



Ford Motor Company  
Ford Customer Service Division  
P. O. Box 1904  
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15861/966205/3104



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October 2016

**\* \* \* IMPORTANT SAFETY RECALL \* \* \***  
**(PROGRAMA DE SEGURIDAD IMPORTANTE)**

**Safety Recall Notice 16S30 / NHTSA Recall 16V-643**  
**Aviso de Revisión de Seguridad 16S30**

2014 Escape

Your Vehicle Identification Number (VIN):

This notice is sent to you in accordance with 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 VIN 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?**

In your vehicle, a side door latch may break, which may make the door difficult to latch. A door that opens while driving increases the risk of injury. Parts are not currently available to repair all vehicles.

**What should you do?**

**If your vehicle exhibits symptoms related to side door latching,** immediately contact your dealer and request a service appointment for diagnosis and repair relating to Safety Recall 16S30. Provide the dealer with the VIN of your vehicle, which is printed near your name at the beginning of this letter.

**If your vehicle does not exhibit these symptoms,** Ford will notify you by mail when service parts are available, at which time a service appointment to perform this safety recall may be scheduled.

**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 for Safety Recall 16S30, you will be notified by Ford Motor Company via mail to schedule a service appointment with your dealer to replace your vehicle's side door latches. Parts for 16S30 are anticipated to be available to begin repairing vehicles in the second quarter 2017.

Repairs will be completed free of charge (parts and labor).

**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 were used.

You may be eligible for a refund of previously paid repairs. Refunds will only be provided for parts and service related to side door latch replacement. 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.

**Do you have additional concerns?**

If you are 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 16V-643.

**Para asistencia en Español**

Visite nuestro sitio web para ver este anuncio en Español al siguiente dirección: <https://es.owner.ford.com/recall>.

Thank you for your attention to this important matter.

Ford Customer Service Division