

[REDACTED]

Ellijay, Georgia

CL-11132508-3456

Auto | Home | Life | Health | Commercial

[REDACTED]



[REDACTED]

Ford Customer Service Division
P.O.Box 6248, MD 45-B
Dearborn, Michigan 48126

Dear sirs, see your letter to me dated October 16, 2018.
See attached statement from my local Ford dealer where
I bought my 2012 Ford Escape from new.

I do not feel that I should be expected to pay the
\$1453.91 for the same steering problem that earlier Ford
Escape owners had corrected under an ordered recall.

This is a true SAFETY issue that your company had
better not overlook. I want this problem to be taken care
of immediately. I had a short episode with the loss of my
power steering here near my home on December 22, 2018.

[REDACTED]

CC: ADM. for Enforcement
NATIONAL Highway Traffic Safety ADM. NM
1200 NEW JERSEY AVE. ROOM W45-306 11/30/18
WASHINGTON, DC 20590 AS

22



October 16, 2018

[REDACTED]
Ellijay, GA [REDACTED]

correction: [REDACTED]

[REDACTED]
Ellijay, GA [REDACTED]

CAS- [REDACTED]

Dear [REDACTED]

Thank you for contacting Ford Motor Company. We have received your letter regarding the electric power steering concern for your 2012 Ford Escape.

We value the customer loyalty you have provided over the years and appreciate the opportunity to address this matter for you. The safety of our customers is very important to us. Ford Motor Company and the National Highway Traffic and Safety Administration (NHTSA) work together to proactively identify areas of concern through investigation of consumer and dealer feedback. Please know that during this examination Ford offers complete cooperation to aid with the investigation. Because the Customer Relationship Center does not have access to the process which determines if a recall will be opened or expanded, I am unable to advise if the analysis will be approved to include the 2012 Escape models. All safety complaints and recall demands are directed to NHTSA. If a recall is issued in the future, a notification will be sent out via mail.

I assure you that Ford Motor Company does its best to provide resources to help resolve customer concerns. In order for us to review for supplementary assistance, the vehicle must be inspected and diagnosed or repaired by a Ford dealership within the past 30 days. Any paperwork submitted must include a receipt or estimated cost and the name of the Service Technician. For expedited assistance, this information can be processed by our Customer Relationship Center at 1-800-392-3673, 8:00 A.M. - 8:00 P.M., Eastern Standard Time. Hearing-impaired callers with access to a TDD may contact 1-800-232-5952. You can also chat with us by using the link on the Ford Owner website at <https://owner.ford.com/>. From there you will scroll to the bottom of the page and click on the "Live Chat" link under the "Lifeline" section. If you need help with finding a dealership in your area, please use the Dealer Locator link at <https://owner.ford.com/dealer-locator.html>.

Ford greatly values your opinion. Any details regarding vehicle concerns expressed to our Customer Relationship Center (via mail, telephone or chat) is documented and internally evaluated. We thank you for taking the time to share this information with us.

Sincerely,

Jaiette

Jaivette
Customer Service Representative
Ford Motor Company

Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]

[Click to View Cust Copy](#)

Phone(s): Contact: [REDACTED]

Vehicle: 1FMCU9EG6CK [REDACTED]

2012 ESCA

WHT-SUEDE/
CAM-LTHR-
BKT-ST

Mileage: 99,175
Service advisor: 3086
Tag number: T324

Payment type: CASH
Promised time: 05:00 PM
Promised date: 11/13/2018

Waiter: No
Estimate: 0.00
Customer Comments: No

A **CUSTOMER STATES VEHICLE INTERMITTENTLY LOOSES POWER STEERING, DIAG AND ADVISE PER FMC**

45	CPC	STEERING/SUSPENSION	0.00	0.00
----	-----	---------------------	------	------

Tech(s): 20601

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line A: 0.00

Story: 99175 VEHICLE NEEDS NEW POWER STEERING MOTOR, EST TO REPLACE MOTOR \$1453.91+TAX, ADVISED CUSTOMER. NO REPAIRS MADE AT THIS TIME. DEALER WILL NEED TO ORDER PART TO CORRECT CONCERN.

Customer Pay	0.00
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00

COUNTRY

FINANCIAL

Ellijay, Georgia

Auto | Home | Life | Health | Commercial

To: Ford Motor Company
Ford Customer Service Division
Po Box 1904
Dearborn, MI 48121

From: [REDACTED]
Ellijay, GA [REDACTED]

Date: September 11, 2018

Subject: Safety Recall Notice 14S05 / NHTSA Recall 14V-284

I have purchased three (3) straight Ford automobiles for my personal / business use. I presently own a 2012 Ford Escape VIN #1FMZU9EG6C[REDACTED]

Ford Escapes built from 2008-2011 had the above numbered safety recall for dangerous problems with electric power steering. Be advised that my 2012 Ford Escape is experiencing the very same problems that owners of the 2008-2011 Ford Escapes were having with the electric power steering that your recall #15505 was set up to correct.

This problem is a most dangerous situation. My daughter is presently driving this vehicle as we look for a replacement vehicle for her.

I am presently having my Ford Escape diagnosed for this electric power steering problem.

I expect the Ford Motor company to give the owners of the 2012 Ford Escape the very same care and attention that was given the 2008-2011 owners. I expect my problem to be corrected fully as was the owners of the 2008-2011 Escape.

If you do not agree to fix this dangerous situation at your expense promptly I will never buy another Ford Automobile and will urge my family and friends to do the same. I have already called in and set up a case file on my automobile.

Please advise me of our intentions on restoring my 2012 Ford Escape to a safe condition. All 2012 Ford Escape owners should be contacted regarding the steering problems. I wait your positive reply.

Respectfully,



Cc: Administration for Enforcement
National Highway Traffic Safety Adm.
1200 New Jersey Ave Room W45-306
Washington, DC 20590



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



24773/123623/0586



R. FILE
 330 TOWN CENTER DR
 STE 500
 DEARBORN, MI 48126-2796

July 2014

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

Safety Recall Notice 14S05 / NHTSA Recall 14V-284
Aviso de Revisión de Seguridad 14S05

This notice applies to your vehicle:

2011 Escape
 Your Vehicle Identification Number:

This notice is sent to you in accordance with the requirements of 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 Vehicle Identification Number 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 power steering system may revert to manual steering mode due to an Electric Power Steering system fault related to the torque sensor. An unexpected loss of steering assist while driving would require higher steering effort at lower vehicle speeds, which may increase the risk of accident.

What will Ford and your dealer do?

Ford Motor Company has authorized your dealer to update the appropriate modules to prevent loss of steering assist while driving due to a torque sensor fault. In addition, the update provides increased driver awareness by sounding a chime and displaying the wrench light or warning in the message center when a fault is detected. Alternatively, the dealer may need to replace the torque sensor or the steering column. This service will be performed 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 14S05. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle. The VIN 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.

**What should you do?
(Continued)**

Ford Motor Company wants you to have this safety recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

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 and procedures were used.

You may be eligible for a refund of previously paid repairs. Refunds will only be provided for service related to steering column or torque sensor replacement for loss of power steering assist. 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 still have concerns, please contact the Ford Motor Company Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

If you wish to contact us through the Internet, our address is: www.Fordowner.com.

Para asistencia en Español:

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.

FLEET OWNERS: If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, Option #3 and one of our representatives will be happy to assist you. Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

Or you may contact us through the Internet at www.fleet.ford.com.

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 14V-284.

Thank you for your attention to this important matter.

Ford Customer Service Division



Steve M. Kenner, Global Director
Automotive Safety Office
Sustainability, Environment & Safety Engineering

Fairlane Plaza South, Suite 400
330 Town Center Drive
Dearborn, MI 48126-2738

June 2, 2014

Ms. Nancy Lewis
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE, Room W45-306
Washington, DC 20590

Dear Ms. Lewis:

Subject: Amended - Ford Motor Company (Ford) 2008-2011 Model Year Ford Escape and Mercury Mariner Safety Recall #14S05

In accordance with the requirements of 49 CFR Part 573 Defect and Non-compliance Information Reports, please find the applicable information regarding Ford Motor Company's voluntary safety recall #14S05. This report provides additional detail pertaining to Part 573.6 (c) (8) - Service Program, that supplements the information provided in Ford's May 27, 2014 communication to the Agency.

Sincerely,


Steven M. Kenner

Attachment

CERTIFIED MAIL®



7015 0640 0001 2051 7757



Ellijay, GA

TO: Administration for Enforcement
National Highway Traffic Safety
1200 New Jersey Ave. Room W45-306
Washington, DC 20590

W 48-226

