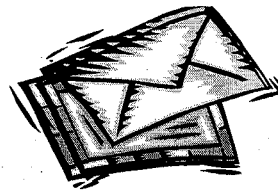


NHTSA ccmMercury Routing Slip



CL-16926399-1357

Printed: 11/21/2016

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

NHTSA #: ES16-005431	Rec'd Date: 11/21/2016	Referred By: NAD-200
XREF #:	Doc Type: CNG	Doc Date: 11/18/2016
Delivery: EML	Address To:	Due Date: 12/20/2016
S10 #:	DOT/I #:	RMP #:
Subject: LETTER FROM CONGRESSMAN LABRADOR ON BEHALF OF CONSTITUENT [REDACTED]		
RE 2012 FORD ESCAPE RECALL 16V777		
Ack Date:	Ack By:	Signed For:
Sign Office: DIRECTOR, GOVERNMENTAL AFFAIRS	Signature: ALISON PASCALE	
Cleared Date:	Cleared By:	Cleared For:
File Loc:	XREF File:	Closed Date:
Added By: CBUTLER x60180	Modified By: Chris.Butler	
Most Recent Comment:		

Author:

THE HONORABLE RAUL LABRADOR
 U.S. HOUSE OF REPRESENTATIVES
 33 EAST BROADWAY SUITE 251
 MERIDAN, ID 83642
 Tel: 208-888-3188 Fax: 208-888-0894 E-mail:

NOV 25 2016

Assigned To	Task	Asgn Date	Deadline	Returned Date
NEF-010	REPLY	11/21/2016	12/20/2016	
NGA-010	SIGN	11/21/2016		

RR
11/25/16
SMD



Office of U.S. Congressman Raúl R. Labrador

PRIVACY RELEASE FORM

Authorization in Accordance with the 1974 Privacy Act

Name: [REDACTED] Date of Birth: [REDACTED]

Address: [REDACTED]

City: EMMETT State: IDAHO Zip: [REDACTED]

Home Phone: [REDACTED] Other Phone: ()

Email: [REDACTED]

Social Security Number/V.A. Number/Passport Locator Number: [REDACTED]

(Please provide the appropriate identification number pertaining to the assistance you are seeking our help with)

Have you contacted any other elected official regarding this matter? Yes/No (circle one) If so, who?

NO

Please describe the specific information you are requesting, or the exact nature of the problem you are experiencing. Send copies of any relevant information (please do not send originals). Use extra paper if necessary.

I received a recall notification from the National Highway Traffic Safety Administration regarding my FORD ESCAPE 2012. I submitted my VIN to verify that my specific vehicle was involved and my vehicle is included in the recall. This recall involves a flange on the fuel tank that can crack and cause a fuel leak. I called the NHTSA to determine what incidents caused the recall and I was told I would be contacted - so far no one has phoned, emailed, or written.

I am somewhat disabled and it will pose a difficult situation for me if my vehicle must be parked outside. At this point →

Due to the Privacy Act of 1974 (PL 93-579), Federal and State agencies are prohibited from releasing information or discussing anything regarding another individual without that person's written permission. Your signature on this page authorizes me, and/or my representatives, to contact the proper officials on your behalf, discuss the issue, and receive any pertinent information. Your signature also gives me permission to send a copy of this form and any attached letters or supporting documentation to the appropriate agency.

Signature: [REDACTED] Date: 11-17-16

Please return this form to the District office of U.S. Congressman Labrador marked below:

33 E. Broadway, Suite 251; Meridian, ID 83642

1250 Ironwood Drive, Suite 243; Coeur d' Alene, ID 83814

ES16-005431

continued from the form:

I am worried that a fuel leak could cause a fire in the garage. The water heater and the furnace are located in the garage and any gasoline fuel leak could obviously cause a fire. Gasoline produces flammable vapors even down to **-45** degrees; a gasoline leak presents a serious hazard.

I am trying to determine how and when these cracks in the flange were created and what might be done to avoid these cracks.

I tried to talk to the dealer – CEO at Kendall Ford in Meridian – and was not able to get any information other than that they would be mailing out letters in mid-December and that I should contact Ford Customer Service.

Ford Customer Service (Corporate) would not provide any information and stated that I should not be concerned. I asked the lady on the phone if she was aware of the dangers of a gasoline leak in a garage and was told that she had no technical knowledge about the vehicles. I asked to talk to a supervisor and was told that I would be told the same thing. Even after numerous requests to talk to someone in charge, I was never transferred to a superior.

I called NHTSA and explained my concerns and they took a complaint and filed it. Their Reference Number is **1043373** and they said they would email me a complaint number. I have not received any further information from them yet. They also suggested that I contact the Federal Trade Commission who suggested that I call the Idaho AG – Consumer Affairs. It became obvious that Ford Corporation was not going to be an easy entity to contact or deal with.

I was originally contacted by the NHTSA on October 11, 2016 with the following information:

NHTSA Campaign ID Number : 16V777

Manufacturer : Ford Motor Company

**Make / Model Years : FORD / 2010-2012
MERCURY / 2010-2011**

Subject : Fuel Deliver Module may Crack and cause Fuel Leak

***And with the following warning:* What should I do if my vehicle is included in this recall?**

If your vehicle is included in this recall, it is very important that you get it fixed as soon as possible given the potential danger to you and your passengers if it is not addressed.

It is a little hard to accept that Ford is not even going to send out letters until the middle of December.

I would appreciate knowing what the situation actually is:

What exactly caused the recall? How many vehicles have been involved? Have any fires been reported and if so what were the situations and damage? Are there any recommendations on how to limit the possibility of cracking the flange?

I was told that it may be 6 months before a part is available – that sounds like Ford does not consider a gasoline leak a very serious problem. I strongly disagree.



Butler, Chris CTR (NHTSA)

From: Korkor, Julie (NHTSA)
Sent: Monday, November 21, 2016 1:31 PM
To: Butler, Chris CTR (NHTSA)
Subject: FW: Office of US Congressman Raúl Labrador
Attachments: [REDACTED] Privacy Release.pdf

Chris,

Please control. Thank you!

Julie

From: Caldwell, Megan (NHTSA)
Sent: Monday, November 21, 2016 1:21 PM
To: Korkor, Julie (NHTSA)
Subject: FW: Office of US Congressman Raúl Labrador

From: Ansley, Alexander (NHTSA)
Sent: Monday, November 21, 2016 1:21 PM
To: Caldwell, Megan (NHTSA)
Subject: FW: Office of US Congressman Raúl Labrador

From: Anderson, Haline [<mailto:Haline.Anderson@mail.house.gov>]
Sent: Friday, November 18, 2016 3:21 PM
To: Ansley, Alexander (NHTSA)
Subject: Office of US Congressman Raúl Labrador

Good afternoon Mr. Ansley:

Our office was contacted by [REDACTED] a constituent in our district, in regard to a recall for 2012 Ford Escape, recall #: 16V777. Please see privacy release attached for more information.

I respectfully ask for full and fair consideration consistent with applicable laws, rules, and regulations. Please advise our office on any developments in the case on behalf of Mr. Ansley. Thank you for your time and attention to this matter and I look forward to hearing from you.

Haline Anderson

Office of U.S. Congressman Raúl R. Labrador, ID 01
Constituent Services Representative
33 East Broadway, Suite 251
Meridian, Idaho 83642
Phone: (208) 888-3188
Fax: (208) 888-0894
<http://labrador.house.gov>



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