



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.

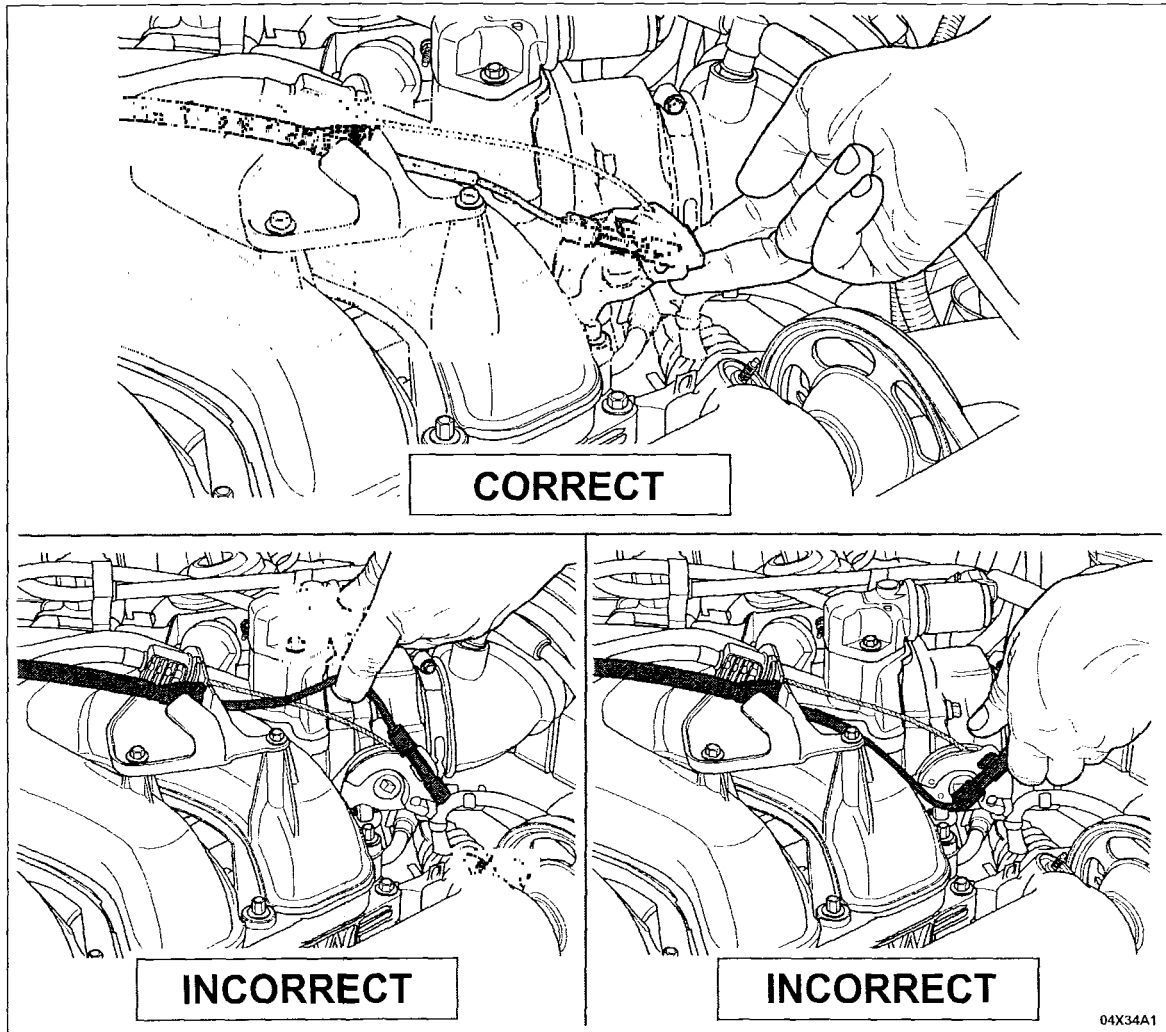
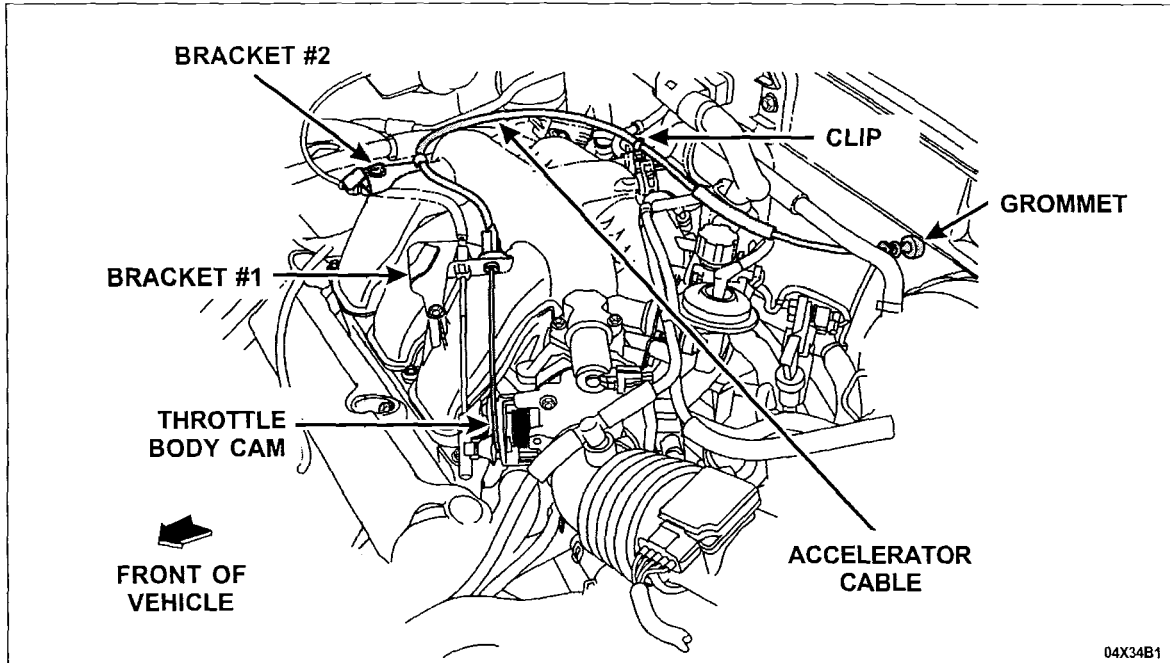


FIGURE 1



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

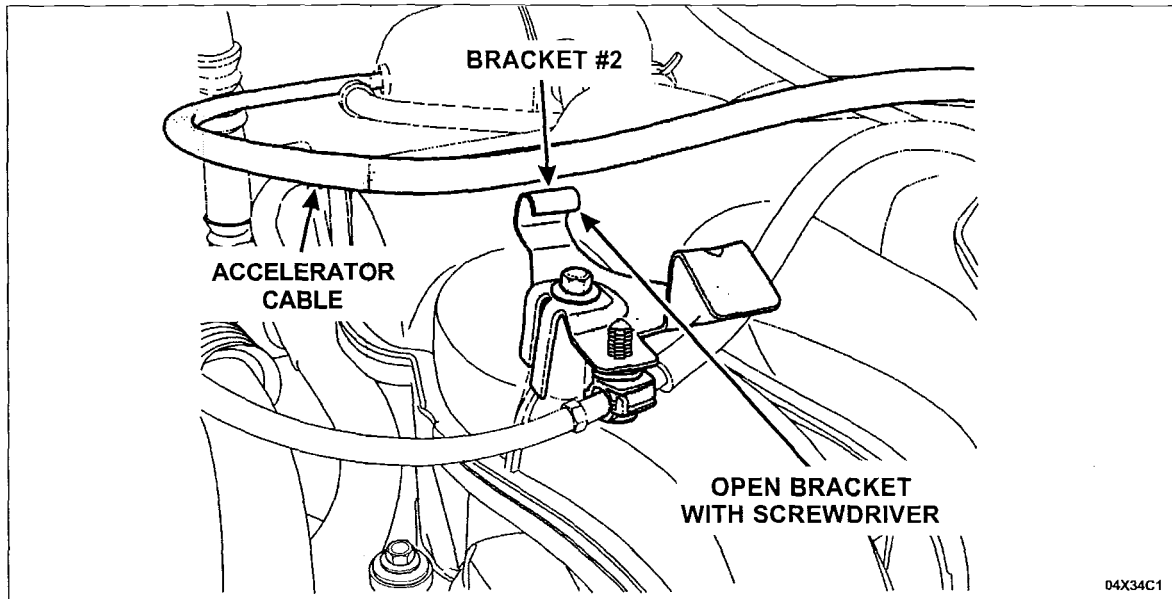


**FIGURE 2**

- 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.

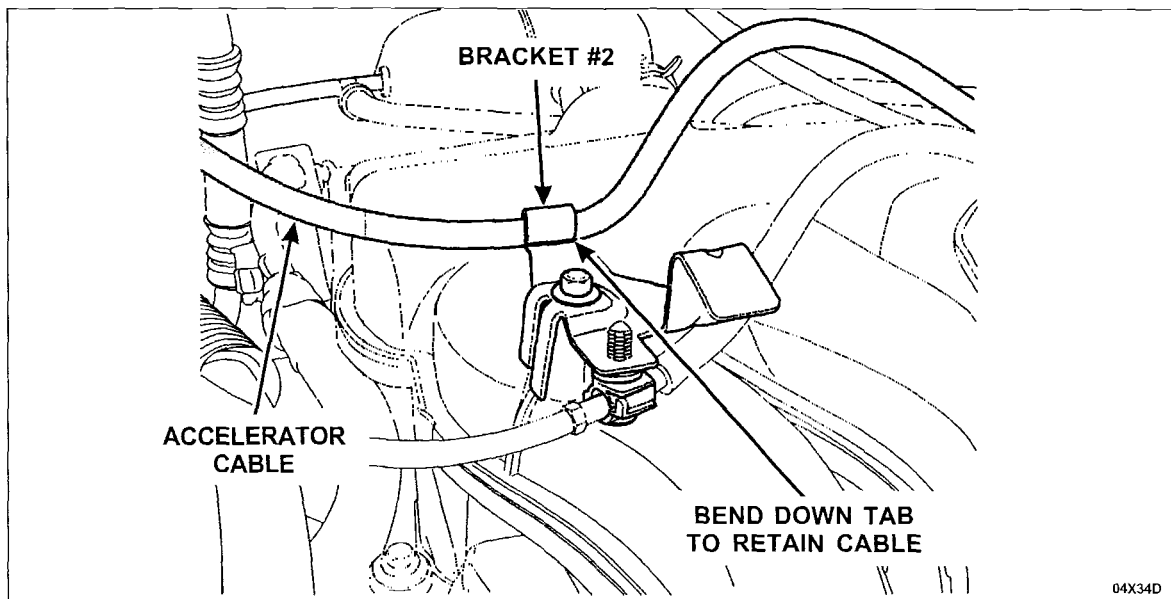


FIGURE 4

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**

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

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.

**What is the issue?** 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.

**What will Ford and your dealer do?** 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.

**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 are we asking you to do?** 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.

If you do not already have a servicing dealer, you can access <http://www.genuineflmservice.com> for dealer addresses, maps, and driving instructions.

**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 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