



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



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

2004 Escape
 Vehicle ID #:
Safety Recall Notice 12S37 / NHTSA Recall 12V-353

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 for 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?

On your vehicle, there may be inadequate clearance between the engine cover and the speed control (sometimes known as cruise control) cable, which could allow the engine to be stuck at full power when the accelerator pedal is fully or almost-fully depressed. A throttle that is stuck fully or almost fully open may result in very high vehicle speeds and make it difficult to stop or slow the vehicle, which could cause a crash, serious injury, or death. **This risk exists regardless of whether or not speed control is used.**

What will Ford and your dealer do?

Ford Motor Company has authorized your dealer to modify the engine cover to provide sufficient clearance for the speed control cable on your vehicle free of charge (parts and labor). If you had the Interim Repair (disconnect) performed, the final repair will also reconnect the existing speed control cable.

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?

Until this repair has been completed by an authorized dealer, you can avoid this condition by not fully or almost-fully depressing the accelerator pedal. Should you experience what you believe is a stuck throttle in this or any other vehicle, you should firmly and steadily apply the brakes without pumping the brake pedal, shift to neutral, steer the vehicle to a safe location, and shut the engine off after the vehicle is safely stopped.

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

Please call your dealer without delay and request a service date for Recall 12S37. 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.

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.

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-353.

Thank you for your attention to this important matter.

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