



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

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

December 13, 2019

[REDACTED]
Pepin, WI [REDACTED]

NEF-109 ela
Ref. No. 11195230

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2005 Ford Escape vehicle. The Wisconsin Department of Agriculture, Trade, and Consumer Protection forwarded your correspondence to The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI) and requested that we respond to you directly. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. We are aware of NHTSA Safety Recall Campaign No. 14V-165 that addresses a problem with severe sub-frame corrosion at the forward attachment of the front lower control arm in certain MY 2001 through MY 2004 Ford Escape vehicles. ODI has received reports from owners indicating severe sub-frame corrosion of the front chassis subframe at or near the suspension control arm mount in MY 2005 Ford Escape vehicles outside the scope of Recall 14V-165 and is monitoring all available data concerning these allegations. Please keep the receipts for any repairs made to your vehicle. If this recall is expanded to include MY 2005 vehicles, you may be entitled to reimbursement from the manufacturer. Federal regulations require a manufacturer conducting a safety recall of motor vehicles or motor vehicle equipment to reimburse owners who have paid to obtain a remedy for the problem within a reasonable time, which in many instances is one year, prior to the manufacturer's notification. Certain restrictions apply, including the need to submit certain documents to the manufacturer.

We have entered the information you provided into our database. It will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's recall and investigation process on our website at

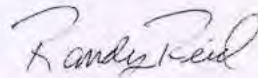
https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf. We recommend that you monitor our website at www.nhtsa.gov for future updates to our investigation.

You may consider contacting your local Consumer Protection Agency or the Wisconsin Attorney General's Office regarding your problem and rights under the State laws. You may also ask your dealership for a meeting with a Ford district manager regarding your problem. In addition, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways to contact the FTC: by toll free telephone at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, complaints, safety recalls, manufacturers' service bulletins, etc. can be reviewed on our website.

Sincerely,



Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement