



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

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3709/000077265/000000240



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

2002 Escape  
Vehicle ID #:  
Safety Recall Notice 11S24

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 your vehicle, with the Vehicle Identification Number shown above.

We apologize for this situation 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 should you do?**

Our records indicate that the repairs required by 07S51 were performed on your vehicle with the Vehicle Identification Number shown above; however, parts are currently not available to complete the new Safety Recall 11S24 on your vehicle. 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.

**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.**

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

When parts are available, you will be notified by Ford Motor Company via mail to schedule a service appointment with your dealer to have the repair performed. Parts for this safety recall are expected to be available in the second quarter of 2012.

We apologize for any inconvenience these part shortages may cause you. We are working closely with our suppliers to accelerate part availability.

**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?**

RETAIL OWNERS: If you have concerns after parts become available, 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: (Pick1) [www.Fordowner.com](http://www.Fordowner.com) (or) [www.Lincolnowner.com](http://www.Lincolnowner.com).

FLEET OWNERS: If you have concerns after parts become available, please contact the Fleet Customer Information Center at 1-800-34-FLEET, select 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](http://www.fleet.ford.com).

After parts become available, 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](http://www.safercar.gov). Reference NHTSA Safety Recall 12V-005.

Thank you for your attention to this important matter.

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