

NEF-010

CL-10882428-5716

*I sent you a copy of this letter in June
Please read Ford's reply.*

TOMS RIVER, N.J.

JUNE 18, 2016

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

REF. VIN 1FMCU96H75K

DEAR MR. M. FIELDS,

AUG 18 2016

CAN YOU EXPLAIN WHY THIS 2005 FORD ESCAPE WAS NOT RECALLED FOR THE "RUST ISSUE"? THIS CAR WAS BUILT 9/2004. YOU RECALLED ALL THE 2001-2004 ESCAPES FOR THIS ISSUE, WHY NOT RECALL THE LATER YEAR ESCAPES, ESPECIALLY SINCE THE ISSUE WAS NOT CORRECTED AFTER THE RECALL?

MY GRANDDAUGHTER JUST PURCHASED THIS CAR SIX MONTHS AGO TO TRAVEL BACK AND FORTH TO COLLEGE AND IF IT NOT FOR HER TELLING MY SON ABOUT THE NOISE IN THE REAR HE WOULD NEVER HAVE FOUND THIS RUSTED OUT SHOCK SUPPORT (PICTURE ENCLOSED) WHICH COULD HAVE CAUSED HER TO LOSE CONTROL OF THE CAR AND CAUSE A FATAL ACCIDENT.

LOOKING AT THIS CAR (PICTURE ENCLOSED) YOU WOULD NEVER SUSPECT THIS "RUST ISSUE", AND BESIDES IT WAS MAINLY HIDDEN WITH UNDERCOATING.

SINCERELY YOURS

[Redacted signature block]

CC: NATIONAL HWY TRAFFIC SAFETY ADM.

FORD CUSTOMER SERV.

BBB

N.J. AUTO WHOLESALER

RR
82916
SMP



Can you explain why this year Escape (2005) wasn't recalled since it had the same issue as the 2001-4 recall?

June 30, 2016

Constance Stevens
Better Business Bureau
20300 W 12 Mile Rd. Ste. 202
Southfield, MI 48076-6409

Re: [redacted] Complaint: [redacted] VIN: 1FMCU96H75K [redacted]

Dear Ms. Stevens:

A complaint was filed with your office by [redacted] regarding his 2005 Ford Escape. You asked Ford Motor Company to review and provide your office with our written response. Our Consumer Affairs Department has reviewed [redacted] concern regarding the rust on the vehicle and his request for a recall to be initiated by Ford Motor Company.

Recalls are Vehicle Identification Number specific and there are many factors that determine when and/or if a recall may or may not be initiated, either voluntarily by Ford Motor Company, or at the direction of the National Highway Traffic Safety Administration. Some of these include the number of like vehicles experiencing the same concern; were the vehicles built at the same plant; the number of concerns reported by our dealerships; calls from consumers to our Customer Relationship Center, and whether or not the concern is considered a safety issue.

?

[redacted] vehicle is not currently involved in any recalls or customer satisfaction programs. If [redacted] experiences any concerns with his vehicle in the future, we recommend that he contact his Ford dealership immediately for prompt inspection and diagnosis.

Thank you for bringing this matter to our attention. Please consider this our closing report.

Sincerely,

Amanda Bemiller
Consumer Affairs Legal Analyst

cc: [redacted]
Toms River, NJ [redacted]



July 26, 2016

Constance Stevens
Better Business Bureau
20300 W 12 Mile Rd. Ste. 202
Southfield, MI 48076-6409

Re: [REDACTED] Complaint: [REDACTED]; VIN: 1FMCU96H75K [REDACTED]

Dear Ms. Stevens:

This letter is in response to your most recent correspondence regarding [REDACTED] and his 2005 Ford Escape.

Although we regret not being able to meet [REDACTED] expectations, we believe that our previous response detailing when and/or if a recall is initiated was appropriate.

Thank you for providing us the opportunity to address this matter.

Sincerely,

Amanda Bemiller
Consumer Affairs Legal Analyst

cc: [REDACTED]
Toms River, NJ [REDACTED]

JULY 30, 2016

This is not about "my expectations". It is about Ford's negligence and lack of responsibility. They knowingly continued to build cars after a recall with th same fault that could cause a fatal accident and they did not recall them

I will be filing a claim with the Attorney General in Michigan.

I appreciate and thank you for your efforts in this matter

Subj: Re: Check out Ford Shock Mount Bracket Pair Rear - [REDACTED]
Date: 6/11/2016 5:31:27 P.M. Eastern Daylight Time
From: [REDACTED]
To: [REDACTED]



On Jun 11, 2016, at 5:21 PM, [REDACTED] wrote:

Date Complaint Filed: 06/24/2016
Component(s): STRUCTURE , SUSPENSION
Consumer Location: NAPERVILLE, IL

Date of Incident: 04/01/2016
NHTSA ID Number: 10876354

All Products Associated with this Complaint

0 Available Documents

Details

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
Manufacturer: Ford Motor Company
Vehicle Identification No. (VIN): 1FMCU941X5K...

SUMMARY:

ENTIRE RIGHT WHEEL WELL OF THE VEHICLE IS RUSTING AWAY. THE SHOCK ABSORBER IS MOUNTED TO THIS SHEET METAL, SO IT IS NO LONGER EFFECTIVE, MAKING THE VEHICLE UNSAFE TO DRIVE. I UNDERSTAND THIS IS A COMMON PROBLEM WITH THESE VEHICLES AND FORD WILL DO NOTHING TO COMPENSATE ME. CURRENTLY HEARING A LOUD THUMPING AT EVERY BUMP, DUE TO THE SHOCK BECOMING DETACHED FROM THE VEHICLE.



Date Complaint Filed: 06/17/2016
Component(s): SUSPENSION
Consumer Location: MAHOPAC, NY

Date of Incident: 06/15/2016
NHTSA ID Number: 10874922

All Products Associated with this Complaint

0 Available Documents

Details

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
Manufacturer: Ford Motor Company
Vehicle Identification No. (VIN): 1FMYU93145K...

SUMMARY:

THE ENTIRE RIGHT SIDE SHOCK MOUNT AND WHEEL WELL TOTALLY RUSTED AND HANGING ON BY A THREAD. MY 11 YEAR OLD SON COULD HAVE BEEN KILLED HAD WE NOT DISCOVERED IT. I HAVE READ HUNDREDS OF THESE COMPLAINTS WHICH IS HOW WE DISCOVERED THAT THIS WAS THE SAME NOISE WE WERE HEARING AND DECIDED TO LOOK AT RIGHT SIDE BACK DOOR PASSENGER WHEEL WELL. WE CAN LITERALLY MOVE IT UP AND DOWN. THIS IS A MAJOR SAFETY ISSUE AND SOMEONE IS GOING TO GET KILLED FROM THIS BECAUSE THE WHEEL CAN FALL OFF!!! THANK GODDNESS WE HEARD THE NOISE WHILE DRIVING AND INVESTIGATED IT.



Search Results

over 300 for shock mount

Recalls 5 Result(s)	Investigations 2 Result(s)	Complaints 125 Result(s)	Manufacturer Communications 69 Result(s)
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Date Complaint Filed: 07/04/2016
 Component(s): SUSPENSION
 Consumer Location: TOMS RIVER, NJ

Date of Incident: 05/20/2016
 NHTSA ID Number: 10882428

All Products Associated with this Complaint

0 Available Documents

Details

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Ford Motor Company
 Vehicle Identification No. (VIN): 1FMCU96H75...

SUMMARY:
 THE RIGHT REAR SHOCK MOUNT DISCONNECTED FROM THE BODY BECAUSE OF RUST...EARLY YEARS WERE RECALLED FOR THIS PROBLEM

Date Complaint Filed: 07/02/2016
 Component(s): STRUCTURE , SUSPENSION
 Consumer Location: GERMANTOWN, WI

Date of Incident: 10/31/2015
 NHTSA ID Number: 10882299

All Products Associated with this Complaint

0 Available Documents

Details

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Ford Motor Company
 Vehicle Identification No. (VIN): 1FMYU93115K...

SUMMARY:
 WHILE DRIVING ON THE FREEWAY STARTED HEARING A LOUD SOUND AND THE CAR BECAME BUMPY AND BOUNCY. PULLED OFF THE FREEWAY, BUT COULD NOT IDENTIFY THE PROBLEM. TOOK TO A GARAGE AND TOLD RIGHT REAR INNER SHOCK MOUNT AND FENDER PANEL HAD ROTTED. FORD HAD A REPLACEMENT PART FOR THIS CONDITION, BUT DID NOT HAVE A RECALL. LABOR COST DUE TO WELDING WAS \$1300.00, TOTAL COST 1,966.00. HOW COULD FORD HAVE A REPLACEMENT PART, BUT NOT A RECALL? TRIED 3 GARAGES ONLY 1 (WHO HAD A WELDER) WOULD CONSIDER THE JOB. CAR COULD NOT BE DRIVEN...CONDITION WORSENERD QUICKLY AND HAD TO DRIVE 10 MPH TO GET ESTIMATES WITH BLINKERS ON. HOPING NO ONE WOULD HIT US. SCARY! HAD TO REPLACE INNER SHOCK MOUNT AND FENDER PANEL, INSTALL, WELD, AND SEAL. ALSO NEEDED NEW REAR SHOCKS.

Date Complaint Filed: 06/27/2016
 Component(s): SUSPENSION
 Consumer Location: COAL CITY, IL

Date of Incident: 06/01/2016
 NHTSA ID Number: 10881193

All Products Associated with this Complaint

0 Available Documents

Details

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Ford Motor Company
 Vehicle Identification No. (VIN): 1FMYU03135K...

SUMMARY:
 THE RIGHT REAR WHEEL WELL HAS RUSTED COMPLETELY THROUGH; LEAVING THE STRUT BOUNCING FREELY. THE CAR CAN NOT BE DRIVEN AT THIS TIME. AT THE TIME IT BROKE, IT ALMOST BOUNCED ME INTO ONCOMING TRAFFIC. THIS SHOULD BE A RECALL AS IT HAPPENS TO ALL 2004-2006 ESCAPES.

Truck **YEAH!**

Almost 400,000 Ford Escape SUVs Recalled Over Rust



4/07/14 3:55pm - Filed to: RECALLS

26.7K 56



Remember the fun-sized first generation Ford Escape? If you're still riding around in one you might want to give it a once-over, Ford just issued a recall for some 385,760 2001 to 2004 Escapes over a "rust issue" that could cause components of the SUV to come apart and "affect the ability to steer."

Specifically, *The Detroit News* reports that the rust could lead to a separation of the lower control arm from the vehicle's subframe. This recall primarily applies to vehicles sold in Michigan, the northeast, midwest, and Eastern Canada— regions affectionally referred to as "the rust belt." Well " !@#" that makes me want to go out and powerwash the underside of my own vehicle right now.





Toms River NJ



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U.S. POSTAGE
PAID
TOMS RIVER, NJ
08757
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AMOUNT

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W40-304

U.S. Dept of Transportation
National Hwy. Traffic Safety Adm.
1200 New Jersey Ave S.E.
Washington D.C. 20590