

CL-11291480-9281

To: Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation/Enforcement

From: [REDACTED]
Date: 02/06/2020

Dear Randy,

In response to the enclosed letter, I am writing to respond and provide the additionally requested duplicate information with regard to vehicle:

2005 Ford Escape

VIN: 1FMYU04155K [REDACTED]

Please note: Although vehicle is labeled 2005, it was manufactured in 2004.

Enclosed, please find the following enclosures:

1. Letter provided 12.31.2019 in which all of the requested information was provided.
 - a. Includes estimate from Ford dealership
 - b. Includes photos secured from Ford dealership
2. Vehicle Owner's Questionnaire
3. Manufacturer was contacted and provided same information. Ford response letter included.
4. Recall information for same issue on 2001-2004 Ford Escapes

Please use this information to supplement this request and any subsequent investigation.

Thank you for your consideration.

Sincerely,

[REDACTED]

Best way to contact is email at [REDACTED]

Phone: [REDACTED]

TG
2-21-20
LD

22

Encl [REDACTED]
From [REDACTED]
Sent: Tuesday, December 31, 2019 12:25 PM
To: vsh@dot.gov <vsh@dot.gov>
Cc: [REDACTED]
Subject: 11291480 Complaint ODI Confirmation

Hello,

I am writing to supply additional supporting documentation regarding a complaint filed for our 2005 Ford Escape:
VIN: 1FMYU04155 [REDACTED]

The NHTSA representative I spoke with informed me that I could supply photos and estimate using this email address and process. We took the vehicle to Heller Ford Dealership in El Paso IL 12.31.2019 to have the vehicle professionally examined with an estimate prepared for the rust underneath.

Summary: The "crossmember" of the vehicle is rusted out and needs replaced.
*Special Note: The attached documentation is only a preliminary estimate. Additional changes to the estimate may be required for the actual repair.

Attachments include:

1. Written estimate

Date: 12/31/2019 10:03 AM
 Estimate ID: [REDACTED]
 Estimate Version: 0
 Preliminary
 Profile ID: [REDACTED]
 Quote ID: [REDACTED]

Heller Ford Body Shop

612 1/2 W Main Rte 24 & I-39, El Paso, IL 61738
 (309) 627-6050
 Fax: (309) 527-6110
 Email: bodyshop@hellerstorea.com

Damage Assessed By: Tracy Carr
 Classification: None

Deductible: UNKNOWN

Owner: [REDACTED]
 Address: [REDACTED] BLOOMINGTON, [REDACTED]
 Telephone: [REDACTED]

Mitchell Service: 917826

Description: 2005 Ford Escape Limited
 Body Style: 4D Ut
 VIN: 1FMYU641 [REDACTED]
 Mileage: 195,913
 OEM/ALT: A
 Color: TAN

Drive Train: 3.0L Inj 6 Cyl 2WD

Search Code: [REDACTED]

Options: CD CHANGER, PASSENGER AIRBAG, POWER DRIVER SEAT, POWER LOCK, POWER WINDOW
 POWER STEERING, REAR WINDOW DEFOGGER, AIR CONDITION, REAR WINDOW WIPER
 CRUISE CONTROL, TILT STEERING COLUMN, AM/FM STEREO, DRIVER AIRBAG, LEATHER SEAT
 LUGGAGE RACK, ANTI-LOCK BRAKE SYS, FOG LIGHTS, ALUM/ALLOY WHEELS
 ANTI-THEFT SYSTEM, LEATHER STEERING WHEEL, CD PLAYER
 POWER ADJUSTABLE EXTERIOR MIRROR, PRIVACY GLASS, FIRST ROW BUCKET SEAT
 AUTOMATIC HEADLIGHTS, INTERIOR AUTOMATIC DAY/NIGHT OR ELECTROCHROMATIC MIRROR
 KEYLESS ENTRY SYSTEM, REAR BENCH SEAT

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/Part Number	Dollar Amount	Labor Unit
<u>Front Suspension</u>							
1	[REDACTED]	MCH	REMOVE/REPLACE	Frt Susp Crossmember	6LBZ 5C145 A -M	517.85	6.9

- Labor Note Applies

ESTIMATE RECALL NUMBER: 12/31/2019 09:45:02 [REDACTED]

Mitchell Data Version: OEM: OCT_19_V

MAPP: OCT_19_V

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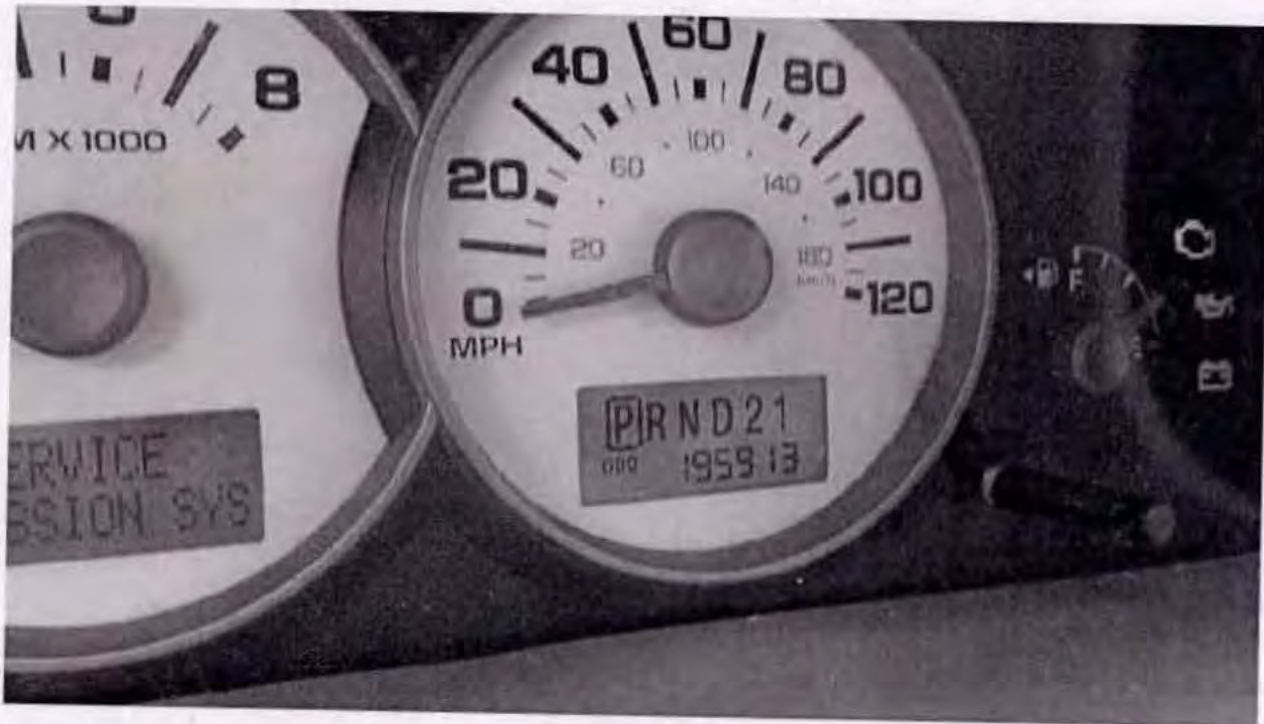
Page 1

Software Version:

7.1.238

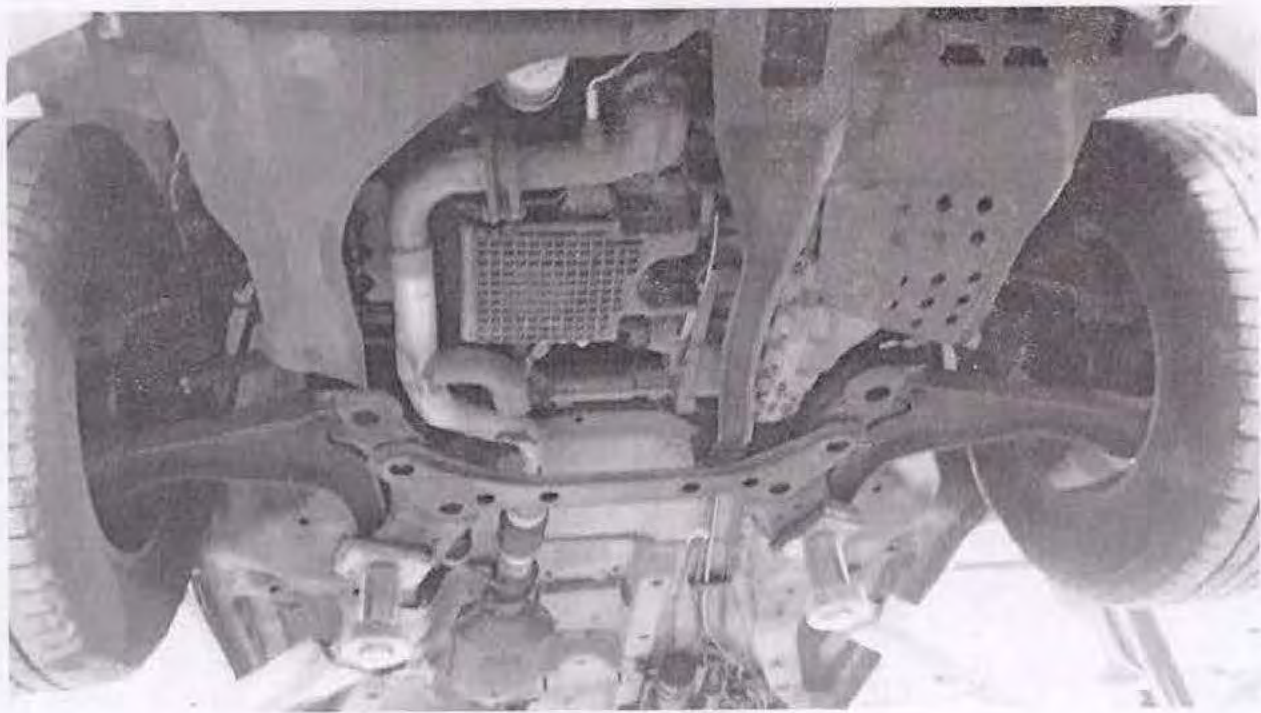
All Rights Reserved

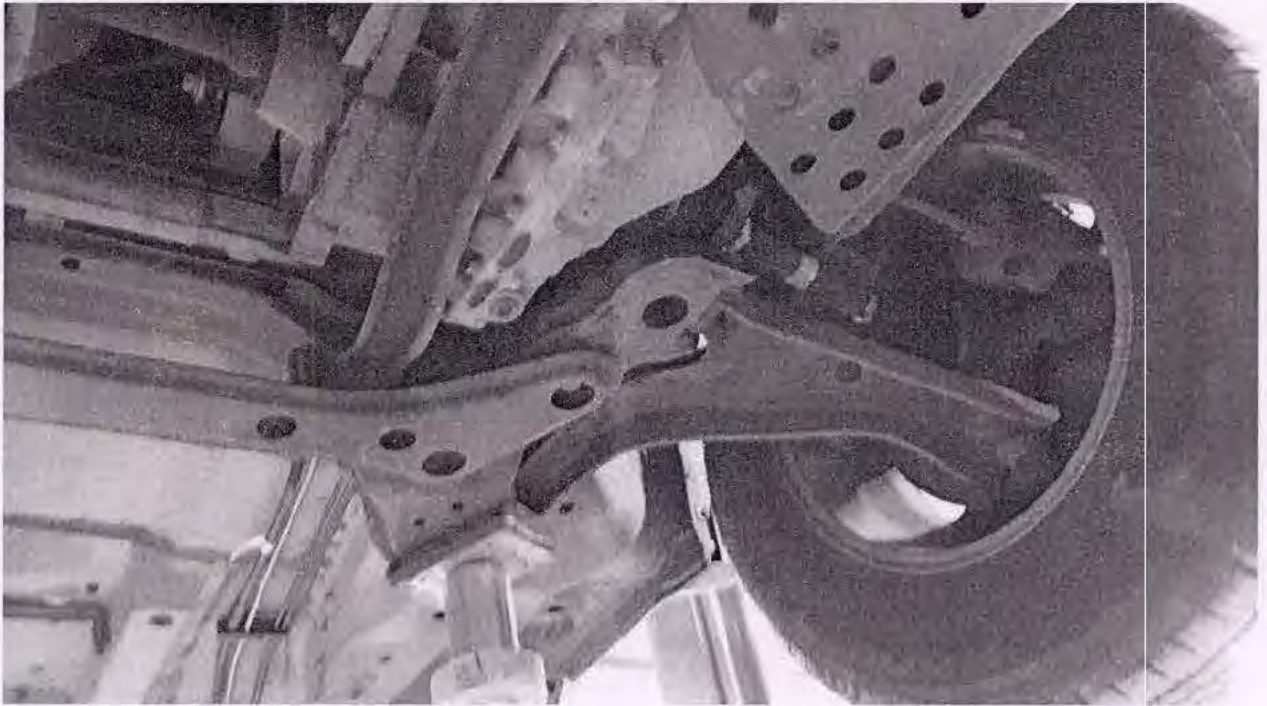
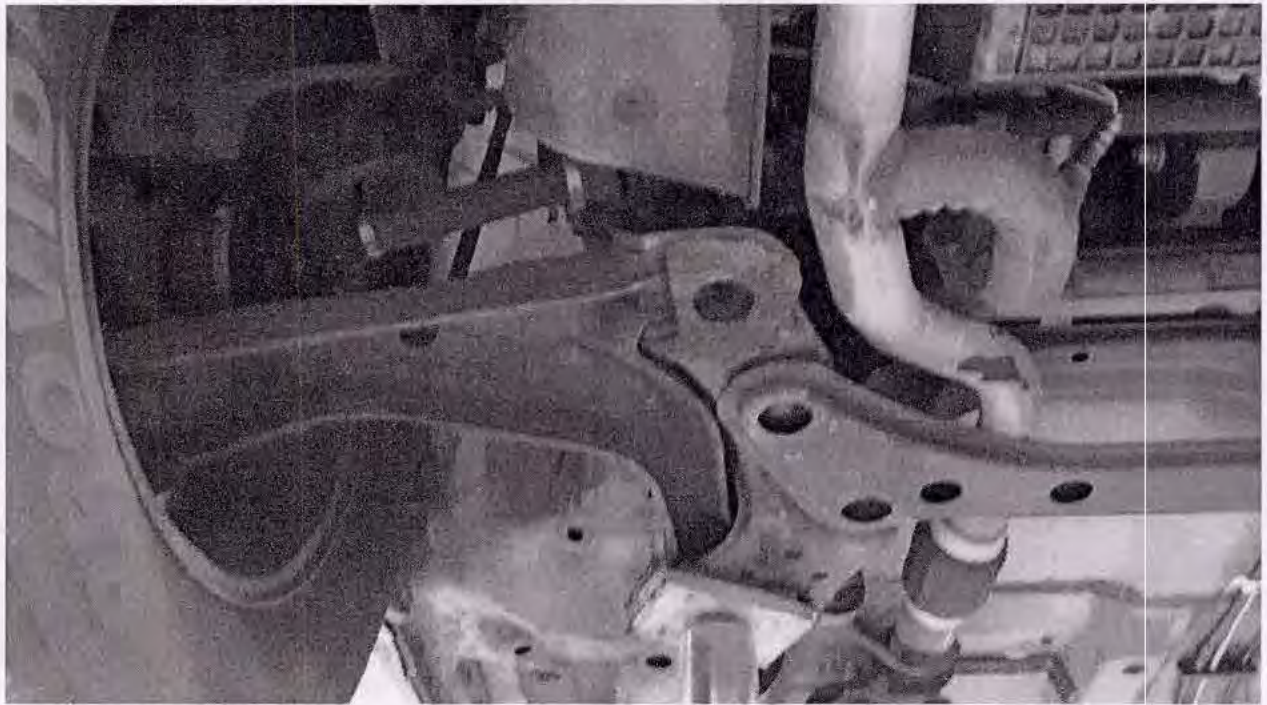
2. Vehicle Photos: All vehicles were taken by Heller Ford Body Shop on 12.31.2019.











Information found online supports the presence and acknowledgement of this issue in Ford Escapes 2001-2004. Although the VIN for this vehicle is not included in the recall, please note the door panel of this vehicle manufacture's date is 05/04. The presented issue is identical. <https://www.csmonitor.com/Business/In-Gear/2014/0620/Ford-recalls-Escape-crossovers-in-salt-belt-states-due-to-rust>

This issue presents an enormous safety concern as the crossmember could become separated from the vehicle while in use causing significant damage and/or injury. At this time, the vehicle is in use by our son, so we are very concerned.

I have also spoken with Ford directly and they advised me that they do not have any warranty or support program for this currently. We are seeking assistance with getting this vehicle repaired.

If there is any additional information that I can provide to support this complaint, please let me know. Thank you for your consideration.

Email is the best way to reach me:

1.

2.

[REDACTED]

[REDACTED]

(if no answer, please leave VM or email me directly)

Enclosure 2

Enclosure 3



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: 27-DEC-2019
Repository:
Reference No.: 11291480

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: NORMAL State: IL Zip Code: [Redacted]
Daytime Telephone Number: [Redacted] Email Address: [Redacted]
Evening Telephone Number: [Redacted]

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: 1FMYU0415 [Redacted]
Make: FORD Model: ESCAPE Model Year: 2005
Date Purchased: 11/2011 Dealer's Name and Telephone Number: Heller Ford
Original Owner: Dealer's City: EL PASO State: IL Zip Code: 61738
Engine: No. of Cylinders: 6 Fuel Type: Reg
Transmission Type: Auto-Matic
 Antilock Brakes Cruise Control
Powertrain: Multiple Failure: Incident Date(s): 27-DEC-2019

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 162000 STRUCTURE: BODY
Failure Mileage: 195772 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: Number of Deaths: 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 2005 FORD ESCAPE. THE CONTACT TOOK THE VEHICLE TO AN INDEPENDENT MECHANIC FOR SERVICE. THE MECHANIC NOTICED THAT THE ENTIRE UNDERCARRIAGE AND CROSSMEMBER WERE CORRODED. THE CONTACT CALLED HELLER FORD (700 W MAIN ST, EL PASO, IL 61738, (309) 527-6050) AND WAS INFORMED THAT THE VIN WAS NOT INCLUDED IN A RECALL. THE VEHICLE WAS NOT TAKEN TO A DEALER AND WAS NOT REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 195,772. *LN

The manufacturer has been made aware.
Ford response enclosed.

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.

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

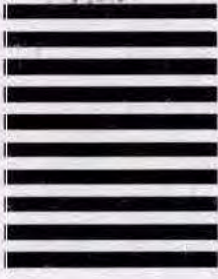
Multiple horizontal lines for writing the narrative description of the incident.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington, D.C. 20077-9392
Official Business
Penalty for Private Use \$300

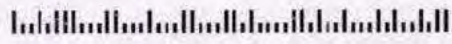


**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**



BUSINESS REPLY MAIL
FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC
POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



Think your vehicle has a safety defect?

If so:

Use the enclosed form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline

888-327-4236

NHTSA
www.nhtsa.gov

Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration





January 22, 2020

[REDACTED]
Normal, IL [REDACTED]

Case # [REDACTED]

Dear [REDACTED]

Thank you for contacting our Customer Relationship Center. We have received your letter regarding the rusted crossmember on your 2005 Escape. We appreciate the time you have taken to share your concerns with us.

Rust caused by exposed sheet metal from accidents or normal wear and tear are not defects in material or workmanship. The paint on the vehicle is covered under the terms of the New Vehicle Limited Warranty; 3 years/36,000 miles whichever occurs first.

Our records indicate that you were advised on December 27, 2019 by our Customer Care Representative that there are no warranties or programs in effect that would provide coverage of your current concern. At this time, we are unable to provide you with an alternate response.

Additionally, recalls and customer satisfaction programs are VIN specific. It is recommended to keep a copy of your repair receipt in case a recall or customer satisfaction program is initiated at a later date. At that time, you will be able to submit a request for reimbursement.

If you have further questions or concerns, you can reach our Customer Relationship Center via chat Monday – Friday 8:30 AM – 10:00 PM EST and Saturday/Sunday 11:00 AM – 7:00 PM EST. You will find our chat option on www.owner.ford.com, scroll almost to the bottom of the webpage where you will see a blue banner with our LIVE CHAT feature. You can also reach our inbound phone team Monday – Friday 8:00 AM – 11:00 PM EST; 8 AM - 8 PM Saturday and closed Sunday at 1-800-392-3673. Hearing-impaired callers with access to a TDD may contact 1-800-232-5952.

Thank you for contacting Ford Motor Company.

Sincerely,

Marquita
Customer Service Representative
Ford Motor Company



Enclosure 4

<https://www.edmunds.com/car-news/2001-04-ford-escape-recalled-for-rust-steering-problem.html>

2001-'04 Ford Escape Recalled for Rust, Steering Problem

Just the Facts:

- Ford is recalling 385,762 2001-'04 Ford Escape SUVs because a rust problem may cause the lower control arm to separate, potentially resulting in diminished steering control, Ford told *Edmunds* on Monday.
- "We are aware of one crash that may be related to this issue, but no injuries," wrote Kelli Felker, a Ford spokeswoman, in an e-mailed message.
- Dealers will install a reinforcement crossbrace on the affected Escapes.

DEARBORN, Michigan — Ford is recalling 385,762 2001-'04 Ford Escape SUVs because a rust problem may cause the lower control arm to separate, potentially resulting in diminished steering control, Ford told *Edmunds* on Monday.

"We are aware of one crash that may be related to this issue, but no injuries," wrote Kelli Felker, a Ford spokeswoman, in an e-mailed message.

The affected Escapes were sold or are registered in so-called "salt belt" states in the Midwest and Northeast and in certain Canadian provinces.

"In some of the affected vehicles, a corrosion-related separation of the forward attachment of the lower control arm from the subframe may occur when vehicles are operated in high-corrosion environments associated with road salt use for an extended time," Felker wrote.

"Separation of the lower control arm from the subframe may result in diminished steering control, increasing the risk of a crash."

Some of the 2001-'04 Escapes were built at Ford's Kansas City Assembly plant from October 22, 1999 to December 19, 2003. The recall also involves the 2004 Escape built at Ford's Ohio Assembly plant from May 1, 2003 through January 23, 2004.

Approximately 349,000 of the recalled Escapes are in the U.S., with the rest in Canada, Mexico and federalized territories.

Ford dealers will install a reinforcement crossbrace on the affected Escapes. A specific date for the recall has not been set. No information about the recall has been posted on the Web site of the National Highway Traffic Safety Administration, which oversees vehicle recalls in the U.S.

Owners can contact Ford at 1-866-436-7332.

Edmunds says: If you own the 2001-'04 Ford Escape, contact your dealer for repairs once you get your official recall notification. But if you have an immediate concern, get in touch with your dealer now.

by **Anita Lienert**
April 8th, 2014



US Department of Transportation
National Highway Traffic
Safety Administration
- Randy Reid Chief
1200 New Jersey Ave. SE
Washington, DC 20590