



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

100383 / 20 / 001193555 / 3950



STATE OF ALASKA
2200 E 42ND AVE
ANCHORAGE, AK 99508-5202

Note: Vehicle-specific information such as model year and VIN have been removed by DOT SEF in order to create a generic letter. Specific vehicle information is in the body of the email message sent to the State agency contact for the vehicle. - SD

October 2014

***** IMPORTANT SAFETY RECALL REMINDER *****
(RECORDATORIO IMPORTANTE PROGRAMA DE SEGURIDAD)

xxxx Escape
Vehicle ID#: VIN info removed

According to our records, your 2004 Escape has not had necessary safety recall repairs made. We urge you to have the free repair performed at your local dealership as soon as possible.

KEY INFORMATION

- Your vehicle is involved in an important safety recall
- Your safety is important to us. Schedule an appointment to have the service procedure completed
- This procedure will be performed free of charge
- 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

Recall Number and Description: Safety Recall 12S37 – Speed Control Engine Cover Modification

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 are we asking you to do? Please contact your dealer to schedule an appointment to have this important service procedure completed. If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions.

The vehicle owner is responsible for having this service action performed. Ford Motor Company reserves the right to deny coverage for any vehicle damage that may result from failure to have this recall performed on a timely basis. Therefore, please have this recall performed as soon as possible.

Service Assistance: If you have additional questions, 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). Office Hours are 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.

If your authorized dealer has recently completed this recall repair, please disregard this reminder.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner. If you are not the current owner, and you have an address for the current owner, please forward this letter to the new owner.

We apologize for any inconvenience this may cause 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.

Thank you for your attention to this important matter.

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