

PE12-019

MADZA

9/6/2012

APPENDIX 17

COMMUNICATIONS

July 6, 2012 - Internal Mazda  
communication regarding  
NHTSA question of Mazda  
update.

## CJ Martin

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**From:** Keigo Higaki  
**Sent:** Friday, July 06, 2012 4:46 PM  
**To:** Katsuhiko Torimaru  
**Cc:** David Robertson; Daisuke Hirata; CJ Martin; Tomoki Hirohata; Dan Ryan; Darrel Chin  
**Subject:** RE: [NHTSA Question] Tribute Accel Pedal Control  
**Attachments:** RCRIT-04V574-9583.pdf

Torimaru-san,

I believe the attached is the updated repair procedure Ford submitted but we didn't. It seems that the purpose of the update for Ford was to prevent payment for speed control cable replacement that is not subject for the recall by adding warranty edits.

We might not encounter the same problem (i.e. speed control cable was damaged when dealer perform repair of accelerator cable) and therefore we might not issue the updated repair procedure, but I will check with MC QA and get back to NHTSA.

Thanks,  
Keigo

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**From:** Katsuhiko Torimaru  
**Sent:** Friday, July 06, 2012 4:04 PM  
**To:** Keigo Higaki; Daisuke Hirata  
**Cc:** David Robertson  
**Subject:** [NHTSA Question] Tribute Accel Pedal Control

Keigo and Hank,

As I talked with Keigo on the phone, I got a call from NHTSA(Larry Long) in this morning.  
He is in charge of NHTSA defect reporting in Washington DC and his question was;

Regarding Recall for Mazda Tribute Accel pedal control (2704L), he mentioned that he has Mazda's original a recall report and repair procedure etc,

But, he asked whether Mazda have any updated repair procedure or not.

Because he realized that Ford Escape had same problems as Tribute and Ford has already updated their repair procedure on Oct 2005 for Ford Escape, but

He could not find any records on NHTSA system that Mazda has updated the repair procedure.

I told him that David is on vacation and Safety engineer (means Keigo/Hank) is on business trip this week, so our answer would be next week .

He said that "sooner is better" and asked me to respond our answer to his e-mail ([larry.long@dot.gov](mailto:larry.long@dot.gov)).

KT

\*\*\*\*\*  
Katsuhiko (KT) Torimaru  
Mazda North American Operations  
Environmental & Safety Engineering  
Tel: 949-852-7292  
Fax: 949-852-7299  
E-mail: [ktorimar@mazdausa.com](mailto:ktorimar@mazdausa.com)  
\*\*\*\*\*



Frank M. Ligon  
Director  
Service Engineering Operations  
Ford Customer Service Division

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

October 6, 2005

**TO:** All U.S. Ford and Lincoln Mercury Dealers

**SUBJECT:** Safety Recall 04S25: *Update*  
All 2002 through 2004 Model Year Left Hand Drive (LHD) Escape Vehicles Equipped  
with 3.0L Engines  
Accelerator Cable Replacement

**RE:** Safety Recall 04S25 dated December 2004

**New! REASON FOR THIS UPDATE**

*The purpose of this update is to inform dealers that updated illustrations and a warning have been added to the technical instructions (Attachment III) to help prevent damage to the speed control cable while performing the accelerator cable replacement procedure. In addition, warranty edits have been incorporated to prevent the payment of related damage claims for speed control cable replacement.*

**AFFECTED VEHICLES**

All 2002 through 2004 model year LHD Escape vehicles equipped with 3.0L engines and built at the Kansas City and Ohio Assembly Plants from Job #1 2002 through Job Last 2004. Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>. This information was available on December 09, 2004.

**REASON FOR THIS SAFETY RECALL**

In some of the affected vehicles, it may be possible for the accelerator cable liner to migrate out of the accelerator cable conduit. If the liner migrates out of the conduit, the liner may prevent the throttle from returning to the idle position and may result in elevated engine speeds while driving. An unexpected increase in engine idle speed may increase stopping distance and may result in a vehicle crash without warning.

**SERVICE ACTION**

At no charge to the vehicle owner, dealers are to replace the accelerator cable with a newly designed cable, which was made available to dealers the week of 12/06/2004. This must be performed on all of the affected vehicles in your new vehicle inventory as well as vehicles that have been delivered to customers.

**PLEASE NOTE:**

Federal law requires dealers to complete any outstanding safety recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$5,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

**New! ATTACHMENTS**

Attachment I:            *Administrative Information*  
Attachment II:          *Labor Allowances and Parts Ordering Information*  
Attachment III:        *Technical Information*  
Customer Notification Letter

**QUESTIONS?**

Claims Information: ..... 1-800-423-8851  
Special Service Support Center (Dealer Only) Questions: ..... 1-800-325-5621

Sincerely,



Frank M. Ligon

Safety Recall 04S25  
All 2002 - 2004 Model Year LHD Escape Vehicles Equipped with 3.0L Engines  
Accelerator Cable Replacement

**OASIS ACTIVATED?** Yes, OASIS was activated on December 07, 2004.

**FSA VIN LIST ACTIVATED?** Yes

Available through FMCDealer.com or at <https://web.fsavinlists.dealerconnection.com> on December 09, 2004. Owner names and addresses were available on January 17, 2005.

NOTE: Your FSA VIN list may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall action.

**STOCK VEHICLES**

Correct all affected units in your new vehicle inventory before delivery.

**SOLD VEHICLES**

- Owners of affected vehicles will be directed to dealers for repairs.
- Immediately contact any of your affected owners whose vehicles are not on your VIN lists but are identified in OASIS. Give the owner a copy of the Customer Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.

**TITLE BRANDED / SALVAGED VEHICLES**

Affected title branded and salvaged vehicles are eligible for this Field Service Action.

**New! RELATED DAMAGE**

If a related damage condition exists that you believe to be caused by the covered condition, call the Special Service Support Center to request approval **prior** to the repair of any related damage. Requests for approval after completion of the repair will not be granted.

*Note: Related damage claims will not be accepted for speed control cable replacement. Please review the revised technical instructions/illustrations found in Attachment III.*

**ADDITIONAL LABOR TIME**

- If a condition exists that requires additional labor to complete the repair, call the Special Service Support Center to request approval **prior** to performing any additional labor. Requests for approval after completion of the repair will not be granted.
- If you encounter aftermarket equipment or modifications to the vehicle, which might prevent the repair of the covered condition, call the Special Service Support Center.

Safety Recall 04S25  
All 2002 - 2004 Model Year LHD Escape Vehicles Equipped with 3.0L Engines  
Accelerator Cable Replacement

**OWNER REFUNDS**

- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. This plan is also available to owners through the Customer Relationship Center (CRC). The CRC will direct owners to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.
- Dealers are also authorized to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Refund claims that include other non-covered repairs, or those judged by Ford to be excessive, will not be accepted for reimbursement.
- **This safety recall must still be performed, even if the customer has paid for a previous repair. Claiming a refund will not close out the VIN for this recall.**
- Refund Claiming Information (Submit on separate repair line.)
  - Program Code: 04S25
  - Misc. Expense: ADMIN
  - Misc. Expense: REFUND
  - Misc. Expense: 0.2 Hrs.

**RENTAL VEHICLES**

The use of rental vehicles is not authorized for this program.

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using Direct Warranty Entry (DWE).
- Refund or related damage must be claimed on a repair line that is separate from the repair line on which the FSA is claimed.
- "MT" labor should be submitted on a separate repair line with the related damage flag checked.
- Refer to ACESII manual for claims preparation and submission information.

Safety Recall 04S25  
All 2002 - 2004 Model Year LHD Escape Vehicles Equipped with 3.0L Engines  
Accelerator Cable Replacement

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Replace Accelerator Cable - 3.0L Engine	04S25B	0.4 Hour

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Parts will not be direct shipped for this program. Order your parts requirements through normal order processing channels.

Part Number	Description	Quantity
5L8Z-9A758-AA	Accelerator Cable – 3.0L DOHC Engine	1

The DOR/COR for this program is 50336. This number identifies parts ordered for this recall through the Special Service Support Center (1-800-325-5621).

**DEALER PRICE**

For latest prices, refer to DOES II.

**PARTS RETENTION AND RETURN**

Follow the provisions of the Warranty and Policy Manual for "Parts Retention and Return Procedures."

**CLAIM HANDLING PROCEDURE FOR RETURNING PRIOR LEVEL ACCELERATOR CABLES**

**Immediate Purge Required-----YL8Z-9A758-AD Accelerator Cable – 3.0L**

Prepare and submit a PCS claim as described below:

- DO NOT ship the parts until Return Authorization is granted.
- The return authorizations will include shipping addresses.

**PCS CLAIM INSTRUCTIONS**

When you create your PCS claim, use the following information for the REASON CODE, SHIPPER NBR, and LINE EXPLANATION fields:

- REASON CODE: GB
- SHIPPER NBR: 04S25
- LINE EXPLANATION: Purge Required

When preparing your PCS claim, list the part number being returned on the claim, and indicate the quantity of that part number being returned. Your PCS claim must be submitted by January 31, 2005. Claims filed after this date will be denied.

**EXCESS STOCK RETURN**

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

## 2002 THROUGH 2004 MODEL YEAR LHD ESCAPE VEHICLES EQUIPPED WITH 3.0L ENGINES — ACCELERATOR CABLE REPLACEMENT

### SERVICE PROCEDURE

#### ACCELERATOR CABLE REMOVAL

1. From inside the vehicle, disconnect the accelerator cable from the pedal.
2. Remove the engine appearance cover, if equipped.

**NEW**

**CAUTION:** Damage to the speed control cable may result if the throttle body cam is rotated by lifting up on the speed control cable or the speed control cable connector end. When disconnecting the accelerator cable from the throttle body, rotate the throttle body cam only by lifting up on the cam itself. See Figure 1.

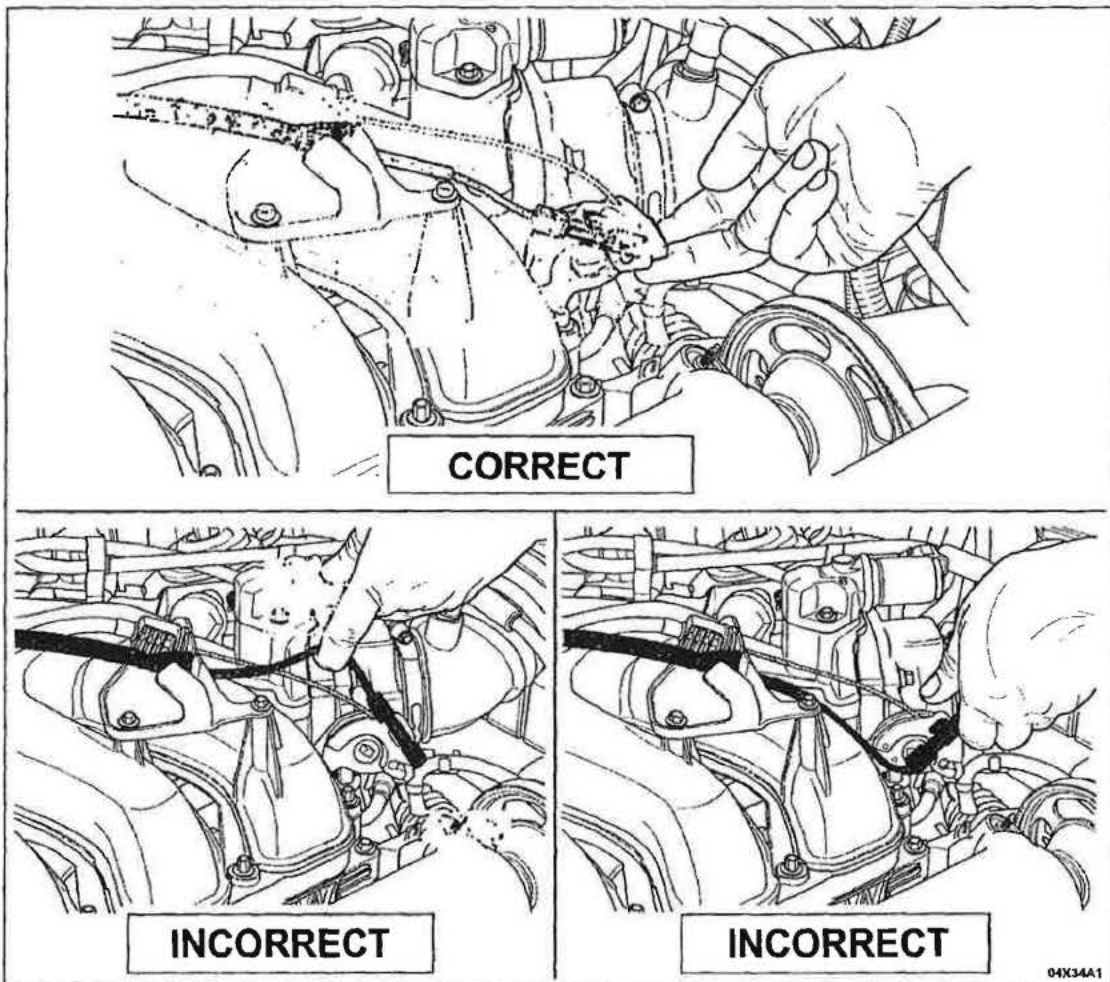
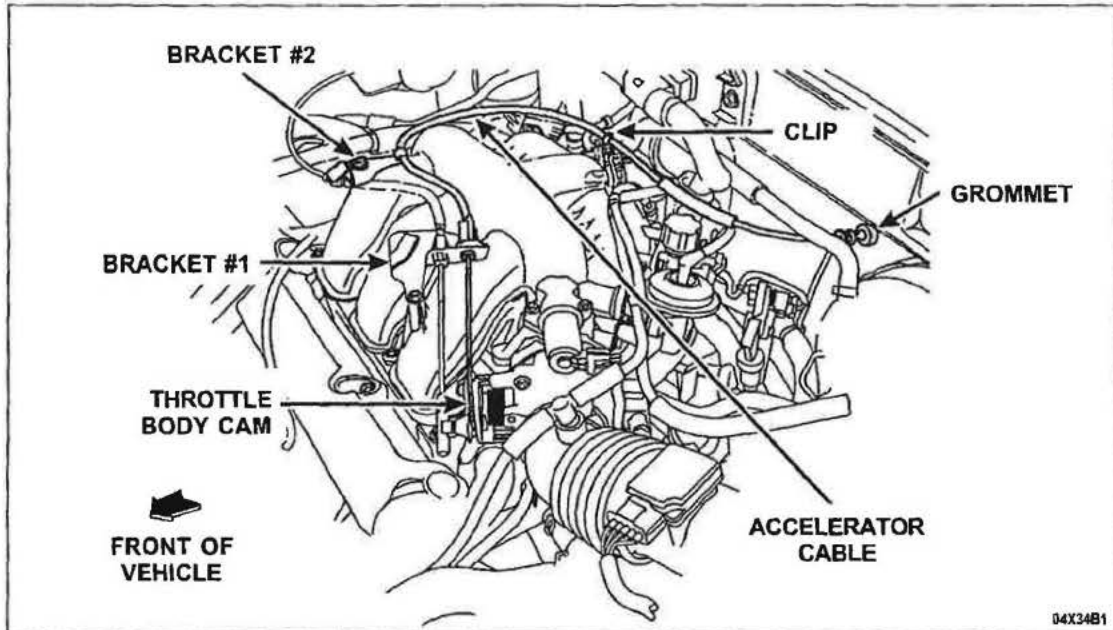


FIGURE 1



CPR © 2005 FORD MOTOR COMPANY  
DEARBORN, MICHIGAN 48121  
10/05

3. Disconnect the accelerator cable as follows: See Figure 2.

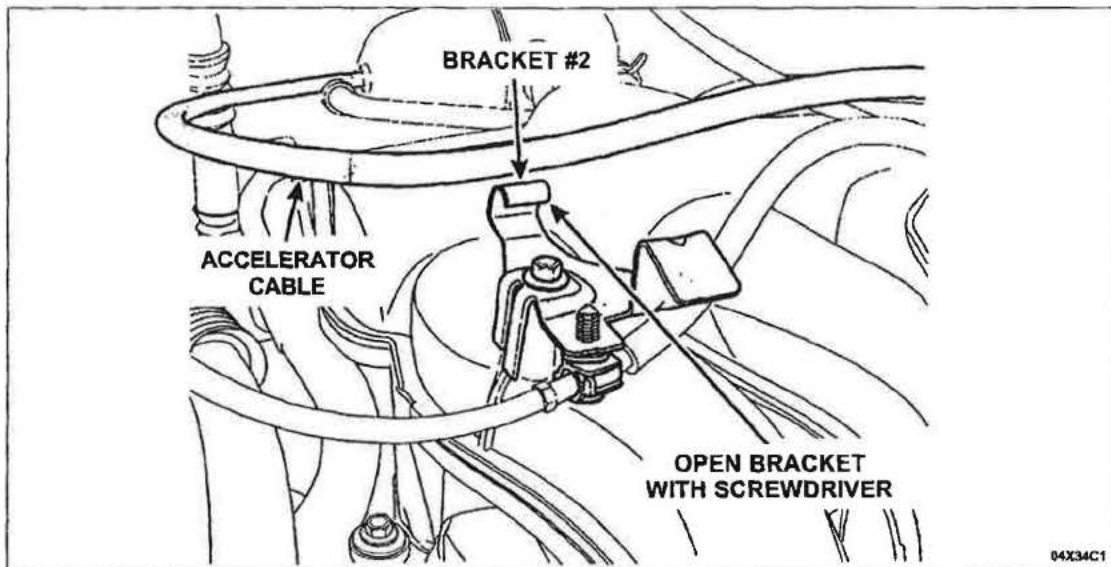


**FIGURE 2**

- A) Disconnect the cable by rotating the throttle body cam and sliding the cable barrel out of the cam.
- B) Remove the accelerator cable from bracket #1 by turning the cable housing 45 degrees either way and pulling it from the bracket.



- C) Open bracket #2 with a screwdriver and remove the accelerator cable from the bracket.  
See Figure 3.



**FIGURE 3**

- D) Detach the accelerator cable from the clip located on the brake booster vacuum hose.  
E) Disengage the grommet at the dash panel and remove the accelerator cable from the vehicle.



### ACCELERATOR CABLE INSTALLATION

1. Feed the *new* cable through the dash panel and fully seat the grommet.
2. Install and connect the accelerator cable as follows:
  - A) Connect the cable to the throttle body by rotating the cam and sliding the cable barrel into the cam.
  - B) Attach the accelerator cable to the clip located on the brake booster vacuum hose.
  - C) Secure the accelerator cable to bracket #1 by inserting it and rotating the cable housing 45 degrees to lock it in place.
  - D) Position the accelerator cable in bracket #2 and, using a suitable tool, bend down the tab to retain the cable while ensuring the cable moves freely in the bracket. See Figure 4.

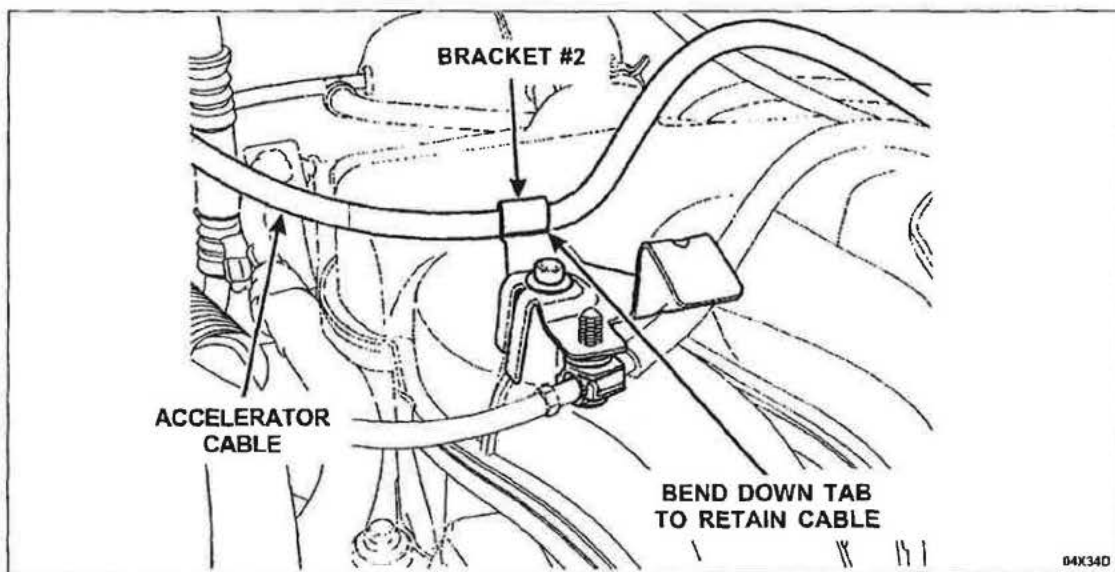


FIGURE 4

3. Connect the accelerator cable to the pedal.
4. Install the appearance cover, if equipped.
5. Check for free movement of the accelerator pedal and that there is no binding.





Frank M. Ligon  
Ford Motor Company  
P. O. Box 1904  
Dearborn, Michigan 48121

January 2005

Safety Recall 04S25

██████████  
Anywhere, USA ██████████

Your Vehicle Identification Number: 12345678901 ██████████

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 all 2002 through 2004 Escape vehicles.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with Ford dealers, is to provide you with the highest level of service and support.

- |   |   |
|---|---|
| <b>What is the issue?</b>                 | On your vehicle, it is possible that the accelerator cable may prevent the throttle from returning to the idle position, possibly resulting in elevated engine speeds while driving. An unexpected increase in engine idle speed may increase stopping distance and may result in a vehicle crash without warning.  |
| <b>What will Ford and your dealer do?</b> | Ford Motor Company and your dealer will replace the accelerator cable free of charge (parts and labor). We urge you to return to your dealer for this service.  |
| <b>How long will it take?</b>             | 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.  |
| <b>What are we asking you to do?</b>      | <p>Please call your dealer without delay and request a service date for Recall 04S25. 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.</p> <p>If you do not already have a servicing dealer, you can access <a href="http://www.genuinefilmservice.com">http://www.genuinefilmservice.com</a> for dealer addresses, maps, and driving instructions.</p> <p><b>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.</b></p> |

**Have you previously paid for this repair?**

If you paid to remedy the issue addressed in this notice, you may be eligible for a refund either through your dealer or directly from Ford Motor Company.

To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer. Refund requests, including all required documentation, may also be mailed to Ford at P.O. Box 6251, Dearborn, Michigan 48121-6251. Refund requests mailed to Ford may take up to 60 days to process.

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. Owners who have previously paid for this repair are still eligible to have the recall described in this letter performed.

**Have you changed your address or sold the vehicle?**

If you have, please fill out the enclosed prepaid postcard and mail it to us so we can update our records. If you have sold the vehicle, the information you provide on the postcard will be used to notify the new owner about this recall.

**Can we assist you further?**

If you have difficulty getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

If you still have concerns, please contact the Ford Motor Company Customer Relationship Center and one of our representatives will be happy to assist you.

Call 1-866-436-7332. For the hearing impaired call 1-800-232-5952 (TDD).

Office Hours: (Eastern Time Zone)

Monday – Friday: 8AM – 8PM

Saturday: 9AM – 5:30PM

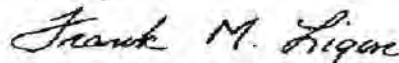
If you wish to contact us through the Internet, our address is:

[www.ownerconnection.com](http://www.ownerconnection.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, 400 Seventh Street S. W., Washington, D. C. 20590 or call the toll free Auto Safety Hotline at 1-888-327-4236 or 1-800-424-9393.

Thank you for your attention to this important matter.

Sincerely,



Frank M. Ligon  
Director  
Service Engineering Operations



PE12-019

MADZA

9/6/2012

APPENDIX 17

COMMUNICATIONS

July 13, 2012 - Mazda and  
MNAO communication for  
update

Takatsuka Tomohiro (高塚 知宏)

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件名: FW: 2704L Revision - Drafts for Approval  
添付ファイル: Dealer Letter 2704L REV2012\_Draft.docx; Dealer Letter Attachment | REV 2012\_Draft.docx

**From:** Tanada Hiroko (棚田 浩子)  
**Sent:** Friday, July 13, 2012 7:22 PM  
**To:** 'Sharon Kaplan'  
**Cc:** Carol Robbins; Charles Kim; Chris Patton; CJ Martin; Darrel Chin; Don Cerrina; Don Kearns; Gaby Laur; Irene Tsao; Jerry Ward; Jim Campbell; John Encheff; Johnny Garcia; Lisa Feitz; Nathan Edmonds; Paul Woolley; Randy Hatzl; Rob Murdoch (MCI); Satoshi Takahashi; Tim Enoch; Tom Hannah; Tomoki Hirohata; Tokunaga Mitsunori (徳永 光紀); Hyodo Fujio (兵藤 富士雄); Hashimoto Kiyoshi (橋本 淨)  
**Subject:** RE: 2704L Revision - Drafts for Approval

Dear Sharon-san,

With regard to the draft dealer letter, please let us comment very minor things as highlighted in yellow. Could you please refer to the attachments?  
We have no problem with the repair procedure.

Your support would be highly appreciated.

Best regards,  
Hiroko Tanada

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**From:** Sharon Kaplan [<mailto:skaplan@mazdausa.com>]  
**Sent:** Friday, July 13, 2012 7:11 AM  
**To:** Tanada Hiroko (棚田 浩子)  
**Cc:** Carol Robbins; Charles Kim; Chris Patton; CJ Martin; Darrel Chin; Don Cerrina; Don Kearns; Gaby Laur; Irene Tsao; Jerry Ward; Jim Campbell; John Encheff; Johnny Garcia; Lisa Feitz; Nathan Edmonds; Paul Woolley; Randy Hatzl; Rob Murdoch (MCI); Satoshi Takahashi; Tim Enoch; Tom Hannah; Tomoki Hirohata  
**Subject:** 2704L Revision - Drafts for Approval  
**Importance:** High

Dear Hiroko-san,

MNAO is preparing to issue a revision to recall 2704L. Draft documents are attached for your review and approval. If we receive approval by tomorrow, we will issue this revision to dealers on Friday. Sorry about the short notice.

Thank you!

Kind regards,  
Sharon

Sharon Kaplan | Regulatory Compliance, Recalls/TREAD  
Mazda North American Operations | Irvine, CA 92614  
T 949.442.6502 | [skaplan@mazdausa.com](mailto:skaplan@mazdausa.com) | [www.MazdaUSA.com](http://www.MazdaUSA.com)



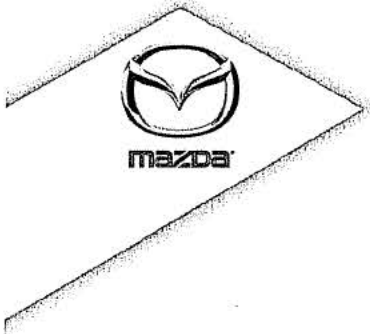
2012 MAZDA3

**SKYACTIV** TECHNOLOGY

It's not the first 40-mpg sedan.  
It's just the first one worth driving.

PRIVILEGED & CONFIDENTIAL

This e-mail may contain privileged communications. If you have received it in error, please delete it immediately and notify the sender.



**TO:** All Mazda Dealership General Managers, Service Managers, and Parts Managers

**DATE:** July 2012

**SUBJECT:** 2002-2004 Tribute Accelerator Cable Safety Recall 2704L – UPDATE

**IMPORTANT UPDATE:**

A **CAUTION** has been added to the Repair Procedure (Attachment II) to help prevent damage to the speed control cable while performing the accelerator cable replacement procedure.

Mazda Motor Corporation has decided that a defect which relates to motor vehicle safety exists in certain 2002-2004 Tribute vehicles produced from May 30, 2001 through December 19, 2003.

On certain 2002-2004 Tribute vehicles equipped with 3.0L engines, the accelerator cable may prevent the throttle from returning to the idle position, possibly resulting in elevated engine speeds while driving. An unexpected increase in engine idle speed may increase stopping distance and may result in a vehicle crash without warning.

Owners of affected vehicles were notified by first class mail beginning the week of January 28, 2005.

This package contains important information about Safety Recall 2704L

Could you please reconfirm if "the week of" is necessary or not? Our understanding is that the owner letter was mailed on January 28, 2005 (within a day).

Attachment I	Dealer Parts and Service Information
Attachment II	Inspection and Repair Procedures
Attachment III	Owner Notification Letter and Reimbursement

The National Traffic and Motor Vehicle Safety Act prohibits selling or leasing any subject vehicle without performing the necessary repair for defects or failures. Failure to perform applicable recalls before sales can result in extensive fines and penalties from the Federal Government. Therefore, you must complete this recall for all affected vehicles in your inventory prior to sale or lease.



-Page 2-

To help you effectively perform this recall, Mazda has developed the following resources:

1. Service and Parts recall instructions were emailed to your Service Department, and are also available on eMDCS and MS3 (Mazda Service Support System) via MXConnect.
2. Inspection and repair procedures follow (Attachment II), and are also available on eMDCS and MS3 (Mazda Service Support System) via MXConnect.
3. We recommend using the Recall Reminder Report available in Web Reporting to encourage customers to come in for the recall (with recall reminder postcards). Dealers may use such owner information for the sole purpose of conducting and performing this recall, and for no other purpose. **Using it for marketing activities is strictly prohibited and could subject your dealership to serious fines.** The information in the report is protected by state privacy and other applicable laws regarding disclosure of personal and/or confidential, restricted or blocked information. It is the dealer's responsibility to protect the confidentiality of owner records and prevent the release of information to other parties.
4. For repair authorization/technical assistance, call the Technical Assistance Hotline at (888) 832-8477, Option 3 for English speaking Hotline Specialist, Option 4 for Spanish speaking Hotline Specialist.
5. For warranty questions, contact the Warranty Hotline at (877) 727-6626, Option 3.
6. For parts questions, contact the Corporate Dealer Assistance Group at (877) 727-6626, Option 2.

Please make certain the appropriate personnel in your dealership are aware of these resources and are familiar with the details of this recall before responding to customer inquiries.

A rental car may be provided to the customer, if eligible, based on the terms and conditions of the Rental Car Reimbursement Program, Section 12.0. Rental car reimbursement are available only on 2001 and newer vehicles within the mileage and time limitations under the New Vehicle Limited Warranty.

We apologize for any inconvenience this recall may cause you and your customers. Your understanding and support in carrying out this campaign is greatly appreciated.

Sincerely,

Mazda North American Operations

Mazda North American Operations  
Technical Services Division  
1444 McGaw Ave.  
Irvine, CA 92614-5570  
www.MazdaUSA.com

ZOOM-ZOOM

**ATTACHMENT I –PARTS AND SERVICE INFORMATION**  
**Safety Recall 2704L**

**CONDITION OF CONCERN**

On certain 2002-2004 Tribute vehicles equipped with 3.0L engines, the accelerator cable may prevent the throttle from returning to the idle position, possibly resulting in elevated engine speeds while driving. An unexpected increase in engine idle speed may increase stopping distance and may result in a vehicle crash without warning.

**SUBJECT VEHICLES**

Model	VIN Range	Build Date Range
Tribute 3.0L engine:		
2002 model year	4F2BU**1*2K [REDACTED] - 4F2BU**1*2K 4F2CU**1*2K [REDACTED] - 4F2CU**1*2K 4F2UU**1*2K [REDACTED] - 4F2UU**1*2K 4F2YU**1*2K [REDACTED] - 4F2YU**1*2K	May 30, 2001 through December 19, 2003
2003 model year	4F2CZ**1*3K [REDACTED] - 4F2CZ**1*3K 4F2YZ**1*3K [REDACTED] - 4F2YZ**1*3K	
2004 model year	4F2CZ**1*4K [REDACTED] - 4F2CZ**1*4K 4F2CZ**1*4K [REDACTED] - 4F2CZ**1*4K	

Note: The asterisk symbol "\*" can be any letter or number.

Please perform a Warranty Vehicle Inquiry using eMDCS to determine if this vehicle needs the recall performed.

**OWNER NOTIFICATION**

Owners of affected vehicles were notified by first class mail on January 28, 2005.

**PARTS INFORMATION**

Description	Part Number	Quantity	Notes
Accelerator Cable	EC05-41-660F	1	
Campaign Label	9999-95-065A-06	1=50 labels	Obtain in MStore (no charge)

**PARTS ORDERING**

Dealers automatically received a quantity of Accelerator Cables based on the number of 2002-2004 Tribute vehicles registered in the dealer's vicinity. Parts shipments began 1/19/05 and arrived on the dealers' next stock order. Dealers received the Accelerator Cables by 1/28/05.

**Existing Service Parts Inventory**

Please return any inventory you have of EC-05-41-660, EC05-41-660D and EC05-41-660E on your next obsolescence return and you will receive credit on your next parts statement. The return of these parts will not go against your obsolescence accrual.

**ATTACHMENT I –PARTS AND SERVICE INFORMATION  
Safety Recall 2704L**

**WARRANTY CLAIM PROCESSING INFORMATION**

	Accelerator Cable Replacement
Warranty Type	R
Symptom Code	99
Damage Code	99
Process Number	J0501A
Part Number Main Cause	EC05-41-660F
Quantity	1
Labor Operation Number	YY373XRX
Labor Hours	0.4 hrs

**RENTAL CAR**

A rental car may be provided to the customer, if eligible, based on the terms and conditions of the Rental Car Reimbursement Program, Section 12.0. Rental car reimbursements are available only on 2001 and newer vehicles within the mileage and time limitations under the New Vehicle Limited Warranty. If the customer was placed in a rental car while the campaign was being completed, add a sublet to the claim using the information below.

Rental claims for vehicles beyond the New Vehicle Limited Warranty require DSA and DCSM Authorization.

**Sublet – Rental Car:**

	Rental Car
Warranty Type Code	A
Symptom Code	99
Damage Code	99
Part Number Main Cause	5555-RE-NTAL
Part Quantity	0
Labor Operation Code	MM012XRX
Labor Hours	0.0
Sublet – Rental Car	
Sublet Invoice Number	Number from rental invoice or dealer purchase order
Sublet Type Code	Enter "L"
Sublet Amount	Up to \$30 per day for the number of days customer had rental car

Rental expenses that exceed the two-day limit with require DSA or prior DCSM Authorization, as outlined in the Rental Car Reimbursement Program Policy.

2002 - 2004 TRIBUTE ACCELERATOR CABLE [RECALL 2704L]

**A. VEHICLE INSPECTION PROCEDURE**

**IMPORTANT UPDATE:**

- A CAUTION has been added to the Repair Procedure on page 3 to help prevent damage to the speed control cable while performing the accelerator cable replacement procedure.

1. Verify the vehicle is within the following ranges:

- 2002-2004 Tribute vehicles equipped with 3.0L engine built between May 30, 2001 through December 19, 2003.

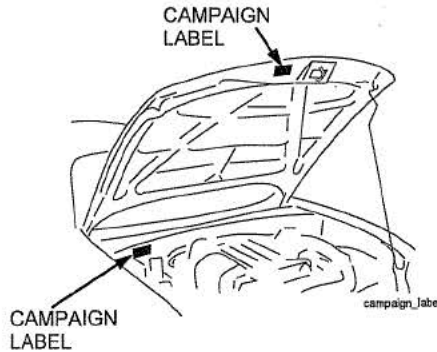
VIN Ranges:

2002 Tribute 4F2*U** 1* 2K	-	4F2*U** 1* 2K
2003 Tribute 4F2*Z** 1* 3K	-	4F2*Z** 1* 3K
2004 Tribute 4F2*Z** 1* 4K	-	4F2*Z** 1* 4K

- If the vehicle is within one of the above ranges, proceed to step 2.
- If the vehicle is not within one of the above ranges, return vehicle to the customer or inventory.

2. Perform a Warranty Vehicle Inquiry using your eMDCS System and inspect vehicle for an Authorized Modification Label **Recall 2704L** attached to the vehicle's hood. Refer to eMDCS System - Warranty Vehicle Inquiry Results table below.

**NOTE:** Be sure to verify RECALL number as the vehicle may have multiple Recall labels.



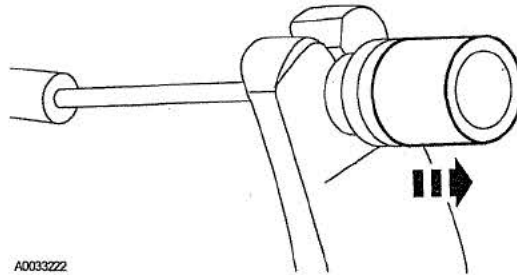
**eMDCS System - Warranty Vehicle Inquiry Results:**

If eMDCS displays:	Campaign Label is:	Action to perform:
RECALL 2704L OPEN	Present	Contact the Warranty Hotline at (877) 727-6626 option 3 to update vehicle history.
	Not present	Proceed to "B. REPAIR PROCEDURE".
RECALL 2704L CLOSED	Present	Return vehicle to inventory or customer.
	Not present	Complete a label and apply to vehicle's hood.
RECALL 2704L is not displayed	Does not apply	Recall does not apply to this vehicle. Return vehicle to inventory or customer.

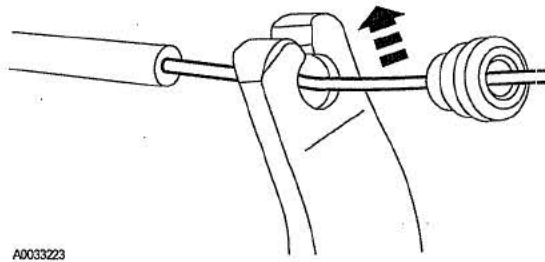
**B. REPAIR PROCEDURE**

**REMOVAL**

1. From inside the vehicle, disconnect the accelerator cable from the pedal.
  - a. Remove the rubber plunger from the accelerator pedal.



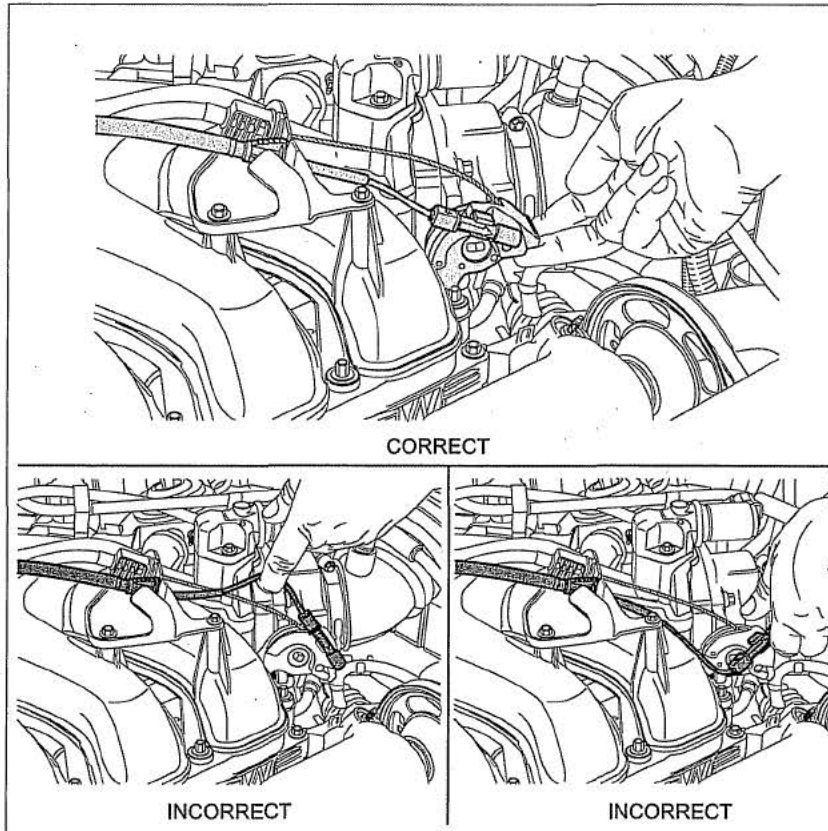
- b. Pull the plunger rearward and remove the accelerator cable from the pedal.



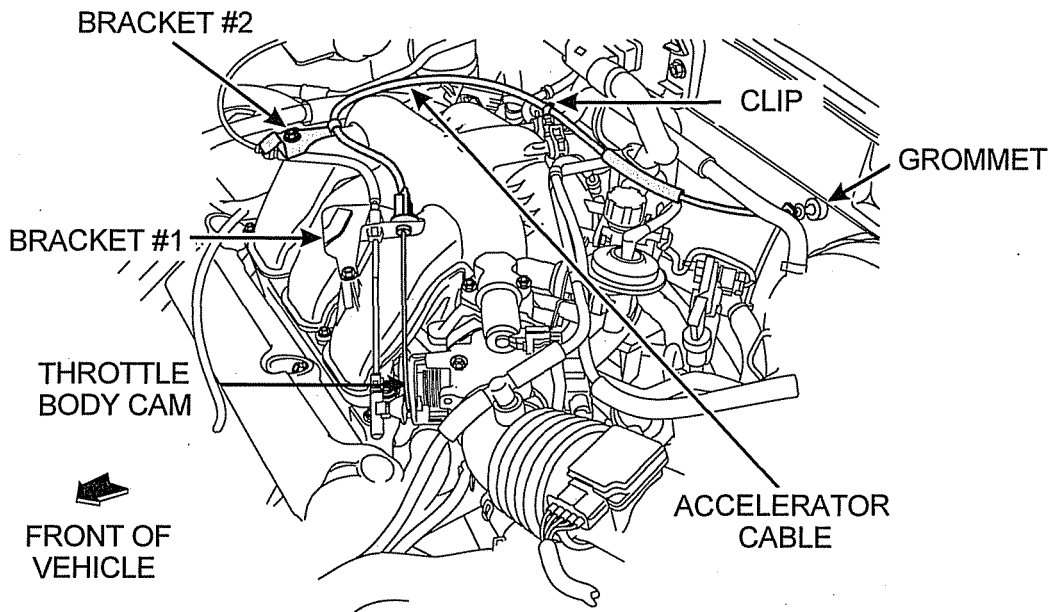
**ATTACHMENT II**  
**[RECALL 2704L]**

2. Remove the engine appearance cover, if equipped.

**CAUTION:** Damage to the speed control cable may result if the throttle body cam is rotated by lifting up on the speed control cable or the speed control cable connector end. When disconnecting the accelerator cable from the throttle body, rotate the throttle body cam only by lifting up on the cam itself. See Figure below.

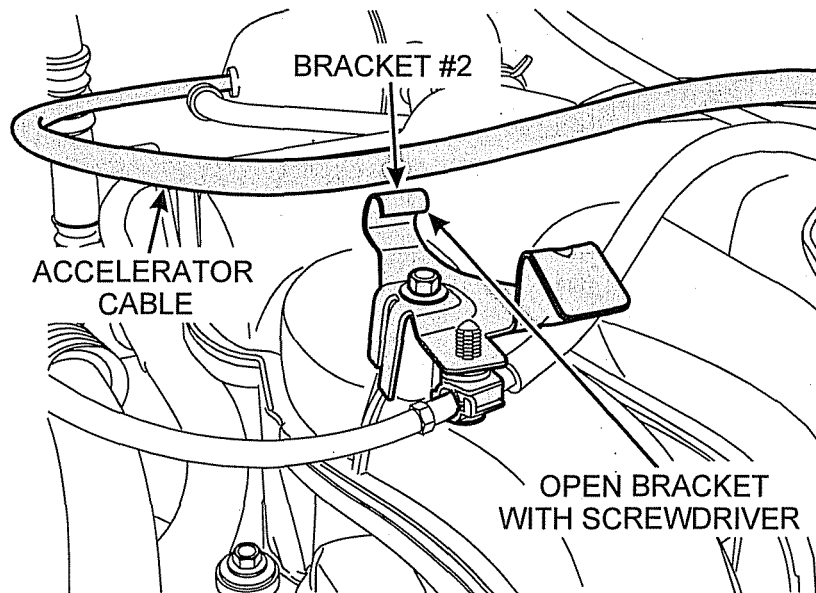


3. Disconnect the accelerator cable as follows.



1001a

- Disconnect the cable by rotating the throttle body cam and sliding the cable barrel out of the cam.
- Remove the accelerator cable from bracket #1 by turning the cable housing 45 degrees either way and pulling it from the bracket.
- Open bracket #2 with a screwdriver and remove the accelerator cable from the bracket.

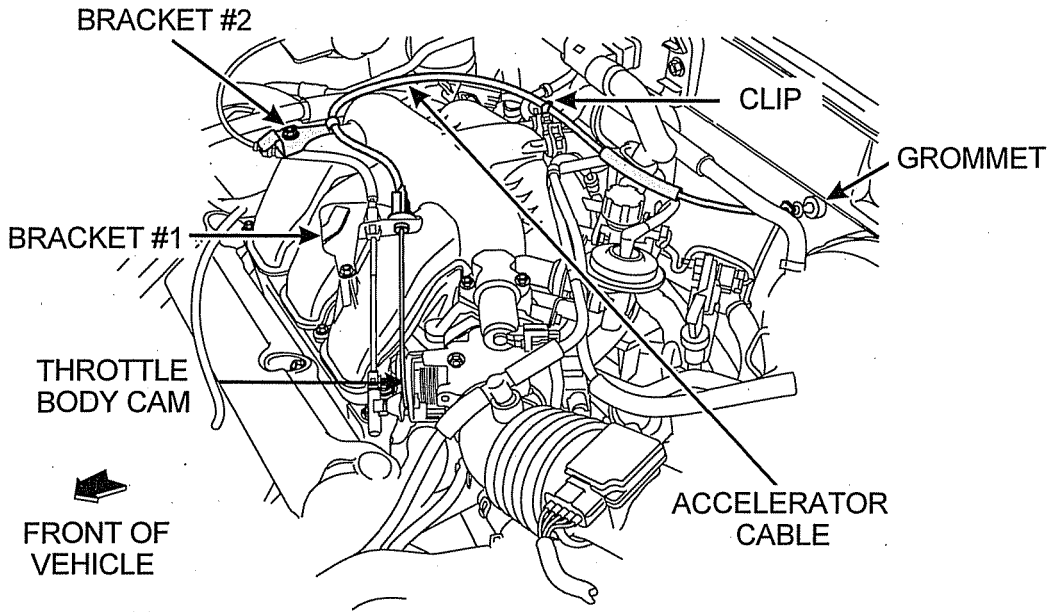


1001b

- Detach the accelerator cable from the clip located on the brake booster vacuum hose.
- Disengage the grommet at the dash panel and remove the accelerator cable from the vehicle.

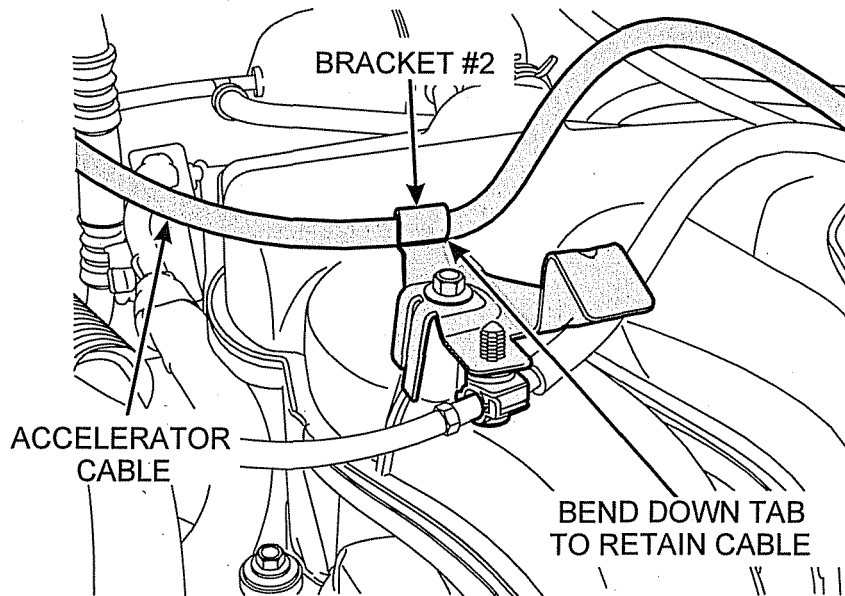
**INSTALLATION**

1. Feed the **new** cable through the dash panel and fully seat the grommet.
2. Install and connect the accelerator cable as follows.



1001a

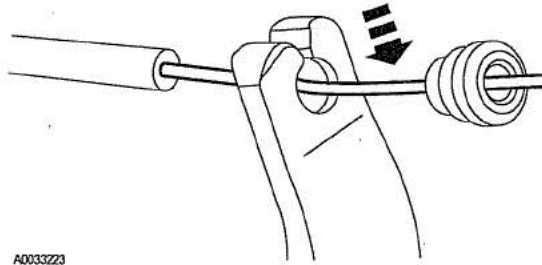
- a. Connect the cable to the throttle body by rotating the cam and sliding the cable barrel into the cam.
- b. Attach the accelerator cable to the clip located on the brake booster vacuum hose.
- c. Secure the accelerator cable to the bracket #1 by inserting it and rotating the cable housing 45 degrees to lock it in place.
- d. Position the accelerator cable in bracket #2 and, using a suitable tool, bend down the tab to retain the cable while ensuring the cable moves freely in the bracket.



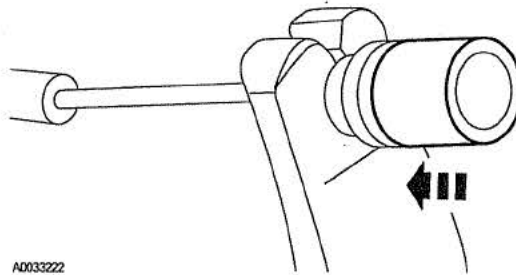
1001c

**ATTACHMENT II  
[RECALL 2704L]**

3. Connect the accelerator cable to the pedal.
  - a. Position the plunger rearward and install the accelerator cable into the pedal.



- b. Install the rubber plunger ensuring the plunger is seated properly.



4. Install the appearance cover.
5. Check for free movement of the accelerator pedal and that there is no binding.

**C. AUTHORIZED MODIFICATION LABEL INSTALLATION**

Complete an "Authorized Modification Label" with the Recall number written on the sticker and affix it to the vehicle's hood. Refer back to the illustration under "A. VEHICLE INSPECTION PROCEDURE".

PE12-019

MADZA

9/6/2012

APPENDIX 17

COMMUNICATIONS

June 15, 2012 - Ford notice of  
dealer update

## CJ Martin

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**From:** Britton, Eric (E.J.) <ebritton@ford.com>  
**Sent:** Friday, June 15, 2012 12:42 PM  
**To:** CJ Martin  
**Subject:** Escape Tribute  
**Attachments:** 04S25 scan.pdf

**Categories:** Red Category

CJ, Ford issued safety recall 04V574000 for 2002-2004 Escape in Dec 2004 and Mazda issued recall 04V583000 in Dec 2004. Ford issued an update to the dealers in Oct 2005 (see attached). Please call me to discuss when you have some time.

*Eric Britton*

**Government Investigations**

**Tel. 313-323-2966**

**Fax: 313-594-2268**



Frank M. Ligon  
Director  
Service Engineering Operations  
Ford Customer Service Division

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

October 6, 2005

**TO:** All U.S. Ford and Lincoln Mercury Dealers

**SUBJECT:** Safety Recall 04S25: *Update*  
All 2002 through 2004 Model Year Left Hand Drive (LHD) Escape Vehicles Equipped  
with 3.0L Engines  
Accelerator Cable Replacement

**RE:** Safety Recall 04S25 dated December 2004

**New! REASON FOR THIS UPDATE**

*The purpose of this update is to inform dealers that updated illustrations and a warning have been added to the technical instructions (Attachment III) to help prevent damage to the speed control cable while performing the accelerator cable replacement procedure. In addition, warranty edits have been incorporated to prevent the payment of related damage claims for speed control cable replacement.*

**AFFECTED VEHICLES**

All 2002 through 2004 model year LHD Escape vehicles equipped with 3.0L engines and built at the Kansas City and Ohio Assembly Plants from Job #1 2002 through Job Last 2004. Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>. This information was available on December 09, 2004.

**REASON FOR THIS SAFETY RECALL**

In some of the affected vehicles, it may be possible for the accelerator cable liner to migrate out of the accelerator cable conduit. If the liner migrates out of the conduit, the liner may prevent the throttle from returning to the idle position and may result in elevated engine speeds while driving. An unexpected increase in engine idle speed may increase stopping distance and may result in a vehicle crash without warning.

**SERVICE ACTION**

At no charge to the vehicle owner, dealers are to replace the accelerator cable with a newly designed cable, which was made available to dealers the week of 12/06/2004. This must be performed on all of the affected vehicles in your new vehicle inventory as well as vehicles that have been delivered to customers.

**PLEASE NOTE:**

Federal law requires dealers to complete any outstanding safety recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$5,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

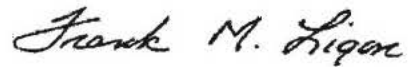
**New! ATTACHMENTS**

Attachment I:            *Administrative Information*  
Attachment II:          *Labor Allowances and Parts Ordering Information*  
Attachment III:        *Technical Information*  
Customer Notification Letter

**QUESTIONS?**

Claims Information: ..... 1-800-423-8851  
Special Service Support Center (Dealer Only) Questions: ..... 1-800-325-5621

Sincerely,



Frank M. Ligon

Safety Recall 04S25  
All 2002 - 2004 Model Year LHD Escape Vehicles Equipped with 3.0L Engines  
Accelerator Cable Replacement

**OASIS ACTIVATED?** Yes, OASIS was activated on December 07, 2004.

**FSA VIN LIST ACTIVATED?** Yes

Available through FMCDealer.com or at <https://web.fsavinlists.dealerconnection.com> on December 09, 2004. Owner names and addresses were available on January 17, 2005.

NOTE: Your FSA VIN list may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall action.

**STOCK VEHICLES**

Correct all affected units in your new vehicle inventory before delivery.

**SOLD VEHICLES**

- Owners of affected vehicles will be directed to dealers for repairs.
- Immediately contact any of your affected owners whose vehicles are not on your VIN lists but are identified in OASIS. Give the owner a copy of the Customer Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.

**TITLE BRANDED / SALVAGED VEHICLES**

Affected title branded and salvaged vehicles are eligible for this Field Service Action.

**New! RELATED DAMAGE**

If a related damage condition exists that you believe to be caused by the covered condition, call the Special Service Support Center to request approval **prior** to the repair of any related damage. Requests for approval after completion of the repair will not be granted.

*Note: Related damage claims will not be accepted for speed control cable replacement. Please review the revised technical instructions/illustrations found in Attachment III.*

**ADDITIONAL LABOR TIME**

- If a condition exists that requires additional labor to complete the repair, call the Special Service Support Center to request approval **prior** to performing any additional labor. Requests for approval after completion of the repair will not be granted.
- If you encounter aftermarket equipment or modifications to the vehicle, which might prevent the repair of the covered condition, call the Special Service Support Center.

Safety Recall 04S25  
All 2002 - 2004 Model Year LHD Escape Vehicles Equipped with 3.0L Engines  
Accelerator Cable Replacement

**OWNER REFUNDS**

- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. This plan is also available to owners through the Customer Relationship Center (CRC). The CRC will direct owners to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.
- Dealers are also authorized to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Refund claims that include other non-covered repairs, or those judged by Ford to be excessive, will not be accepted for reimbursement.
- **This safety recall must still be performed, even if the customer has paid for a previous repair. Claiming a refund will not close out the VIN for this recall.**
- Refund Claiming Information (Submit on separate repair line.)
  - Program Code: 04S25
  - Misc. Expense: ADMIN
  - Misc. Expense: REFUND
  - Misc. Expense: 0.2 Hrs.

**RENTAL VEHICLES**

The use of rental vehicles is not authorized for this program.

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using Direct Warranty Entry (DWE).
- Refund or related damage must be claimed on a repair line that is separate from the repair line on which the FSA is claimed.
- "MT" labor should be submitted on a separate repair line with the related damage flag checked.
- Refer to ACESII manual for claims preparation and submission information.

Safety Recall 04S25  
All 2002 - 2004 Model Year LHD Escape Vehicles Equipped with 3.0L Engines  
Accelerator Cable Replacement

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Replace Accelerator Cable - 3.0L Engine	04S25B	0.4 Hour

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Parts will not be direct shipped for this program. Order your parts requirements through normal order processing channels.

Part Number	Description	Quantity
5L8Z-9A758-AA	Accelerator Cable – 3.0L DOHC Engine	1

The DOR/COR for this program is 50336. This number identifies parts ordered for this recall through the Special Service Support Center (1-800-325-5621).

**DEALER PRICE**

For latest prices, refer to DOES II.

**PARTS RETENTION AND RETURN**

Follow the provisions of the Warranty and Policy Manual for "Parts Retention and Return Procedures."

**CLAIM HANDLING PROCEDURE FOR RETURNING PRIOR LEVEL ACCELERATOR CABLES**

**Immediate Purge Required-----YL8Z-9A758-AD Accelerator Cable – 3.0L**

Prepare and submit a PCS claim as described below:

- DO NOT ship the parts until Return Authorization is granted.
- The return authorizations will include shipping addresses.

**PCS CLAIM INSTRUCTIONS**

When you create your PCS claim, use the following information for the REASON CODE, SHIPPER NBR, and LINE EXPLANATION fields:

- REASON CODE: GB
- SHIPPER NBR: 04S25
- LINE EXPLANATION: Purge Required

When preparing your PCS claim, list the part number being returned on the claim, and indicate the quantity of that part number being returned. Your PCS claim must be submitted by January 31, 2005. Claims filed after this date will be denied.

**EXCESS STOCK RETURN**

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

## 2002 THROUGH 2004 MODEL YEAR LHD ESCAPE VEHICLES EQUIPPED WITH 3.0L ENGINES — ACCELERATOR CABLE REPLACEMENT

### SERVICE PROCEDURE

#### ACCELERATOR CABLE REMOVAL

1. From inside the vehicle, disconnect the accelerator cable from the pedal.
2. Remove the engine appearance cover, if equipped.

**NEW**

**CAUTION:** Damage to the speed control cable may result if the throttle body cam is rotated by lifting up on the speed control cable or the speed control cable connector end. When disconnecting the accelerator cable from the throttle body, rotate the throttle body cam only by lifting up on the cam itself. See Figure 1.

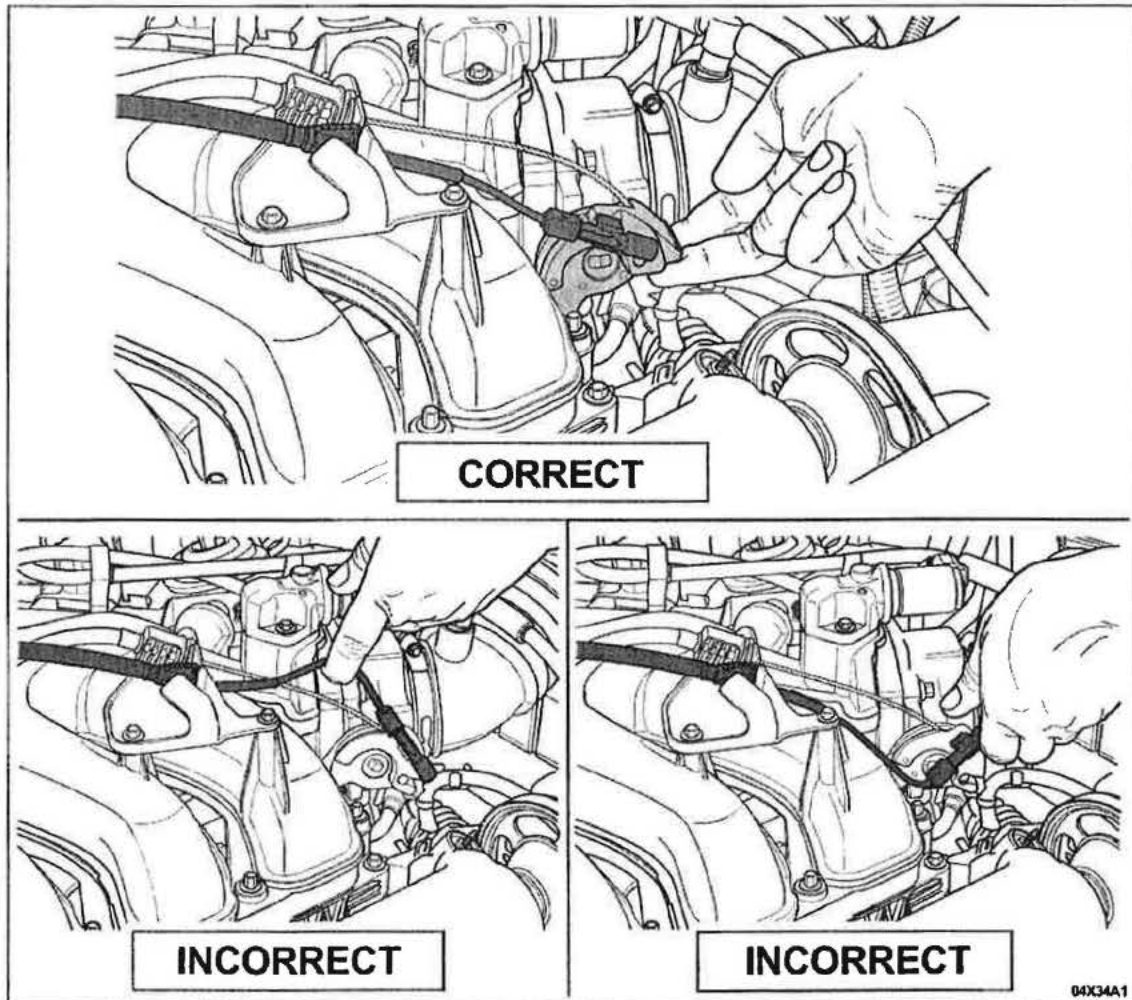
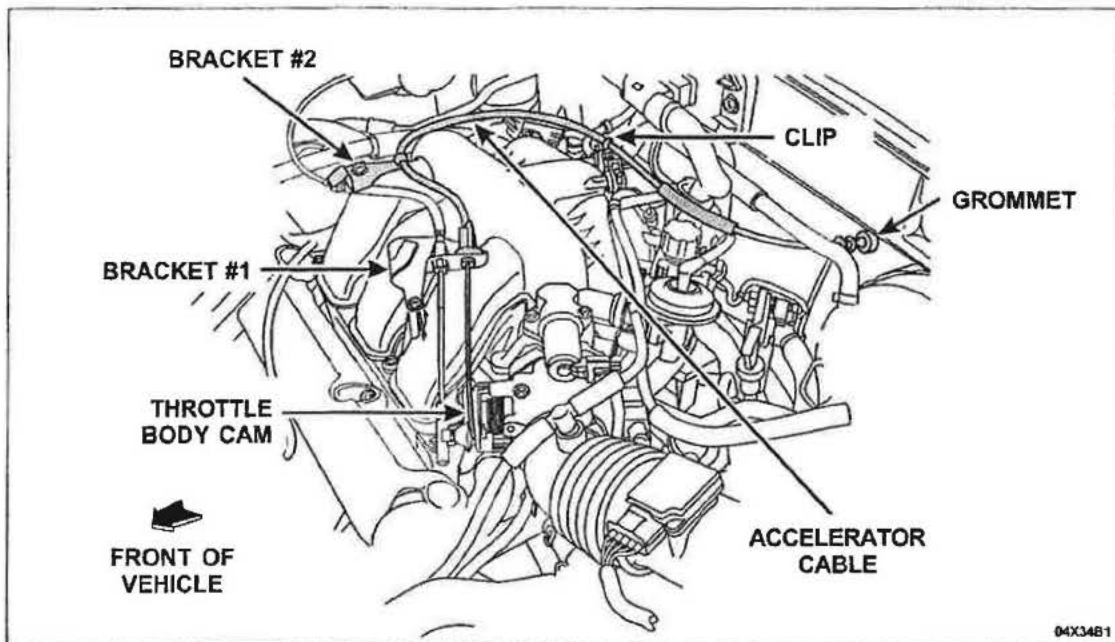


FIGURE 1



CPR © 2005 FORD MOTOR COMPANY  
DEARBORN, MICHIGAN 48121  
10/05

3. Disconnect the accelerator cable as follows: See Figure 2.

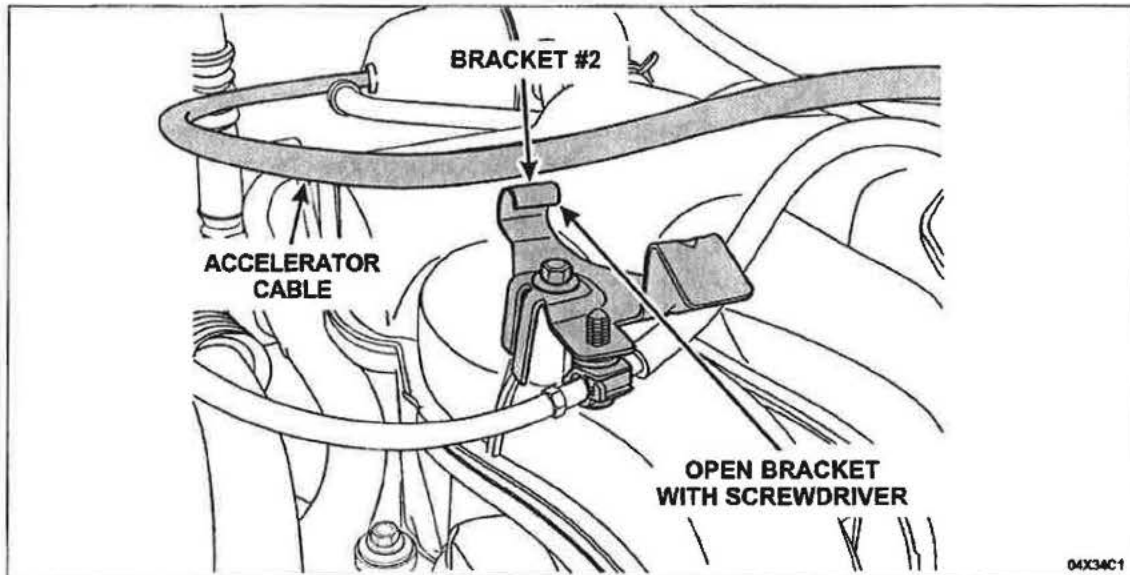


**FIGURE 2**

- A) Disconnect the cable by rotating the throttle body cam and sliding the cable barrel out of the cam.
- B) Remove the accelerator cable from bracket #1 by turning the cable housing 45 degrees either way and pulling it from the bracket.



- C) Open bracket #2 with a screwdriver and remove the accelerator cable from the bracket.  
See Figure 3.



**FIGURE 3**

- D) Detach the accelerator cable from the clip located on the brake booster vacuum hose.  
E) Disengage the grommet at the dash panel and remove the accelerator cable from the vehicle.



### ACCELERATOR CABLE INSTALLATION

1. Feed the *new* cable through the dash panel and fully seat the grommet.
2. Install and connect the accelerator cable as follows:
  - A) Connect the cable to the throttle body by rotating the cam and sliding the cable barrel into the cam.
  - B) Attach the accelerator cable to the clip located on the brake booster vacuum hose.
  - C) Secure the accelerator cable to bracket #1 by inserting it and rotating the cable housing 45 degrees to lock it in place.
  - D) Position the accelerator cable in bracket #2 and, using a suitable tool, bend down the tab to retain the cable while ensuring the cable moves freely in the bracket. See Figure 4.

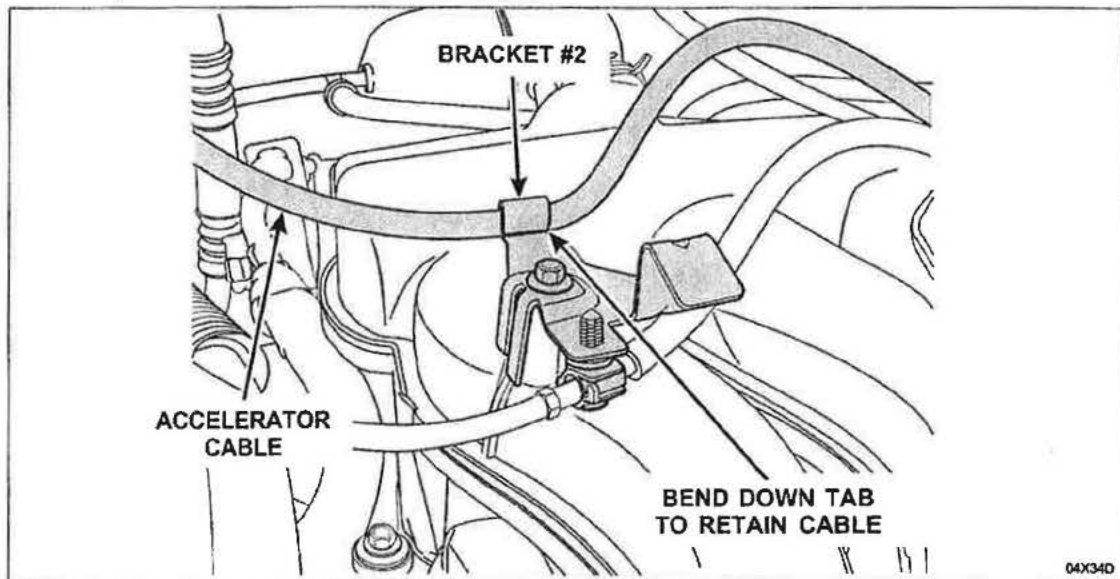


FIGURE 4

3. Connect the accelerator cable to the pedal.
4. Install the appearance cover, if equipped.
5. Check for free movement of the accelerator pedal and that there is no binding.



