



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



23865/037180/0135

June 2012



R. FILE
330 TOWN CENTER DR
STE 500
DEARBORN, MI 48126-2796

2001 Escape
Vehicle ID #:
Safety Recall Notice 11S24

Service parts are now available to perform the necessary repairs to your vehicle.

Ford Motor Company previously sent you a letter indicating that a defect which relates to motor vehicle safety exists in your vehicle, with the Vehicle Identification Number shown above.

We apologize for this situation and the delay in repair part availability, and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

**What is
the issue?**

It may be possible for an electrical short to occur in the Anti-Lock Brake System (ABS). An electrical short may illuminate the ABS warning light, and in some cases, cause the ABS module connector to overheat, resulting in a burning odor, smoke, and/or fire. This condition could occur either when the vehicle ignition switch is in the off position, or while the vehicle is being operated.

Ford had previously notified affected owners of Safety Recall 07S51 in April of 2007. The 07S51 notification directed owners to return to their dealer to have the ABS module connector inspected, and repaired if needed. This new Safety Recall 11S24 will modify the ABS system of your vehicle to provide additional protection against potential electrical shorts.

It is very important that both Safety Recalls be performed on your vehicle.

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

Ford Motor Company has authorized your dealer to install a new redesigned master cylinder reservoir cap and a fused ABS relay. These repairs will be performed free of charge (parts and labor).

**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 should
you do?**

Please call your dealer without delay and request a service date for Recall 11S24. 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 www.Fordowner.com for dealer addresses, maps, and driving instructions.

Until Safety Recall 11S24 is performed, it is recommended that you park your vehicle outdoors away from structures to prevent a potential fire from spreading in the unlikely event that your ABS module develops an electrical short.

**What should you do?
(Continued)**

Ford Motor Company wants you to have this safety recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this recall performed on a timely basis. Therefore, please have this recall performed as soon as possible.

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.

Is your ABS warning light currently on?

Although this recall affects the ABS system, and the condition may cause the ABS warning light to be illuminated, the light may also be illuminated due to other unrelated reasons. If your light is illuminated, you should decide prior to taking your vehicle in for the recall service action if you would like the dealer to diagnose the ABS warning light. Ford will only pay for this diagnosis if the repair is related to the concern addressed by this recall.

Have you previously paid for this repair?

If you have previously paid for a repair that addresses the issue described in this letter, you still need to have this recall performed to ensure the correct parts and procedures were used.

You may be eligible for a refund of previously paid repairs. Refunds will only be provided for service related to the master cylinder reservoir cap. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer.

Refund requests may also be sent directly to Ford Motor Company. To request your refund from Ford, send the refund request with all required documentation, including your original repair receipt (no photocopies), to Ford Motor Company at P.O. Box 6251, Dearborn, Michigan 48121-6251. Refund requests mailed to this address may take up to 60 days to process. Your original receipt will be returned to you.

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.

What if you no longer own this vehicle?

If you no longer own this vehicle and have an address for the current owner, please forward this letter to the new owner.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

Can we assist you further?

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

RETAIL OWNERS: If you still have concerns, please contact the Ford Motor Company Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

If you wish to contact us through the Internet, our address is: www.Fordowner.com.

FLEET OWNERS: If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, Option #3 and one of our representatives will be happy to assist you. Representatives are available Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

Or you may contact us through the Internet at www.fleet.ford.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, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to www.safercar.gov. Reference NHTSA Safety Recall 12V-005.

Thank you for your attention to this important matter.

Ford Customer Service Division