

Ref. 10882428



JULY 5, 2016
THIS IS FORD'S ANSWERE TO NOT
BEING RESPONSIBLE FOR THEIR
UNSAFE CARS ON THE ROAD ???
REF. SAFECAR.ORG REPORT
(ATTACHED)

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

June 30, 2016

CC: FORD CONSUMER AFFAIRS
NHTSA
MR. FIELDS (FORD'S CEO)

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:

JUL 14 2016

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]

RR
71416
SMD

Search Results

over 300 for shock mount

2005 FORD ESCAPE

| | | | |
|-------------------------------|--------------------------------------|-------------------------------------|--|
| Recalls 5 Result(s) | Investigations 2 Result(s) | Complaints 1126 Result(s) | Manufacturer Communications 59 Result(s) |
|-------------------------------|--------------------------------------|-------------------------------------|--|

When a recall is issued, you should check for the recall. Complaints are filed in our system and we need to determine if a safety recall is needed. For more information, visit [www.safercar.gov](#).

COMPLAINTS: Displaying 1 - 5 out of 1126 filtered from 1126

Date Complaint Filed: 07/04/2016 **Date of Incident:** 05/20/2016
Component(s): SUSPENSION **NHTSA ID Number:** 10882428
Consumer Location: TOMS RIVER, NJ

All Products Associated with this Complaint ▾

Details ▲ 0 Available Documents ?

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 **Date of Incident:** 10/31/2015
Component(s): STRUCTURE , SUSPENSION **NHTSA ID Number:** 10882299
Consumer Location: GERMANTOWN, WI

All Products Associated with this Complaint ▾

Details ▲ 0 Available Documents ?

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 **Date of Incident:** 06/01/2016
Component(s): SUSPENSION **NHTSA ID Number:** 10881193
Consumer Location: COAL CITY, IL

All Products Associated with this Complaint ▾

Details ▲ 0 Available Documents ?

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.

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 ▾

Details ▲

0 Available Documents ?

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 ▾

Details ▲

0 Available Documents ?

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

SUMMARY:

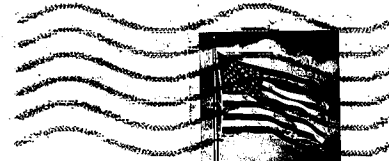
THE ENTIRE RIGHT SIDE SHOCK MOUNT AND WHEEL WELL TOTALLY RUSTED AND HANGING ON BY A THREAD. MY YEAR OLD SON COULD HAVE BEEN KILLED HAD WE NOT DISCOVERED IT. I HAVE READ HUNDREDS OF THESE COMPLAINTS WHICH IS HOW WE DISCOVERED THAT THIS WAS THE SAME NOISE WE WERE HEARING AND DECIDED TO LOOK AT RIGHT SIDE 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 GOODNESS WE HEARD THE NOISE WHILE DRIVING AND INVESTIGATED IT.



Toms River NJ

TRENTON NJ 0865

06 JUL 2016 PM 5 L



USA FOREVER 2016

NHTSA
1200 New Jersey Ave, SE
Washington, D.C. 20596

20596-

