
Dobbs Ferry, NY Cell: 

APR -8 2016

National Highway Traffic Safety Administration
Attn: Mark R. Rosekind, Ph.D. Administrator
1200 New Jersey Avenue
Washington, D.C. 20590

March 21, 2016

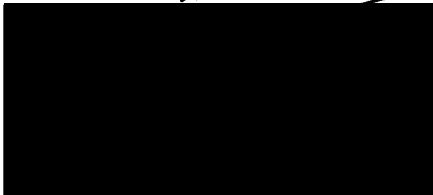
RE: Ford Escape 2004
Ford Customer Case # 

Dear Dr. Rosekind:

My mechanic informed me that the Ford manufactured parts should not have failed under these circumstances. The part alone was 1,240.61 dollars.

I would appreciate any assistance as the repair is beyond normal wear and tear.

I am still hopeful I will receive a positive reply from Ford Motor Corporation.

Yours Truly,


ENCLOSURES:

- A. **RECALL NOTICE** – from Ford Motor Corporation re: front subframe.
- B. Notice from private mechanic re: new subframe needed.
- C. Invoice from Ford Dealership re:- subframe.
- D. Notice of rejection from Ford Motor Corporation.

CC: Smith Cairns (w/out enclosures)
Attn: Donna Loia, Service Manager

JC Auto (w/out enclosures)
Attn: Michael Collins, Service Manager

NM
41416
SMD

A



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

71925 / 01 / 000035963 / 0093



May 2015

NEW ROCHELLE, NY

2004 Escape

Vehicle ID#: 1FMYU92114K

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

According to our records, your 2004 Escape has not had necessary safety recall repairs made. We urge you to have the free repair performed at your local dealership as soon possible.

KEY INFORMATION

- Your vehicle is involved in an important safety recall
- Your safety is important to us. Schedule an appointment to have service procedure completed
- This procedure will be performed free of charge
- *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*

Recall Number 14S02 - Front Subframe Crossbrace Installation
and Description:

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 Are We Asking You To Do?

Please contact your dealer to schedule an appointment to have this important service procedure completed. If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps and driving instructions.

The vehicle owner is responsible for having this service action performed. Ford Motor Company reserves the right to deny coverage for any vehicle damage that may result from failure to have this recall performed on a timely basis. Therefore, please have this recall performed as soon as possible.

Service Assistance:

If you have additional questions, please contact the Ford Motor Company Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Office Hours are Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

If you wish to contact us through the Internet, our address is: www.Fordowner.com.

If your authorized dealer has recently completed this recall repair, please disregard this reminder.

We apologize for any inconvenience this may cause 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.

Thank you for your attention to this important matter.

Ford Customer Service Division



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



41671/266423/0917



NEW ROCHELLE, NY

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:

2004 Escape

Your Vehicle Identification Number: 1FMYU92114K

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.

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What should you do?

Please call your dealer without delay and request a service date for Recall 14S02. 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.

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

Ford Motor Company wants you to have this safety recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this recall performed on a timely basis. Therefore, please have this recall performed as soon as possible.

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.

Have you previously paid for this repair?

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

You may be eligible for a refund of previously paid repairs. Refunds will only be provided for service related to the replacement or repair of the subframe. 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.

Can we assist you further?

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you still have concerns, please contact the Ford Motor Company Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

If you wish to contact us through the Internet, our address is: www.Fordowner.com.

Para asistencia en Español:

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.

(5)

FLEET OWNERS: If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, 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).

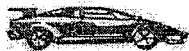
Or you may contact us through the Internet at www.fleet.ford.com.

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-165.

Thank you for your attention to this important matter.

Ford Customer Service Division

B



EXPERT WORK ON
FOREIGN & DOMESTIC CARS

J.C. AUTO REPAIRS

DIVISION OF JOHN CASALE AUTO REPAIRS, INC.

LIC # R-2401553
166 SUMMERFIELD STREET
SCARSDALE, NY 10583

PHONE: (914) 472-5386 • FAX: (914) 472-8275 • (800) 479-7177

WEBSITE: www.jcautorepairs.com



Bosch
Authorized Service

INVOICE

Print Date : 10/09/2015

INVOICE

Dobbs Ferry, NY

Cellular

Cust ID

Ref #: 10/09/2015

2004 Ford - Escape

3.0L V6 VIN (1)

Lic #:

Odometer In : 110570

Unit #:

Vin # : 1FMYU92114K

Hat #:

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
ENGINE OIL 5W30				3,000 MILE SERVICE	15.00
MO5W30	5.00	4.09	20.45	Lubricate and check chassis. Change oil and oil	
WASHER FLUID				filter and top off all fluid levels. Check tire	
WW	1.00	2.79	2.79	condition and adjust tire pressure to spec. Check	
OIL FILTER				all hoses and belts. Lubricate door locks and	
FL820S	1.00	14.30	14.30	hinges.	
Haz Waste Dis/Chemical		3.50	3.50	**** Recommendations ****	

VEHICLE NEEDS NEW SUBFRAME.

John
Test
Mile

PAID

CK NO.

DATE

10/9/15

Vibrant
at
15
MPH

problem

① Exhaust
15 MPH
②
3:15 PM

Org. Estimate \$60.18

Revisions \$0.00

Current Estimate \$ 60.18

Additional Cost Revised Estimate

Labor:	15.00
Parts:	41.04
Sublet:	0.00
Sub:	56.04
Tax:	4.14
Total:	60.18
Bal Due:	\$60.18

[Payments -]

Customer Service is Our Business

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one years or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

SIGNATURE

Date

Time

Written By: Michael K. Collins

Page 1 of 1

01.17.07 Copyright Mitchell 1 Invoice1

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SMITH-CAIRNS
FORD MAZDA SUBARU
 900 CENTRAL PARK AVE.
 YONKERS, NY 10704
 (914) 377-8100

CUSTOMER #: [REDACTED]

INVOICE

NEW ROCHELLE NY [REDACTED]

PAGE 1

NYS M/V REP SHOP REG NO. 260 0095

HOME: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: 42 ARBEN GEGAJ

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
		04	FORD ESCAPE		1FMYU92114K		114122/114122		
DEL DATE	PROD DATE	WARR EXP	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
29DEC15 DD		29DEC2015	19:00 29DEC15			130.00	CASH	11JAN16	
R.O. OPENED		READY		OPTIONS:	DLR:	ENG:3.0_Liter_DOHC			

16:44 29DEC15 16:50 11JAN16

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A C/S PERFORM REPLACE FRONT SUBFRAME

M FRONT SUB FRAME AND BOTH CONTROL ARM BROKEN

REPLACE SUB FRAME AND BOTH CONTROL ARM

6036 CPF 5.50

1 YL8Z*5C145*AA CROSS MEMBER ASY

544.50 544.50
1088.37 979.53 979.53

1 4L8Z*3078*R ARM ASY - FRONT SUSPENSION

137.42 130.54 130.54

1 4L8Z*3079*L ARM ASY - FRONT SUSPENSION

137.42 130.54 130.54

PARTS: 1240.61 LABOR: 544.50 OTHER: 0.00 TOTAL LINE A: 1785.11

114122 FRONT SUB FRAME AND BOTH CONTROL ARM BROKEN REPLACE SUB
 FRAME AND BOTH CONTROL ARM

B C/S seeking assistance FROM FORD FROM SUBFRAME

M NO ASSISTANCE FROM FORD

100 CPF 0.00

0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C Multi-Point Inspection - Cars and Light TrucksPerform a thorough
 inspection of your vehicle and provide a detailed report card.*
 Check Fluid Levels* Inspect Wiper Blades* Test Battery* Inspect
 Tires and Brake Wear* Inspect safety systems and c

99P Multi-Point Inspection - Cars and Light

TrucksPerform a thorough inspection of your
 vehicle and provide a detailed report card.*

Check Fluid Levels* Inspect Wiper Blades*
 Test Battery* Inspect Tires and Brake Wear*

Inspect safety systems and c

6036 CPF 0.00

0.00 0.00

GBATT GOOD BATTERY

6036 CPF 0.00

0.00 0.00

GBK BRAKE THICKNESS IN GOOD CONDITION

6036 CPF 0.00

0.00 0.00

GTIRE TIRE TREAD IN GOOD CONDITION

6036 CPF 0.00

0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

LABOR WARRANTY 1 YEAR OR 12,000 MILES WHICHEVER COMES FIRST
 ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURERS. THE SELLER HEREBY
 DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED,INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR
 FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT
 ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.
 ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE: UNLESS
 OTHERWISE SHOWN SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM
 THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN
 CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE
 AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY
 REPRESENTATIVES OF FORD.

SERVICE MANAGER AUTHORIZATION

DATE

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	544.50
PARTS AMOUNT	1240.61
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	1785.11
LESS INSURANCE	0.00
SALES TAX	158.42
PLEASE PAY THIS AMOUNT	1943.53

CUSTOMER COPY

12-21-15

Donna Lora

888-318-1086

Smith Carins Subaru - Yonkers

900 Central Park Avenue

Yonkers, NY 10704

888-903-3543

Service ③

* [REDACTED]

work with dealership

managers -

* Send receipts to

Ford Motor Corp

Attn: Customer Relations Center,

PO Box 6248

Dearborn, Michigan

11/11/15 48126

* w/ my contact information.

1000 labor
\$500 used
Sub Promise

1.800-241 FORD
3673

Special Service Support Center Assistance Request
Contact Details



Help

Submit

* Denotes a required field

Wed 12-30-15

Contact ID: [REDACTED] FSA: 14S02 Created On: 08:48 Monday 21 December 2015 Program Options: Approval Request Status: Agent Closed

Personnel	Contact Name: JAMES CARTER		Title: T-TECHNICIAN
	Part Number: (914) 472-9781		Email:
	Text Provider: Sprint		Text Number: (347) 968-5331
Dealer	P&A Code: 03702	Name: Scarsdale Ford, Inc.	Phone Number: 9144729500
Vehicle Details	VIN: 1FMYU92114K [REDACTED]	*Odometer 113795	Model Year: 2004
	Model: ESCAPE	Body Type: 5 DOOR LIGHT TRUCK	Warranty Start Date: 12 January 2004
	Build Date: 10 December 2003	Transmission/Transaxle: 4 Speed CD4E Automatic	Engine Size/Description: 3.0 V6 24V DOHC EFI Modular
	Plant: KANSAS CITY	Axle Ratio:	
Repair Order	RO Number: [REDACTED] RO Date: Monday 21 December 2015		

Additional Labor/Parts

Note: Approvals given are based on the exact dollar amount

NOTE: Only use the FSA line if directed from the agent. Otherwise use a different line number

*Line Number	Labor Hours	Misc Expn	Misc Expn Desc	Parts Total	Approval Code	Approval Amount
A	0.0	0.00				

Base Part Number Base Part Desc QTY Dealer Net Price With Markup Part Approval Status

XXXX XXXXXXXX.XX

Save

Down 1088 4380 part labor

1518 (7)

Comments

Type: Agent
Date: 21 Dec 2015
Time: 08:55
ID: t-adam37

Comments: Based on the images provided, the vehicle does not have complete separation of the forward attachment of the lower control arm. The 14S02 crossbrace will not repair the subframe or prevent future subframe failures. It is intended to provide adequate steering control in the event of a complete separation of the forward attachment of the lower control arm and allow the driver to get the vehicle to a safe location. Crossbrace installation will complete the recall, any subframe repairs will be the responsibility of the vehicle owner. Refer to the 14S02 Q & A, questions 6 thru 9, to learn more about subframe coverage.

Type: DEALER
Date: 21 Dec 2015
Time: 08:51
ID: j-car191

Comments: FOUND A CONCERN WITH SUBFRAME ? Dealer to find

Attachments/ Images

Valid File Types are .JPG,.ZIP,.TXT,.PDF

Browse...

Note: It may take up to a minute to upload attachment.

Upload

21 Dec 08:49 21 Dec 08:50 21 Dec 08:50 21 Dec 08:50

[Four small images showing vehicle parts]

SCARSDALE FORD
 887 CENTRAL PARK AVE.
 SCARSDALE, NY 10583
 (914) 472-9781 (800) 519-4860
 WWW.SCARSDALEFORD.COM

 DOBBS FERRY NY		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
		1FMYU92114K		113795	12/21/15	PART-CLOSE
YEAR	MAKE	MODEL		COLOR	TAG NO.	
04	FORD	ESCAPE XLS				
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.
			- -		00/00/00	618
CASH						
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE	
133	00/00/00		113795	12/21/15	00/00/00	

THANK YOU FOR YOUR BUSINESS. YOUR SATISFACTION IS OUR
 #1 PRIORITY! IF YOU HAVE ANY QUESTIONS AT ALL, PLEASE CALL
 OUR SERVICE MANAGER PHIL COIRO AT (914) 472-9781 X133.

LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QT	TYPE	AMOUNT
A *						
Com Field Service Action: 14S02						
Cor FRONT SUBFRAME CROSSBRACE INSTALLATION sent pic to special service center assistance request any subframe repairs will be the responsibility of the vehicle owner						
C29						
9L8Z 5F057 A		KIT - BRACKET		1 W		
Line Total.....						

B +						
Com MULTI POINT INSPECTION COMPLIMENTRY						
Cor MULTI POINT INSPECTION COMPLIMENTRY-CHECK ALL FLUID LEVELS-WIPER BLADES-TEST BATTERY-CHECK LIGHTING SYSTEM-CHECK BELTS AND HOSES-BRAKE INSPECTION-STEERING AND SUSPENSION SYSTEMS-EXHAUST SYSTEM-TRANSMISSION FLUID AND DRIVE AXLES-ADJUST TIRE PRESSURES-INSPECT TIRE DEPTH AND WEAR PATTERNS-INSPECT BRAKE LINING AND COMPLETE BRAKE SYSTEMS.						
99P C29						
Line Total.....						

C +						
Com TEST BATTERY						
Cor BATTERY GOOD						
GBAT C29						
Line Total.....						

CUSTOMER COPY - PAGE 01

Printed: 12/21/2015 @ 09:31

STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. _____ CUSTOMER SIGNATURE	On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative. _____ (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)
--	---

SCARSDALE FORD
887 CENTRAL PARK AVE.
SCARSDALE, NY 10583
(914) 472-9781 (800) 519-4860
WWW.SCARSDALEFORD.COM

[REDACTED] DOBBS FERRY		NY [REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
				1FMYU92114K [REDACTED]		113795	12/21/15	[REDACTED]
				YEAR	MAKE	MODEL	COLOR	TAG NO.
				04	FORD	ESCAPE XLS		[REDACTED]
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS	
		[REDACTED]	- -		00/00/00	618	CASH	
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE			
133	00/00/00		113795	12/21/15	00/00/00			
THANK YOU FOR YOUR BUSINESS. YOUR SATISFACTION IS OUR #1 PRIORITY! IF YOU HAVE ANY QUESTIONS AT ALL, PLEASE CALL OUR SERVICE MANAGER PHIL COIRO AT (914) 472-9781 X133.								
LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QT	TYPE	AMOUNT		
D + Com INSPECT FT AND REAR BRAKES Cor CHECK BRAKES GOOD DISC OVER 5MM, DRUM OVER 2MM GBK C29 Line Total.....								
E + Com CHECK TIRES FOR WEAR Cor TIRES GOOD 7/32 OR GREATER GTIRE C29 Line Total.....								
Warranty Claim Type: F				Authorization Code:				
TOTAL-CUSTOMER				NoCharge				
CUSTOMER COPY - PAGE 02				Printed: 12/21/2015 @ 09:31				
STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.				On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.				
_____ CUSTOMER SIGNATURE				_____ (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)				

①



January 7, 2016

[REDACTED]
Dobbs Ferry, NY [REDACTED]

Case # [REDACTED]

Dear [REDACTED]

Thank you for your contacting Ford Motor Company. We have received your letter and request for reimbursement for recent repairs to your 2004 Ford Escape.

We sincerely regret the circumstances you described and apologize for the inconvenience you have been caused as a result.

Ford Motor Company considers the satisfaction of its owners to be one of its most important objectives. We commit substantial resources and effort in a sincere attempt to resolve the concerns of our owners. However, limits must be placed on those efforts.

Our records indicate that you have recently spoken to our Customer Relationship Center and were provided Ford's response to your request.

After careful consideration, we are supporting the previous decision and will not be able to grant your request for reimbursement.

Thank you for contacting Ford Motor Company. We are sorry that we were not able to meet your expectations.

Sincerely,


D. Lyons
Customer Service Representative
Ford Motor Company

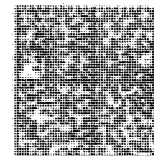


Ford Motor Company

PO Box 6248, MD 4S-B
Dearborn, Michigan 48126
USA

01/11/2016 DET 480

PRESORTED
FIRST CLASS



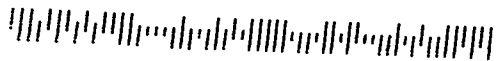
02 1A
0004630709 JAN 08 2016
MAILED FROM ZIP CODE 48126

\$ 00.43⁹

[REDACTED]
Dobbs Ferry, NY [REDACTED]

77 KMHXNMB 10522





1000



20590

U.S. POSTAGE
PAID
DOBBS FERRY, NY
10522
MAR 21, 10
AMOUNT
\$1.86
00138427-11

[REDACTED]
Dobbs Ferry, New York [REDACTED]

National Highway Traffic Safety Administration
Attn: : Mark R. Rosekind, Ph.D. Administrator
1200 New Jersey Avenue
Washington, D.C. 20590