult to
 believe the Ford Company would do business
 in this slow motion speed.
 Please notify me what I should do to
 get this factor corrected. Its not a good
 feeling to think of it bursting on fire.
 I appreciate the warning.
 I hope you can find
 a place in Cottonwood
 to repair it?
 Sincerely,

Next Service Lube-Oil-Filter

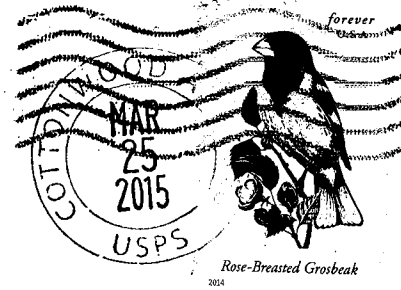
Labor	.00
Parts	.00
Sublet	.00
Waste Dispos	.00
Oil/Grease	.00
Sub Total	.00
.00 Tax	.00
Total	.00



[Redacted]
COTTON WOOD, AZ [Redacted]

PHOENIX AZ 852

25 MAR 2015 PM 2 L



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

20590

