

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
		Date Received 14-SEP-2015 NOV 17 2015		Repository ☐ Reference No. 10763560	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		Evening Telephone Number	
MODESTO		CA			
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 1FMYU02173K		Make FORD		Model ESCAPE	
Model Year 2003		Date Purchased		Dealer's Name and Telephone Number PRIVATE OWNER	
Original Owner ☐		Dealer's City		State Zip Code	
Transmission Type		Antilock Brakes ☒		Cruise Control ☒	
Powertrain		Multiple Failure:		Incident Date(s) 27-SEP-2012 26	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: ENGINE (PWS), 180000 VEHICLE SPEED CONTROL NOT CORRECT SEE ATTACHMENTS				Failure Mileage 131496	
Failure Speed 65					
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: DOTM19ABC036)		☐ 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 ☐ Yes ☒ No		Fire ☐ Yes ☒ No		Number of Persons Injured 0	
				Number of Deaths 0	
				Reported to Police 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 2003 FORD ESCAPE. WHILE DRIVING AT 65 MPH, THE CRUISE CONTROL FAILED TO ENGAGE WITHOUT WARNING. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED THAT THE VEHICLE SPEED CONTROL CABLE NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE CONTACT STATED THAT THE VEHICLE WAS PREVIOUSLY REPAIRED UNDER NHTSA CAMPAIGN NUMBER: 12V353000 (ENGINE AND ENGINE COOLING, VEHICLE SPEED CONTROL). THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 131,496. NOT CORRECT see ATTACHMENTS IF you RESEARCH THE problem is common ON THIS YEAR & MAKE					
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.					

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

DEALERSHIP DISCONNECTED CABLE UNTIL PARTS WERE IN STOCK, AFTER RETURNING CAR FOR RECALL REPAIR AND DRIVING AWAY FROM DEALERSHIP CRUISE CONTROL CABLE JUMPS OFF AND HASN'T WORKED SINCE. WHEN DEALERSHIP DISCONNECTED CABLE THEY BROKE CONNECTOR AND I FEEL THEY SHOULD HAVE TO REPAIR EVERYONE'S WHO TOOK VEHICLE THERE FOR ORIGINAL RECALL.

ATTACH ADDITIONAL SHEETS IF NECESSARY

See ATTACHMENT FOR RECALL NUMBERS & DATES.

US Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

Official Business
Penalty for Private Use \$300



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Registration (VCR)
US Department of Transportation
National Highway Traffic Safety Administration



Customer Information Sheet

Ford is voluntarily recalling 2001-2004 Model Year Escape vehicles equipped with 3.0L engine and speed control to address inadequate clearance between the engine cover and the speed control cable, which could result in a stuck throttle when the accelerator pedal is fully or almost-fully depressed.

Parts for the permanent repair are not currently available. We apologize for any inconvenience this part shortage may cause you. We are closely working with our suppliers to accelerate part availability. In the meantime, we have authorized your dealer to perform an interim repair, which will disable the speed control system on your vehicle to eliminate the possibility of a stuck throttle when the accelerator is fully or almost-fully depressed. This temporary repair will allow you to continue driving your vehicle until parts for the permanent repair are available.

You will be notified by Ford Motor Company via mail when parts are available to complete the repair on your vehicle. When notified, you will need to contact your dealer and schedule a service appointment to have the final repair performed on your vehicle as soon as possible.

Again, we apologize for the inconvenience this situation causes and assure you that we are doing everything possible to expedite resolution.

Sincerely,

Ford Motor Company
Ford Customer Service Division

Field serv 12537

Code
WARR-FORD

Dealership disconnected cruise control cable

8-7-2012

I WAS NOT NOTIFIED WHEN PARTS WERE AVAILABLE
I phoned 9-25-2012 made appts for repair
PARTS HAD BEEN THERE AND WERE ALMOST OUT OF STOCK
→

AFTER INSTALLING PARTS AND RECONNECTING
CRUISE CONTROL CABLE I DROVE AWAY
ON 9-26-2012 I WAS DRIVING AND ATTEMPTED
TO USE CRUISE CONTROL AND IT NO LONGER
WORKED AND HASN'T SINCE.

AND MY TOW PACKAGE WAS DISCONNECTED
AND HASN'T WORKED SINCE.

IT WASN'T UNTIL I WAS DISCUSSING WITH A
POSSIBLE BUYER AND GOING ONLINE AND DISCOVERING
THAT CRUISE CONTROL CABLE CONNECTION WILL
NOT STAY HOOKED BECAUSE PART IS DAMAGED.
BY MECHANIC AT DEALERSHIP WHO DISCONNECTED
IT FOR FIRST TIME WHILE WAITING FOR PARTS.
THEREFORE I FEEL THAT MINE SHOULD BE
REPAIRED NO COST TO ME.

[REDACTED]

[REDACTED]

[REDACTED]

cell

MODESTO, CALIF.

[REDACTED]

8-7-2012

WENT TO MODESTO HERITAGE FORD, ON SISK RD
1-877-845-2757

8-7-2012

DEALERSHIP DISCONNECTED SPEED CONTROL CABLE.

9-25-2012 DEALERSHIP NOW HAVING PARTS IN STOCK
REPAIRED RECALL AND RECONNECTED
SPEED CONTROL CABLE.

9-26-2012 ATTEMPTED TO USE SPEED CONTROL
AND WOULD NOT WORK AND HASN'T
WORKED SINCE, THE CABLE CONNECTOR
HAS BEEN BROKE, AND WILL NOT
STAY CONNECTED,

9-14-2015

SPOKE WITH FORD SAFETY HOTLINE
COMPLAINT # 1-888-327-4236

EDWARD - FORD RECALL CENTER

Field service # [REDACTED]

Reference # [REDACTED]

CONFIRMATION # 10763560

I'm REQUESTING THAT my speed control cable
IS REPAIRED AND THE SYSTEM TO WORK AGAIN
NO COST TO ME. [REDACTED] → over

[REDACTED]

[REDACTED]

MODESTO, CALIF

[REDACTED]

[REDACTED]