

FORD MOTOR COMPANY
FORD CUSTOMER SERVICE DIVISION
P.O. BOX 1904
DEARBORN, MICHIGAN 48121-1904

MAR 20 2018

CL-11082729-2786

MARCH 12, 2018

DEAR SIRs,

RE SAFETY RECALL NOTICE 16S41/NHTSA RECALL 16V-777

2012 ESCAPE (VIN) 1FMCU0EG8CK [REDACTED] I RECEIVED YOUR FIRST NOTICE LAST YEAR 2016. I TOOK THE NOTICE AND THE VEHICLE TO THE DEALER SONJU FORD (A COPY OF THEIR LATEST CORRESPONDENCE TO ME ENCLOSED) AFTER CHECKING THEIR COMPUTER, I WAS TOLD THAT THE DEALER FORD MOTOR COMPANY, HAD NOT SENT WHAT WAS NEEDED TO MAKE THE REPAIR. THAT THEY HAD REQUESTED WHAT WAS NEEDED AND WOULD GET IN TOUCH WITH ME.

TO DATE THE ONLY NOTICE OR INFORMATION I HAVE RECEIVED FROM SONJU FORD IS THE ATTACHED FLYER. I HOPE TO CALL SONJU FORD IN MAY WHEN I RETURN TO THE AREA TO HAVE THE VEHICLE DEFECT TAKEN CARE OF. PLEASE MAKE THE NECESSARY EFFORT TO ENSURE THAT THEY HAVE WHAT IS NEEDED TO TAKE CARE OF THE DEFECT AND NOT JUST A NOTICE TO ME.

I DO LOVE MY FORD ESCAPE.

COPY BEING FORWARDED TO ADMINISTRATOR, NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION, 1200 NEW JERSEY AVE S.E. WASHINGTON D.C. 20590

[REDACTED]

[REDACTED] Silver Bay Minnesota [REDACTED] currently at home in the Virgin Islands until May 01, 2018

[REDACTED]
Christiansted U.S. Virgin Islands
[REDACTED] Telephone [REDACTED]

WAM
3-28-18
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Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
Dearborn, Michigan 48121-1904



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[REDACTED]
[REDACTED]
SILVER BAY, MN [REDACTED]

November 2017

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

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

2012 Escape

Your Vehicle Identification Number (VIN): 1FMCU0EG8CH [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.
- What is the risk?** A fuel leak may result in 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?** **Parts are now available to repair your vehicle.** Ford Motor Company has authorized your dealer to replace the fuel delivery module flange free of charge (parts and labor).
- How long will it take?** The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.
- What should you do?** Please call your dealer without delay and request a service date for Recall 16S41. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.
If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions.

Can we assist you further? (continued)

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/recall>.

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

We Are Very Interested in Acquiring Your 2012 Escape

INFORMATION REGARDING YOUR 2012 ESCAPE

Silver Bay MN



Sonju Ford

893 Scenic Drive
Two Harbors, MN
218-834-2181
sonjuford.com



Go Further

At Sonju Ford, our goal is to be the single source solution for all your automotive needs. As part of this commitment, we seek out new opportunities to provide you with your ideal vehicle at the lowest possible payment.

Based on current market conditions, we have seen a steady increase in demand for pre-owned vehicles similar to your Ford. As a result, we would like to offer you the highest trade value possible for your Ford and upgrade you to a new vehicle in the process.

To learn more about this exclusive offer, call us at 218-834-2181 or simply stop in and speak with a Sonju Ford representative.

Up to
110%†

Current market value for your
2012 Ford Escape

Plus generous
offers up to

\$11,500**
Off MSRP

Or interest rates
as low as

0%* APR
Up to 60 months

To receive the bonus offer reserved in your name, visit



PLEASE READ THESE IMPORTANT TERMS AND CONDITIONS:

*On select vehicles to qualified buyers with approved credit. For qualified customers only. 0% APR financing for 60 months at \$16.67 per month, per \$1,000 financed. †Excessive wear, tear & mileage may affect Current Market Value. Physical inspection of vehicle required and may affect actual value. Trade Value Calculation based on 12k mi./yr. **Off MSRP On a new 2018 Ford F-150 XLT 4x4, Stock# [REDACTED], MSRP \$51,045. Includes all available offers and incentives. See dealer for details. If the payoff amount exceeds the value of the trade-in, the resulting negative equity will be added to the cost of the new vehicle and disclosed on the loan or lease contract. Every attempt has been made to ensure the accuracy of these figures based on current available information; we assume no responsibility for any unintended errors or assumptions. May not be combined w/ any other offers and is subject to change w/o prior notice. Offers based upon programs, incentives and trade values assuming good condition, and estimated using 3rd party data. Actual values may vary. A visual inspection is required to confirm your current vehicle condition. Visit dealer for approval. All offers expire 3/31/18. ©2018 AutoAlert LLC. All rights reserved. Contact/Pre-Owned/ROVIN - 407C.



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

FIRST NOTICE
SEE WHAT AIMIE
AT SONJ & FORD
TOLD US.



[REDACTED]
SILVER BAY, MN [REDACTED]

December 2016

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

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

2012 Escape

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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.



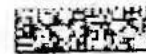
Ford Motor Company
P.O. Box 1904
Dearborn, Michigan 48121-1904

5/05/2017

*Parts not sent to
dealer yet (arrive at origin)*

SAFETY RECALL NOTICE

PRESORTED
FIRST CLASS



US POSTAGE
\$00376
MAY 10 2017
48185
303127
3007321

IMPORTANT SAFETY RECALL INFORMATION

T 558 842

28/15

CHRISTIANE TED VI

80:

408 17142400 7 0

218-834-2181

Sonyu

Fctd

PRESS FIRMLY TO SEAL



1006



20590

U.S. POSTAGE
PAID
CHRISTIANSTED, VI
00820
MAR 12, 18
AMOUNT
\$6.70
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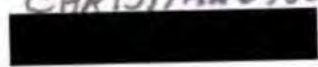
This envelope is made

PRIORITY[®]
★ MAIL ★

FROM



CHRISTIANSTED U.S. VIRGIN ISLAND



STEROIX

W41-306

DATE OF DELIVERY SPECIFIED*

Expected Delivery Day: 03/15/2018

USPS TRACKING NUMBER



9505 5103 4903 8071 0937 78

EPI4B July 2015



PS00001000012

RE: RECALL

FOR DOME

VISIT US AT USPS.C



9505510349038071093778

Department of Transportation

To: W41-306

Location Code: DOT

Cost Center: 4 West

Mail Point: NEC, NOA, NIA

External Carrier

Sender

Manufacturer

Purchase Order

DOT

3/15/2018 12:38:33 PM

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recycle - again.