

CL-11046730-8525
October 25, 2017

Ford Motor Company
P.O. Box 6248
Dearborn, MI 48126

NOV 01 2017

From:

[REDACTED]
Duvall, WA
[REDACTED]

cc: Washington State Attorney General's Office
cc: National Highway Traffic Safety Administration

We own a 2005 Ford Escape. We are second owners having purchased vehicle with just over 19,000 miles. Currently vehicle has 91,000 miles. This vehicle recently required an expensive repair that was subject to a Technical Service Bulletin or TSB.

We are requesting a reimbursement of the expensive repair with the attached receipts plus the two expenses for towing the vehicle for repair for a total of \$ 3502.00. Ford is very aware of this problem and put profits before our family's safety and the safety of others by not issuing a necessary recall. I strongly believe that this vehicle should be subject to a recall as it was very much a safety issue for our family and likely for many other Ford Escape owners.

I believe that one of the two below TSBs is associated with this required repair.

- o Date Reported , no date provided
- o NHTSA Reference #10016811
- o TSB Reference #05111

Description: MIL ON WITH MULTIPLE COIL PRIMARY CIRCUIT DTCS P0351 THROUGH P0356-3.0 ENGINE. *SC

- o Date Reported SEPTEMBER 14, 2010
- o NHTSA Reference #10036913
- o TSB Reference #TSB-10-18-10

- Description: FORD/MERCURY: MIL ON WITH DTC P0351-P0356; MULTIPLE COIL PRIMARY CIRCUIT. BUILT ON OR BEFORE 10/03/05. SOME VEHICLES EQUIPPED WITH A 3.0L ENGINE MAY EXHIBIT A MULTIFUNCTION INDICATOR LAMP (MIL) ON WITH TWO OR MORE DIAGNOSTIC TROUBLE CODES

We were on our way home from our mountain/solar eclipse vacation on Labor Day Monday. A few days prior the Ford Escape started to hesitate, so the last 2 days of our vacation we remained in the cabin and did not drive to planned excursions. We were several hours from home in isolated mountains and nowhere near a repair shop. We wanted to make it home if possible.

We were on the last leg of the road trip to our hometown when the vehicle engine died and we came to a stop on Washington State Hiwy 203 just south of Monroe, WA. Luckily we managed to coast on to the shoulder. After several minutes and several attempts we managed to restart the vehicle, but it was barely running. We made it about 6 more miles, going well below speed and with emergency flashers on. We were on the outskirts of our town when vehicle came to a complete stop in the traffic lane of Hiwy 203. With very busy traffic our family had to push the vehicle out of the highway into a parking lot. Our family consists of us two parents and our [REDACTED] year old special needs daughter, who is

AM
11.15.17
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hearing impaired, has autism and severe ADHD. Luckily she remained fairly calm and helped push vehicle, but with an autistic child it could have gone very differently.

We left the Escape in parking lot overnight as it was a holiday, Labor Day Monday. On Tuesday I had car towed to a local repair shop. The shop was very busy and could not look at car until Friday. On Friday they informed me that it was subject to a TSB regarding the computer panel and coils and it had to go to a Ford dealer.

The following week I had the vehicle towed to Ford of Kirkland. Jim Cox, the service advisor, also informed me that it was subject to a TSB. When asked why not a recall he said it was not government mandated as a safety issue. Jim informed me that it did not matter that we drove the vehicle home from vacation after the engine started to hesitate and that this TSB related issue with our vehicle meant this repair was inevitable. He explained that the coils resisted the electricity from the computer control module and sent the electricity back to the module. This caused failure of the module and all 6 of the coils. This also caused damage to the spark plus as they did not completely fire in they cylinders.

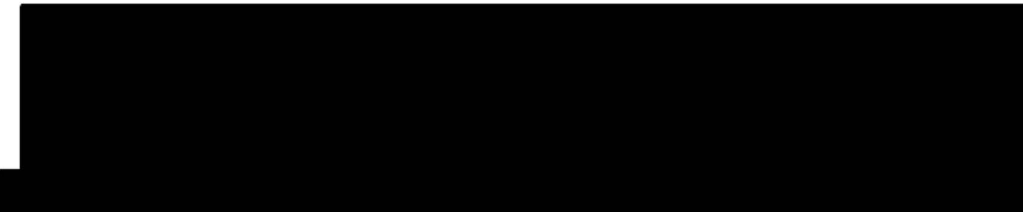
Again we feel this vehicle should be subject to a recall not just a TSB as we regard this as very much a vehicle safety issue and request reimbursement for the repair and two towing costs.

See attached receipt for repair. We also had the transmission fluid changed price of that was \$ 169.00 plus tax so approx. \$ 185.00 was not part of the TSB repair. But we had 2 towing bills of approx. \$ 105.00 to local repair shop then approx. \$ 145.00 to Ford dealership.

We are requesting a repair reimbursement for \$ 3,502.00 for the TSB that should be a manufacturer recall.

REPAIR	\$ 3,252.00 (\$3,437.00 minus transmission fluid change of \$ 185.00)
2 Towing Expenses	\$ 250.00
TOTAL	\$ 3502.00

Sincerely,



Duvall, WA 

Cc: Washington State Attorney General's Office
1125 Washington Street SE, PO Box 40100, Olympia, WA 98504-0100

National Highway Traffic Safety Administration
1200 New Jersey Avenue SE, Washington, DC 20590

11800 124th Avenue NE
Kirkland, WA 98034-0008
(425) 821-6611
www.FordofKirkland.com



11651 Slater Ave. NE
Kirkland, WA 98034-0008
(425) 821-6611
www.HyundaiofKirkland.com

CUSTOMER NO.	ADVISOR JAMES COX	TAG NO. 120	VOICE DATE 09/22/17	CELL:
LABOR RATE	LICENSE NO.	MILEAGE 91,030	COLOR LIGHT GOLD/	STOCK NO.
YEAR / MAKE / MODEL 05/FORD TRUCK/ESCAPE/4DR 4WD XLT	DELIVERY DATE	DELIVERY MILES		
VEHICLE I.D. NO. 1 F M C U 9 3 1 0 5 K	SELLING DEALER NO.	PRODUCTION DATE		
F.T.E. NO.	P.O. NO.	R.O. DATE 09/14/17		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO:	

LABOR & PARTS

02/07/17 BASE CK ENGINE LIGHT ON TBS TECH(S) 511 620.00

C/S: CUST STATES AFTER FUELING IN A SMALL TOWN VEH STARTED RUNNING ROUGH CHECK ENG LIGHT CAME ON IT DIED WOULD NOT RES VERIFIED CONCERN PERFORM DIAGNOSIS FOUND SHORTED PCM.
REPLACE AND PROGRAM PCM REPLACE ALL SPARK PLUGS AND COILS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	6	DG-513	COIL ASY - 2M2Z-	104.99	629.94
JOB # 1	6	SP-417	SPARK PLUG A6SF-	7.99	47.94
JOB # 1	6	3F1Z-9H486-AA	GASKET	16.37	98.22
JOB # 1	1	6U7Z-12A650-BTA	MODULE - E	1765.87	1765.87
JOB # 1	1	10210	TRANS FLUS	39.99	39.99
JOB # 1	1	164-R8040	FORD IPATS	39.99	39.99
JOB # 1	-1	6U7Z-12A650-BTA	CORE RETURN	200.00	-200.00
				JOB # 1 TOTAL PARTS	2421.95
				JOB # 1 TOTAL LABOR & PARTS	3041.95

YOUR SATISFACTION IS OUR GOAL

Thank you for this opportunity to serve you. It is our aim to perform all repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends; if not, please tell us immediately. OUR GOAL IS THAT YOU WILL "DEFINITELY" RECOMMEND FORD OF KIRKLAND/HYUNDAI OF KIRKLAND AS A PLACE TO PURCHASE AND SERVICE A VEHICLE.

DISCLAIMER OF WARRANTIES

The only warranties applying to this part(s) are those which may be offered by the manufacturer. FORD OF KIRKLAND/HYUNDAI OF KIRKLAND hereby expressly disclaims all warranties, either express or implied, including any implied warranties 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 this part(s) and/or service. Buyer shall not be entitled to recover from FORD OF KIRKLAND/HYUNDAI OF KIRKLAND any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit or income, or any other incidental damages.

02/07/17B MULTIPONT INSPECT SURVEYS TECH(S) 511 INTERNAL

PERFORM MULTIPONT INSPECTION
FILLED OUT VEHICLE REPORT CARD

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

The information contained on the estimate, worksheet and/or repair order is incorporated herein by reference.

10/18/07/10J WASH'S TRANS SERVICE UNITS TECH(S) 511 77.81

FLUSH TRANSMISSION COMPLETE. INSTALL SEAL CONDITIONER.
REPLACE TRANSMISSION FLUID.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	77.81

TERMS

NO RETURNS ON ELECTRICAL OR SPECIAL ORDER ITEMS.
A 15% RESTOCKING CHARGE WILL BE APPLIED ON ALL MERCHANDISE RETURNED FOR CREDIT.
NO RETURNS AFTER 15 DAYS.
NO RETURNS WITHOUT THE INVOICE.
REFUND ON PURCHASES PAID BY CHECK ARE REFUNDED AFTER THE CHECK CLEARS.
ALL SPECIAL ORDER PARTS MUST BE PREPAID AND MAY NOT BE CANCELLED.

MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # A	SS	HAZARDOUS WASTE/SHOP SUPPLIES		50.00	
JOB # 1		COUPON COUPON DISCOUNT		-45.00	
				TOTAL - MISC	5.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$3175.00 (+TAX)

COMMENTS
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A CHARGE HAS BEEN ADDED WHERE APPROPRIATE FOR THE DISPOSAL OF ENVIRONMENTAL WASTES SUCH AS ENGINE OIL, ANTIFREEZE, SOLVENTS, ATF, ETC.

Thank You

11800 124th Avenue NE
 Kirkland, WA 98034-0008
 (425) 821-6611
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[REDACTED]	LABOR RATE [REDACTED]	MILEAGE 91,030	COLOR LIGHT GOLD/	STOCK NO. [REDACTED]
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RESIDENCE PHONE [REDACTED]	COMMENTS		MO: [REDACTED]	

TOTALS-----

THANK YOU FOR ALLOWING US THE OPPORTUNITY TO SERVICE YOUR VEHICLE AT FORD OF KIRKLAND. IF FOR ANY REASON YOU DO NOT FEEL COMPLETELY SATISFIED WITH THE REPAIR OR SERVICE YOU RECEIVED PLEASE CONTACT YOUR SERVICE ADVISOR AT 425-821-6611 THANK YOU

*****NOTE: RETAIL FORD PARTS AND LABOR WARRANTED FOR 2 YEARS UNLIMITED MILES. RETAIL HYUNDAI PARTS AND LABOR WARRANTED FOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST. FROM THE FIRST WARRANTY START DATE.

AUTHORIZATION TO CHARGE CREDIT CARD: CARDMEMBER ACKNOWLEDGES RECEIPT OF GOODS & SERVICES IN THE AMOUNT OF THE TOTAL SHOWN

TOTAL LABOR.....	697.81
TOTAL PARTS.....	2421.95
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	50.00
TOTAL MISC DISC	-45.00
TOTAL TAX.....	312.48
TOTAL INVOICE \$	3437.24

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Thank You

Duvall, WA

SEATTLE WA 980

27 OCT 2017 PM 2 L



National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington, DC 20590

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