



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



31/000016/0001

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

2013 Escape
Vehicle ID #:
Safety Recall Notice 12S35 / NHTSA Recall 12V-336

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?

On your Escape vehicle equipped with a 1.6L engine, an engine compartment fuel line may have been damaged during the manufacturing process. When the engine is running, a damaged fuel line may quickly result in a significant fuel leak. In the presence of an ignition source, this fuel leak poses a risk of fire. **Until this recall service has been completed, DO NOT DRIVE YOUR VEHICLE.**

What will Ford and your dealer do?

Ford Motor Company has authorized your dealer to do the following:

- Transport your vehicle to the dealership for repairs.
- Provide you with a comparable vehicle while your vehicle is in for service.
- Return your vehicle to you when repairs are complete.

These services will be provided to you free of charge.

What should you do?

Until the recall service has been completed, DO NOT DRIVE YOUR VEHICLE. Please contact your dealer immediately to make arrangements for your vehicle to be transported to the dealership to have Safety Recall 12S35 performed. 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.

**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.

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 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 Compliance Recall 12V-336.

Thank you for your attention to this important matter.

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