



Ford Motor Company
 Ford Customer Service Division
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*** * * IMPORTANT SAFETY RECALL * * ***
(PROGRAMA DE SEGURIDAD IMPORTANTE)

Safety Recall Notice 14S21 / NHTSA Recall 14V-597
Aviso de Revisión de Seguridad 14S21

This notice applies to your vehicle:

2013 Escape

Your Vehicle Identification Number:

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 vehicle, the restraints control module may develop a short circuit over time. If this occurs, the airbag warning indicator lamp will illuminate in the instrument cluster and the deployable restraint systems (for example: airbags and side airbag curtains) may not function as intended in the event of a crash, increasing the risk of injury. A short circuit may also affect the function of other systems that use data from the restraints control module, including stability control. If this occurs, the corresponding indicator lamps will also illuminate.

In May 2014, Ford notified owners of a separate Safety Recall (14S04) involving a software concern that may cause a delay in the deployment of the safety canopy in certain rollover circumstances. That repair involved reprogramming the restraints control module. This new Safety Recall 14S21 requires the restraints control module to be replaced.

What should you do?

Our records indicate repairs for both 14S04 and 14S21 are needed on your vehicle. Although parts are currently not available for 14S21, your dealer can perform the 14S04 repair. If your airbag warning indicator is not illuminated, please call your dealer and request a service date for Recall 14S04. Ford will notify you by mail when replacement parts are available to have Safety Recall 14S21 performed.

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 - 8:00PM (Eastern Time).

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

Para asistencia en Español:

Si necesita ayuda o tiene alguna pregunta, por favor llame al Centro de Relación con Clientes al 1-866-436-7332 y presione 2 para Español.

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 - 8:00PM (Eastern 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 14V-597.

Thank you for your attention to this important matter.

Ford Customer Service Division

