

Ford Motor Company

James P. Vondale, Director
Automotive Safety Office
Environmental & Safety Engineering

April 15, 2005

Mr. George Person, Chief
Recall Management Division (NVS-215)
Office of Defects Investigation
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, DC 20590

Dear Mr. Person:

Subject: Compliance Recall 04V-602
(Ford Number 04C09)

Pursuant to the requirements set forth in Part 573 of Title 49 of the Code of Federal Regulations -- Defect and Noncompliance Reports, Ford Motor Company is submitting a true or representative copy of information that relates directly to the subject campaign.

Attached are dealer and owner letters issued by Ford Customer Service Division regarding a recall of certain 2004 and 2005 model year Escape vehicles. Specific details were submitted to you in a letter dated December 17, 2004. Owner notification letters were mailed on March 31, 2005.

Sincerely,



J. P. Vondale

Attachment(s)
04C09 Dealer-Owner Bulletin





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

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

March 18, 2005

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

SUBJECT: Compliance Recall 04C09 - Supplement #1: All 2004 and Certain 2005 Model Year Escape Vehicles built, and Certain 2001-2003 Model Year Escape Vehicles serviced with subject Latch Assemblies - Liftgate Latch Release Rod and Handle Assembly Return Spring Replacement

REF: Compliance Recall 04C09: Revised Timing For Full Dealer Bulletin Dated January 20, 2005

REF: Compliance Recall 04C09:
 All 2004 and Certain 2005 Model Year Escape Vehicles
 Liftgate Latch Release Rod and Handle Assembly Return Spring Replacement
 Dated December 20, 2004

New!

REASON FOR THIS SUPPLEMENT

The purpose of this supplement is to provide service repair instructions, parts ordering and administrative information necessary to manage this Compliance Recall.

AFFECTED VEHICLES

Build Plant	Year / Model	Build Date Range
Kansas City Assembly Plant	2004 Escape	April 28, 2003 through December 19, 2003
	2005 Escape	July 28, 2003 through July 30, 2004
Ohio Assembly Plant	2004 Escape	May 1, 2003 through January 24, 2004
	2005 Escape	September 16, 2003 through July 30, 2004
Affected Vehicles Serviced with Subject Parts		
2001 through 2003 Escape		Vehicles that were serviced with a liftgate latch assembly that fails to conform to FMVSS No. 206.

New!

Affected vehicles are identified in OASIS, including the 2001 through 2003 Escape vehicles serviced with subject parts. FSA VIN listings for unsold vehicles will be available March 21, 2005.

REASON FOR THIS COMPLIANCE RECALL

On affected vehicles, the liftgate latching system does not fulfill the FMVSS 206 Inertia Load requirement. If the liftgate is left unlocked, there is the potential that it may open during a severe collision.

SERVICE ACTION

The following must be performed on all of the affected vehicles in your new inventory as well as on vehicles that have been delivered to customers.

New!

ALL AFFECTED 2004 MODEL YEAR VEHICLES BUILT WITH SUBJECT PARTS AND CERTAIN 2001 THROUGH 2003 VEHICLES SERVICED WITH SUBJECT PARTS:

At no charge to the vehicle owner, dealers are to replace the liftgate latch release rod, release rod clip and handle assembly return spring.

ALL AFFECTED 2005 MODEL YEAR ESCAPE VEHICLES:

At no charge to the vehicle owner, dealers are to replace the liftgate latch release rod and release rod clip.

CUSTOMER NOTIFICATION

New! Owners of record will be notified via first-class mail beginning March 24, 2005.

New!

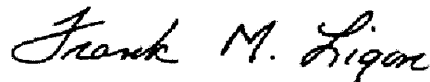
ATTACHMENTS

- 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

Compliance Recall 04C09 - Supplement #1:

All 2004 and Certain 2005 Model Year Escape Vehicles built, and Certain 2001-2003 Model Year Escape Vehicles serviced with subject Latch Assemblies - Liftgate Latch Release Rod and Handle Assembly Return Spring Replacement

OASIS ACTIVATED? Yes. OASIS was activated January 20, 2004.

FSA VIN LIST ACTIVATED? Yes

Available through FMCDealer.com or at <https://web.fsavinlists.dealerconnection.com> by March 21, 2005. Owner names and addresses will be available March 31, 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

- 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.

RELATED DAMAGE

Related damage claims are not approved for this program.

ADDITIONAL LABOR TIME

This repair will require no additional labor time to complete. Claims submitted with "MT" labor will not be accepted for reimbursement.

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 compliance 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: 04C09
 - Misc. Expense: REFUND
 - Misc. Expense: ADMIN
 - Misc. Expense: 0.2 Hrs.

Compliance Recall 04C09 - Supplement #1:

All 2004 and Certain 2005 Model Year Escape Vehicles built, and Certain 2001-2003 Model Year Escape Vehicles serviced with subject Latch Assemblies - Liftgate Latch Release Rod and Handle Assembly Return Spring Replacement

RENTAL VEHICLES

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

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE).
- Refunds must be claimed on a repair line that is separate from the repair line on which the FSA is claimed.
- Refer to ACESII manual for claims preparation and submission information.

Compliance Recall 04C09 - Supplement #1:

All 2004 and Certain 2005 Model Year Escape Vehicles built, and Certain 2001-2003 Model Year Escape Vehicles serviced with subject Latch Assemblies - Liftgate Latch Release Rod and Handle Assembly Return Spring Replacement

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Affected 2005 MY Escape Vehicles: Replace Liftgate Latch Release Rod and Rod Clip.	04C09B	0.3 Hours
Affected 2004 MY Escape Vehicles and Certain 2001-2003 Escape Vehicles Serviced with Suspect Parts: Replace Liftgate Latch Release Rod, Rod Clip, and Handle Assembly Return Spring	04C09C	0.5 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

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

Part Number	Description	Quantity
5L8Z-7843400-A	Latch and Handle Assembly Repair Kit*	1

* The handle assembly return spring contained in the kit is only required for installation on affected 2004 MY Escape vehicles and certain 2001-2003 Escape vehicles serviced with suspect parts. (Handle assembly return spring does not need to be installed on affected 2005 vehicles.)

DEALER PRICE

For latest prices, refer to DOES II.

EXCESS STOCK RETURN

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

CLAIM HANDLING PROCEDURE FOR RETURNING PRIOR LEVEL PARTS

Immediate Purge Required:

- 4L8Z- 7843150-DB LATCH ASY – TAILGATE (LIFTGATE)
- 3L8Z-7843400-FAA HANDLE

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: 04C09
- 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 March 31, 2005. Claims filed after this date will be denied.

**ALL 2004 AND CERTAIN 2005 MODEL YEAR ESCAPE VEHICLES BUILT WITH,
AND CERTAIN 2001-2003 MODEL YEAR ESCAPE VEHICLES SERVICED WITH,
SUBJECT LATCH ASSEMBLIES —
LIFTGATE LATCH RELEASE ROD AND HANDLE ASSEMBLY
RETURN SPRING REPLACEMENT**

OVERVIEW

This program involves performing specific liftgate latch system repairs on two (2) specific vehicle populations. Each repair procedure identifies the affected vehicles requiring that particular repair. See the list below for specific repairs needed for each vehicle population.

2004 model year Escape vehicles and 2001-2003 Escape vehicles serviced with subject parts:

- replace the liftgate latch release rod
- replace release rod clip
- replace handle assembly return spring and circlip

2005 model year Escape vehicles:

- replace the liftgate latch release rod
- replace release rod clip

**LIFTGATE HANDLE REMOVAL AND REPAIR
AFFECTED VEHICLES: 2004 MODEL YEAR ESCAPE VEHICLES AND
2001 – 2003 MODEL YEAR ESCAPE VEHICLES SERVICED WITH SUBJECT
PARTS**

1. Open the liftgate.
2. If equipped, remove the rear wiper motor cover.
3. Remove the four (4) screws and remove the liftgate trim panel.



4. Disconnect the liftgate window latch, liftgate handle and liftgate latch release rods by opening the clips. See Figure 1.

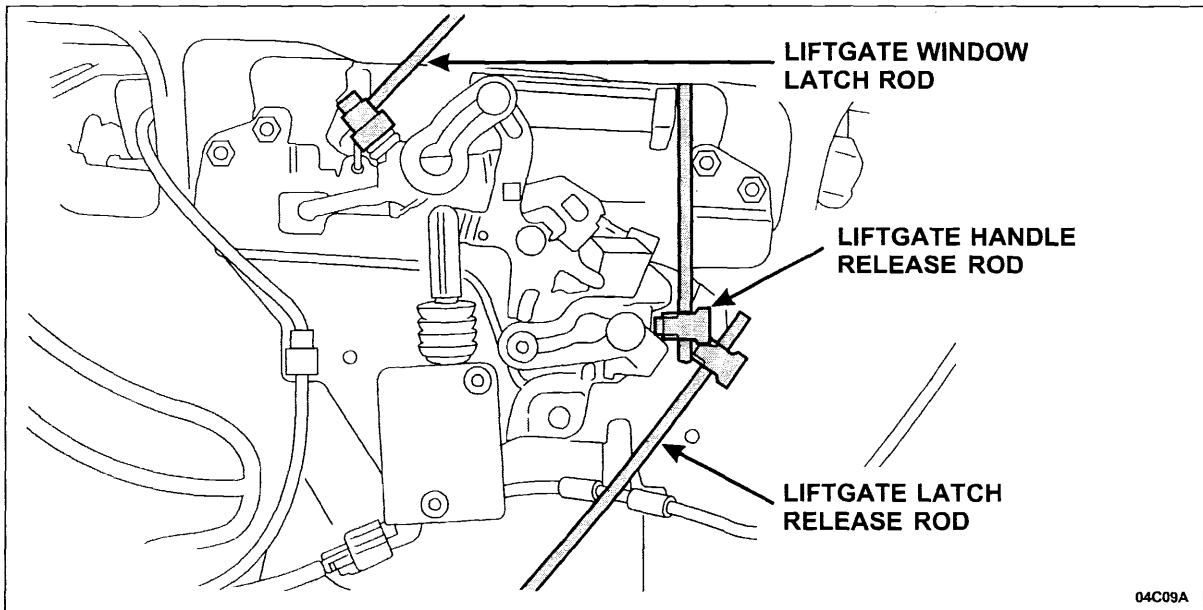


FIGURE 1

5. Release the liftgate window latch ajar switch wiring harness locator and if equipped, disconnect the liftgate latch actuator electrical connector. See Figure 2.

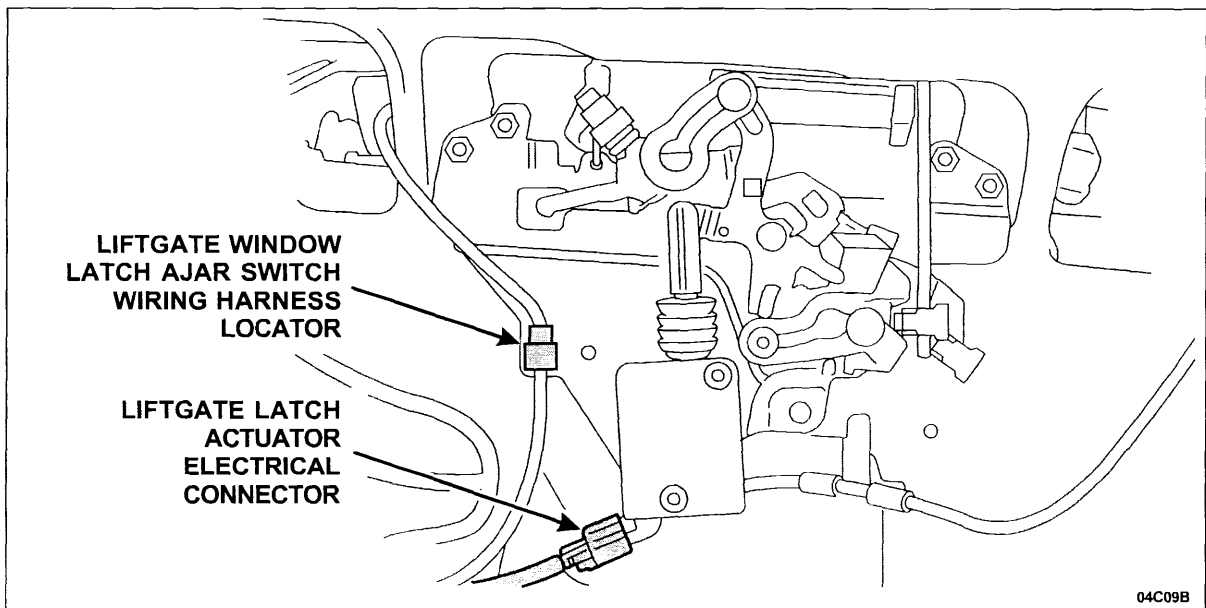


FIGURE 2



6. Remove the liftgate latch remote control assembly retaining screw and all four (4) retaining nuts. See Figure 3.

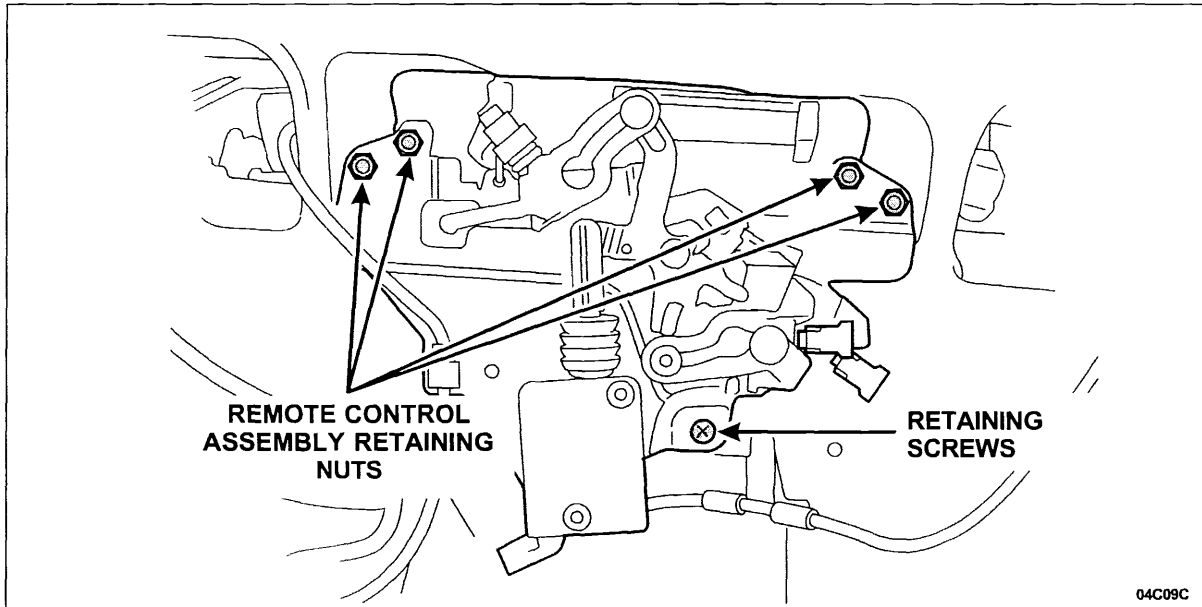


FIGURE 3

7. Disconnect the liftgate handle-to-remote release rod from the remote control assembly, then remove the remote control. See Figure 4.

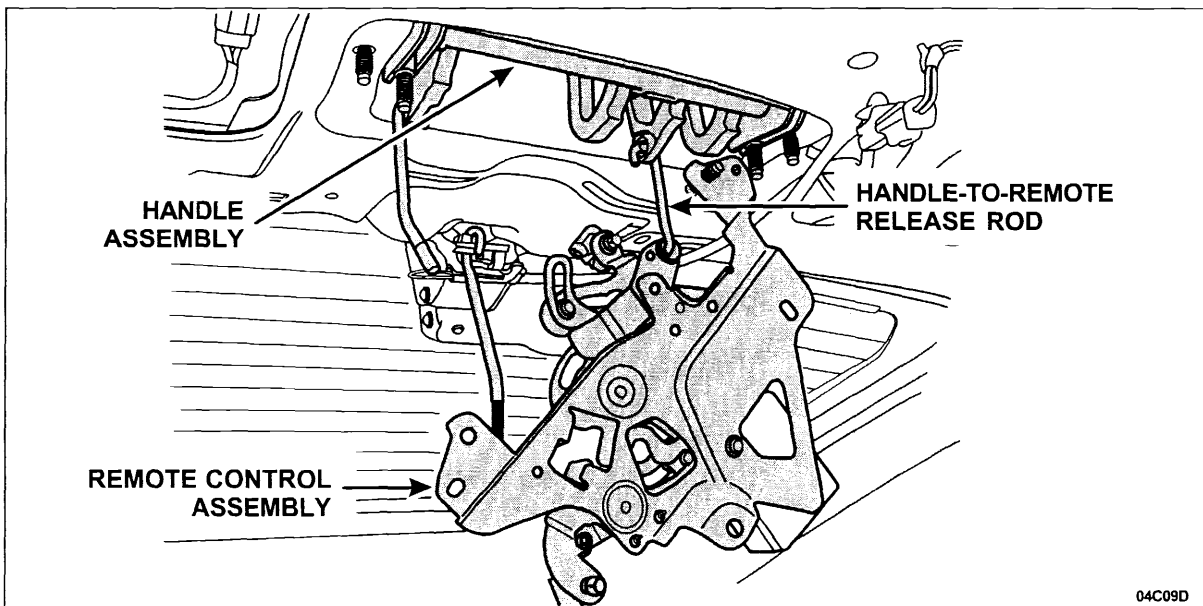


FIGURE 4

8. Remove the liftgate handle assembly and place it on a bench.



See Figure 5.

9. Disassemble the handle as follows:
 - a) Remove the circlip from the end of the pivot rod.
 - b) Pull the pivot rod out of the handle assembly.
 - c) Note the position of the spring then remove the spring from the handle assembly.
10. NOTE: The **new** circlip is supplied in the bag with the **new** spring. Make sure to retain the **new** circlip for installation to the original pivot rod and handle.
Install the **new** spring and circlip to the original pivot rod and handle.

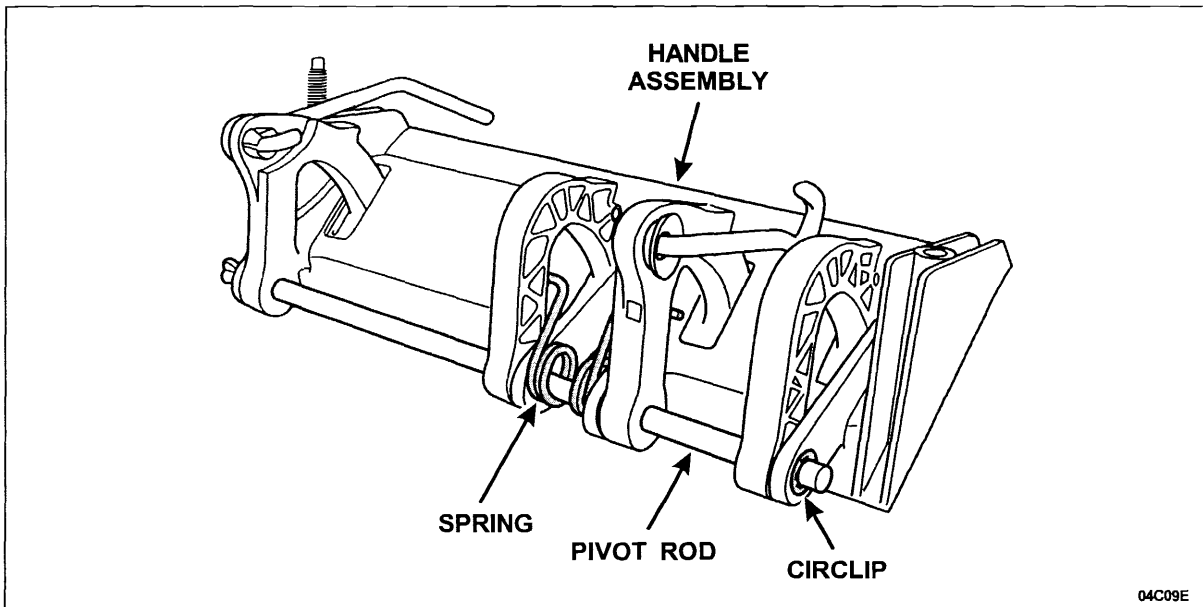


FIGURE 5



LIFTGATE LATCH REMOVAL AND RELEASE ROD REPLACEMENT AFFECTED VEHICLES: ALL VEHICLES COVERED BY 04C09

NOTE: For 2001 – 2004 model year vehicles, proceed to Step 4.

For 2005 model year vehicles, begin the repair on step 1 of this page.

1. Open the liftgate.
2. If equipped, remove the rear wiper motor cover.
3. Remove the four (4) screws and remove the liftgate trim panel.
4. Disconnect the liftgate ajar switch electrical connector (located on the liftgate latch).
5. Remove the three (3) liftgate latch bolts and retain.
6. Remove the liftgate latch.
7. Remove the liftgate latch release rod and install the *new* rod. See Figure 6.

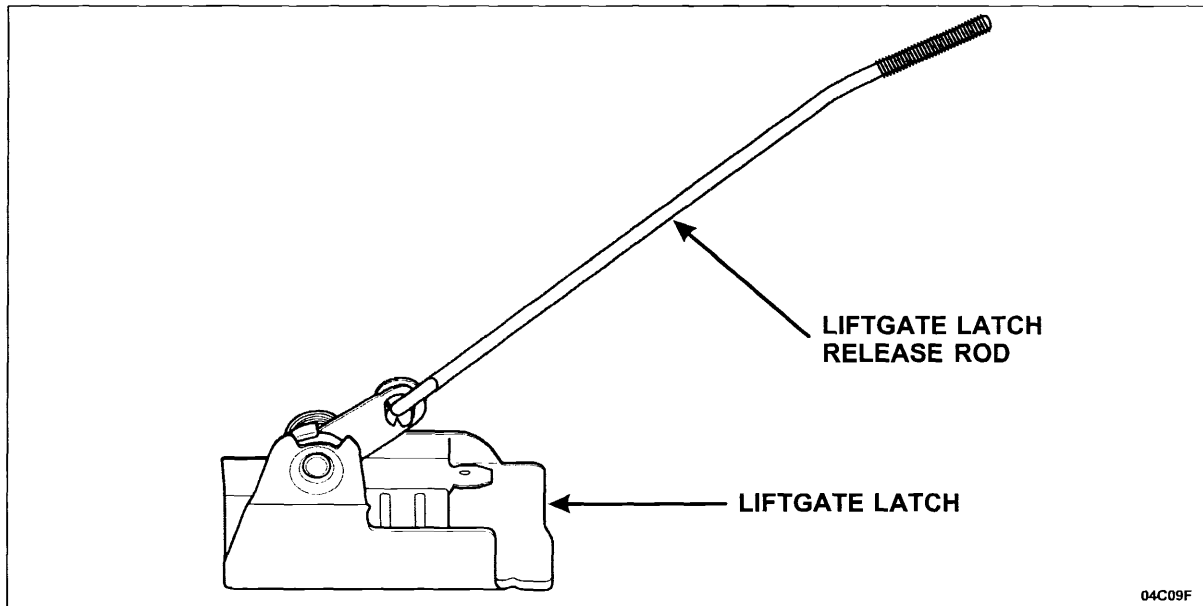


FIGURE 6

8. Remove the original release rod clip and replace with the *new* clip.



LIFTGATE LATCH INSTALLATION

AFFECTED VEHICLES: ALL VEHICLES COVERED BY 04C09

1. Position the latch assembly in the vehicle.
2. Apply Motorcraft Medium-Strength Threadlocker TA-25 (blue) to the bolts and install the three (3) liftgate latch bolts. See Figure 7.

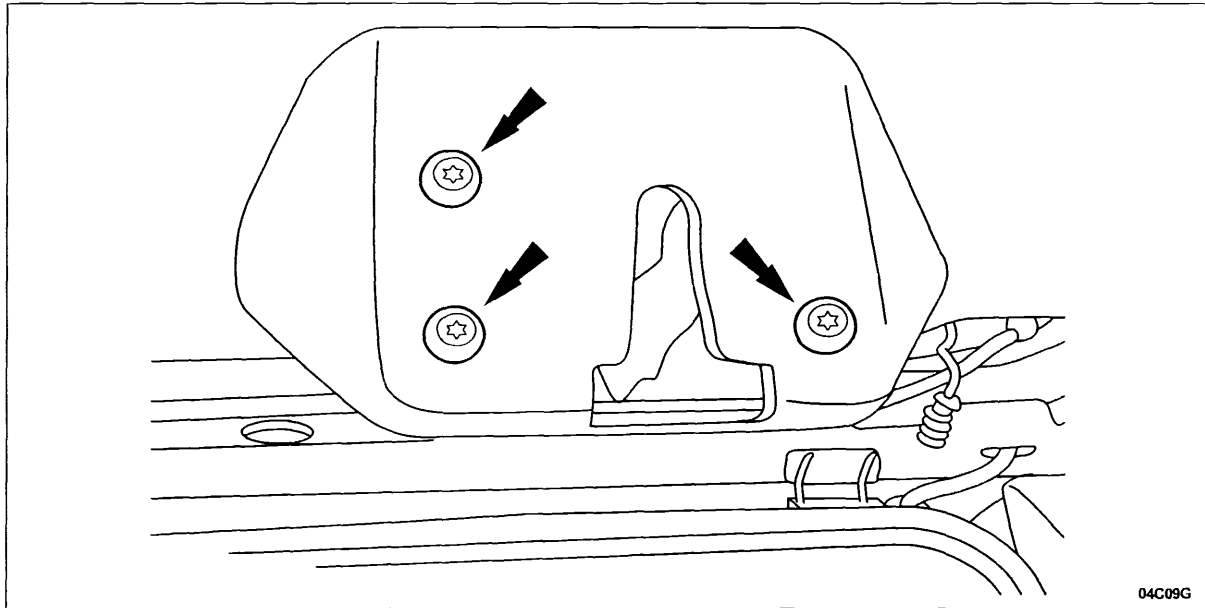


FIGURE 7

3. Tight the bolts to 5 Nm (44 lb-in).
4. Connect the liftgate ajar switch electrical connector.

NOTE: For 2001-2004 model year vehicles, proceed to Liftgate Handle Installation.
For 2005 model year vehicles, continue with Step 5 of this procedure.

5. Install the liftgate trim panel and four (4) screws.
6. If equipped, install the rear wiper motor cover.
7. Close the liftgate.



LIFTGATE HANDLE INSTALLATION

AFFECTED VEHICLES: 2001 – 2004 MODEL YEAR VEHICLES

1. Position the handle assembly in the vehicle.
2. Connect the liftgate handle-to-remote release rod to the remote control assembly. See Figure 4.
3. Install all four (4) nuts and the retaining screw. Tighten the nuts to 7 Nm (62 lb-in). See Figure 3.
4. Secure the liftgate window latch ajar switch wiring harness locator and connect the liftgate latch actuator electrical connector. See Figure 2.
5. Connect the liftgate handle actuating rod and the liftgate window latch release rods. Be sure the latch rods are not binding or putting pressure on the latches when connected. See Figure 1.
6. Open and close the liftgate and the liftgate glass a few times to verify correct operation of the liftgate and liftgate window latches.
7. Install the liftgate trim panel and install the screws.
8. If equipped, install the rear wiper motor cover.
9. Close the liftgate.



Ford Motor Company
Recall Reimbursement Plan for 04C09

Ford Motor Company has historically reimbursed customers for expenses to remedy a safety recall defect or noncompliance that were incurred before the customer was notified of the recall. These reimbursements have been processed through our dealer network, because our dealers are in the best position to quickly and efficiently satisfy these requests. We will continue to provide this service to our customers. However, new federal legislation now requires all motor vehicle manufacturers to establish processes through which customers may alternatively seek recall reimbursement directly from the manufacturer as well as from the dealers.

Regarding the specific reimbursement plan for Recall #04C09, owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to April 8, 2005 (the "ending date" referred to in the letter below). After this date, if repairs related to this recall are performed by a non-Ford repair facility in an emergency situation, customers must submit any refund requests through their dealership. As required by this federal regulation, Ford Motor Company submitted the details of its General Recall Reimbursement Plan in a letter to the National Highway Traffic Safety Administration (NHTSA) in February 2003. The following is the text of that letter and the Plan:

General Recall Reimbursement Plan
(As submitted to the NHTSA)

Pursuant to the requirements set forth in 49 CFR Part 573 and Part 577 of the Code of Federal Regulations, Ford Motor Company (Ford) is submitting required information pertaining to our general reimbursement plan for the cost of remedies paid for by vehicle owners before they are notified of a safety recall.

As indicated in our February 28, 2003 letter to the agency concerning reimbursement, prior to this rule Ford routinely reimbursed owners for the cost of such pre-notification remedies. Our practice will continue as described in the February 2003 letter. Set forth below is Ford's general reimbursement plan to reimburse owners and purchasers for costs incurred for remedies in advance of notification of potential safety-related defects or noncompliance pursuant to Part 573.6(c)(8)(i).

Reimbursement Notification

Ford's notice to a vehicle owner in accordance with 49 CFR Part 577 will indicate that Ford is offering a refund if the owner paid to have service to remedy the defect or noncompliance prior to a specific ending date. In accordance with Part 573.13 (c)(2), this ending date will be defined as 10 calendar days after the date on which Ford mailed the last of its Part 577 notifications to owners, and will be indicated in the specific reimbursement plan available to owners for an individual recall. This notice will direct owners to seek eligible reimbursement through authorized dealers or, at their option, directly through Ford at the following address:

Ford Motor Company
P.O. Box 6251
Dearborn, MI 48121-6251

Ford notes that this rule allows for the identification of a beginning date for reimbursement eligibility. Under the rule, an owner who paid to remedy the defect or noncompliance prior to the identified beginning date would not be eligible for reimbursement. Ford generally has not established such a beginning date for reimbursement eligibility and does not presently anticipate changing this general policy; however, in any case where Ford determines a beginning date is appropriate, Ford will indicate that date in the owner notice.

Costs to be Reimbursed

For vehicles, reimbursement will not be less than the lesser of:

- The amount paid by the owner for the remedy, or
- The cost of parts for the remedy (to be no more than the manufacturer's list retail price for authorized parts), plus associated labor at local labor rates, miscellaneous fees (such as disposal of waste) and taxes

For replacement equipment, reimbursement will be the amount paid by the owner for the replacement item (limited by the amount of the retail list price of the defective or noncompliant item that was replaced, plus taxes, where the brand or model purchased by the owner was different than the brand or model that was the subject of the recall). If the item of motor vehicle equipment was repaired, the reimbursement provisions identified above for vehicles will apply.

Ford notes that costs incurred by the owner within the period during which Ford's original or extended warranty would have provided for a free repair of the problem will not be eligible for reimbursement, as provided by Part 573.13 (d)(1).

Entities Authorized to Provide Reimbursement

Ford will continue to use authorized dealers to reimburse owners under the specific reimbursement plans for a particular recall, and will encourage owners to pursue requests for reimbursement directly through dealers to expedite reimbursement. Ford will also provide a mailing address to which customers can, at their option, send requests for reimbursement directly to Ford, as previously noted. Requests for reimbursement sent directly to Ford may take up to 60 days to process. Whether the owner chooses to pursue reimbursement requests through a dealer or directly through Ford, the owner will be directed to submit the required documentation, upon which reimbursement eligibility will be determined.

Required Documentation

The reimbursement determination will depend upon the information provided by the customer. Consistent with Part 573.13(d)(4) the following information must be submitted:

- Claimant name and address
- Vehicle make, model and model year
- Vehicle identification number (VIN) and, for replacement equipment, a description of such equipment or, for tires, the model, size and TIN (DOT code)
- Identification of the recall number (either the Ford recall number or the NHTSA recall number)
- Identification of the owner of the recalled vehicle at the time that the pre-notification remedy was obtained
- An original receipt for the pre-notification remedy that includes a breakdown of the amount for parts, labor, other costs and taxes, including costs for the replacement item. Where the receipt covers work other than to address the recall or noncompliance, Ford may require the claimant to separately identify costs that are eligible for reimbursement.
- If the remedy was obtained during the warranty period, documentation indicating that the warranty was not honored or the warranty repair did not correct the problem related to the recall.

Failure to submit all of the above information may result in denial of the reimbursement request.

Additional Information

The Part 577 required owner notice will provide a toll-free telephone number through which specific information about the reimbursement plan can be requested from Ford.

This general reimbursement plan will be incorporated into notifications pursuant to Part 573.6 by reference. Information specific to an individual recall also may be incorporated into the Part 573.6 notification.