



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects

1-888-DASH-2-DOT

(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

26-MAR-2018

JUN 01 2018

Reference No.

11081274

Daytime Telephone Number

E-mail Address

Evening Telephone Number

OWNER INFORMATION (Type or Print)

Name

Address

City

BRONX

State

NY

Zip Code

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1FMCU9EG8BK

Make

FORD

Model

ESCAPE

Model Year

2011

Date Purchased

11/02/2010

Dealer's Name and Telephone Number

HENLEY BROTHERS 845-291-1998

Engine:

No: Cylinders

Fuel Type:

FLEX
FUEL

Original Owner

☐

Dealer's City

ROSEBURY GOSHEN, NY

State

NY

Zip Code

10924

Transmission Type

6-SPD

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

26-MAR-2018

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: FUEL/PROPULSION SYSTEM (PWS)

Failure Mileage

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment

☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 2011 FORD ESCAPE. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V777000 (FUEL SYSTEM, GASOLINE); HOWEVER, THE PARTS TO DO THE REPAIR WERE UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR AS THE RECALL NOTICE WAS RECEIVED OVER A YEAR AGO. THE DEALER SMITH CAIRNS FORD LINCOLN (900 CENTRAL PARK AVE, YONKERS, NY 10704) WAS CONTACTED AND CONFIRMED THAT THE PARTS WERE NOT AVAILABLE FOR THE RECALL REMEDY. THE MANUFACTURER WAS CONTACTED SEVERAL TIMES AND WAS UNABLE TO CONFIRM WHEN THE PARTS WERE TO BECOME AVAILABLE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. PARTS DISTRIBUTION DISCONNECT.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.



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

[REDACTED]

[REDACTED]

[REDACTED]

BRONX, NY [REDACTED]

December 2016

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

Safety Recall Notice 16S41 / NHTSA Recall 16V-777
Aviso de Revisión de Seguridad 16S41

2011 Escape

Your Vehicle Identification Number (VIN): 1FMCU9EG8BK [REDACTED]

This notice is sent to you in accordance with 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 VIN 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, the fuel delivery module may develop a crack in the fuel supply port, which could result in a leak. If a leak is present, you are likely to detect a fuel odor and/or visible fuel on the ground under the fuel tank. A fuel leak in the presence of an ignition source may increase the risk of a fire.

What will Ford and your dealer do?

Ford Motor Company is working diligently to procure the parts needed to repair your vehicle. When a repair is available for Safety Recall 16S41, Ford Motor Company will notify you via mail to schedule a service appointment with your dealer to have your vehicle repaired. Coverage is automatically transferred to subsequent owners.

What should you do?

If your vehicle exhibits symptoms of a fuel odor, or visible fuel on the ground under the fuel tank, immediately contact your dealer and request a service appointment for diagnosis and repair relating to Safety Recall 16S41. Provide the dealer with the VIN of your vehicle, which is printed near your name at the beginning of this letter.

If your vehicle does not exhibit these symptoms, no action is required by you at this time. Ford will notify you by mail when service parts are available, at which time a service appointment to perform this safety recall may be scheduled.

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 were used.

You may be eligible for a refund of previously paid repairs. Refunds will only be provided for service related to fuel delivery module replacements when a fuel leak was present. 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 have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.Fordowner.com.

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

FLEET OWNERS: If you have questions or concerns, please contact our **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.fleet.ford.com.

Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

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 16V-777

Para asistencia en Español

Visite nuestro sitio web para ver este anuncio en Español al siguiente dirección: <https://es.owner.ford.com/tools/account/maintenance/recalls.html>

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.

Thank you for your attention to this important matter.

Ford Customer Service Division

NATIONAL HIGHWAY TRAFFIC SAFETY ADMIN.

OFFICE OF DEFECTS INVESTIGATION, HEF100

WASHINGTON, DE. 20077-9382

Unable to get an Appointment For Safety Recall
Notice 16S41 / NHTSA Recall 16V-777

Called Each dealer THREE(3) OR MORE Times from 01/2017
to present ONLY to be told they had NO PARTS
AVAILABLE Each time. & They would call me when the
parts came in.

Called Vehicle SAFETY Hotline, AFTER WAITING & TRYING
FOR 1 year & 1/2.

Dealers called

SMITH CARLIS - YONKERS NY

Henly Bros - GOSHEN NY

City World - BRONX NY. STATED They did not do
SAFETY Recalls, ONLY Oil Changes - Inspections & Rotate Tires

MAY 01, 2018

BRONX, N.Y.

REFERENCE #