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Ford Motor Company
P. O. Box 1904
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July 26, 2012

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Safety Recall 12S37
Certain 2001-2004 Model Year Escape Vehicles with 3.0L Engine and Speed Control
Engine Cover Modification

AFFECTED VEHICLES

Certain 2001 through 2004 model year Escape vehicles equipped with 3.0L engine and speed control built at the Kansas City Assembly Plant from Job #1 2001 through Job Last 2004 and the Ohio Assembly Plant from Job #1 2004 through Job Last 2004. Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>. This information will be available on July 26, 2012.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, there may be inadequate clearance between the engine cover and the speed control cable, which could allow the throttle to stick when the accelerator pedal is fully or almost-fully depressed, increasing the risk of an accident.

SERVICE ACTION

Parts are not currently available to perform the permanent repair. Until service parts to modify the engine cover are available, dealers are to perform the interim repair described below to eliminate the possibility of a stuck throttle when the accelerator is fully or almost-fully depressed. It is anticipated that parts for the permanent repair will be available mid-August 2012.

Interim Repair:

Dealers are to disconnect and secure the speed control cable away from the throttle linkage and provide the owner with a copy of the "Customer Information Sheet". This service must be performed on all affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to begin mailing on August 3, 2012. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

ATTACHMENTS

- Attachment I: Administrative Information
- Attachment II: Labor Allowances and Parts Ordering Information
- Attachment III: Technical Information
- Attachment IV: Dealer Q & A
- Acknowledgement of Interim Service Offer
- Customer Information Sheet
- Owner Notification Letter

QUESTIONS & ASSISTANCE

Special Service Support Center (Dealer Assistance Only)1-800-325-5621

Sincerely,



Michael A. Berardi

Safety Recall 12S37

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OASIS ACTIVATED?

Yes, OASIS will be activated on July 26, 2012.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on July 26, 2012. Owner names and addresses will be available by August 24, 2012.

NOTE: Your FSA VIN list may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall.

STOCK VEHICLES

- Use OASIS to identify any affected vehicles in your used vehicle inventory.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this recall.

RELATED DAMAGE

If a related damage condition exists that you believe to be caused by the covered condition, call the Special Service Support Center to request approval **prior** to the repair of any related damage. Requests for approval after completion of the repair will not be granted. Ford Motor Company reserves the right to deny coverage for related damage in cases where the vehicle owner has not had this recall performed on a timely basis.

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ADDITIONAL LABOR TIME

- If a condition exists that requires additional labor to complete the repair, call the Special Service Support Center to request approval **prior** to performing any additional labor. Requests for approval after completion of the repair will not be granted.
- If you encounter aftermarket equipment or modifications to the vehicle which might prevent the repair of the covered condition, call the Special Service Support Center.

OWNER REFUNDS

Refunds are not authorized for this program.

RENTAL VEHICLES

The use of rental vehicles is not authorized for this program.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.
- Related damage must be claimed on a repair line that is separate from the repair line on which the FSA is claimed. Related damage requires prior approval from the Special Service Support Center.
- "MT" labor should be submitted on a separate repair line with the related damage flag checked. "MT" labor requires prior approval from the Special Service Support Center.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Disconnect and secure the speed control cable away from the throttle linkage NOTE: This is an interim repair only and will <u>not</u> close Safety Recall 12S37.	12S37J	0.2 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete the interim repair. We anticipate service parts to perform the permanent repair will be available mid-August 2012. We will publish service procedures, labor operations, and parts information when parts are available.

CERTAIN 2001-2004 MODEL YEAR ESCAPE VEHICLES WITH 3.0L ENGINE AND SPEED CONTROL — ENGINE COVER MODIFICATION

OVERVIEW

In some of the affected vehicles, there may be inadequate clearance between the engine cover and the speed control cable, which could allow the throttle to stick when the accelerator pedal is fully or almost-fully depressed, increasing the risk of an accident.

Parts are not currently available to perform the permanent repair. Until service parts to modify the engine cover are available, dealers are to perform the interim repair described below to eliminate the possibility of a stuck throttle when the accelerator is fully or almost-fully depressed. It is anticipated that parts for the permanent repair will be available mid-August 2012.

INTERIM REPAIR PROCEDURE

1. Remove the three nuts and the engine cover. See Figure 1.

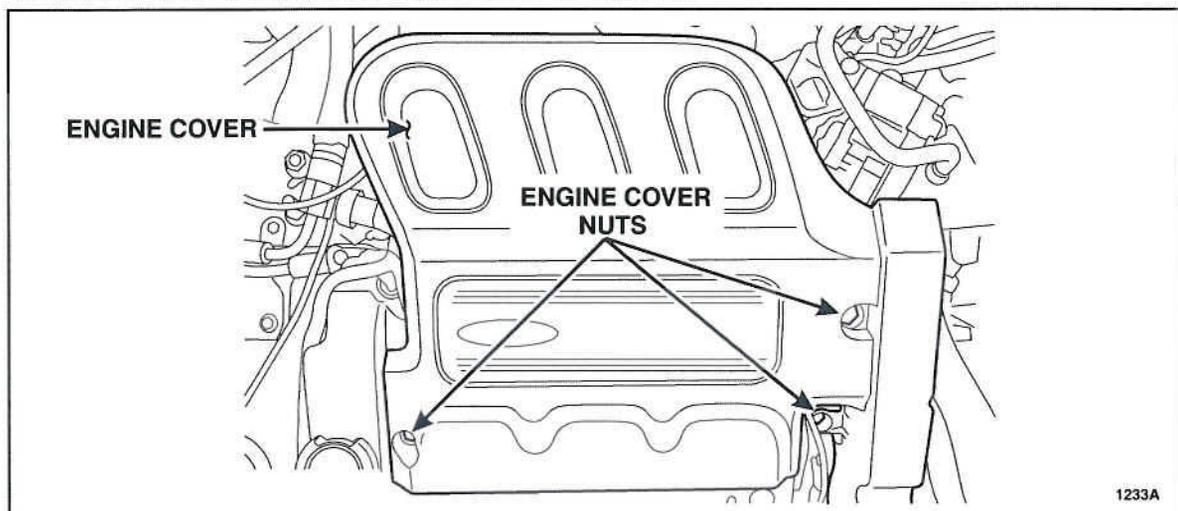


FIGURE 1



- Slide the speed control cable off of the throttle body lever nail head. See Figure 2.

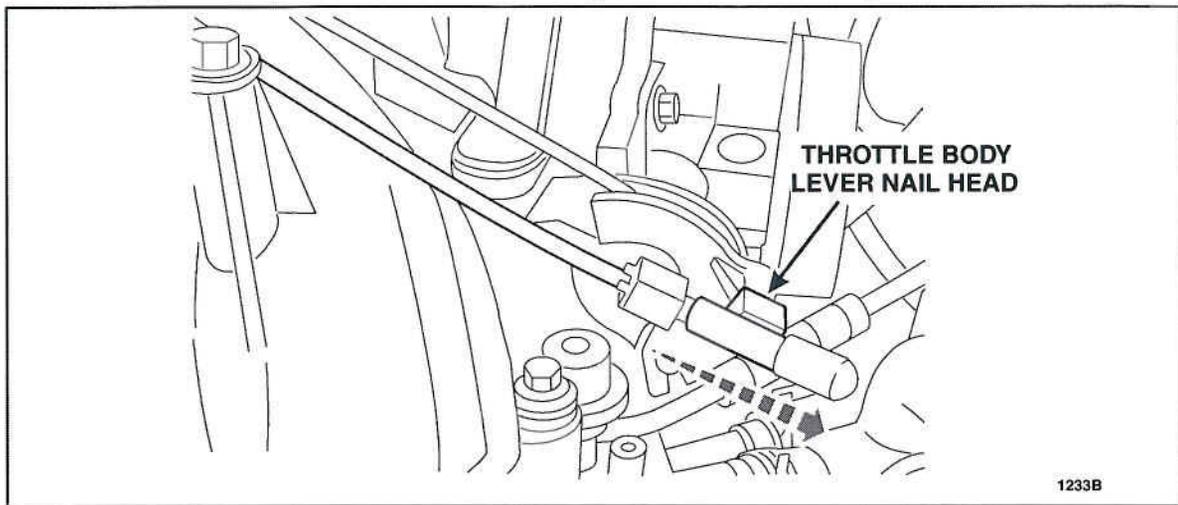


FIGURE 2

- Loosen the RH throttle cable bracket bolt and remove the LH throttle cable bracket bolt. See Figure 3. Rotate the bracket to allow enough clearance for the speed control cable to be positioned under the bracket.

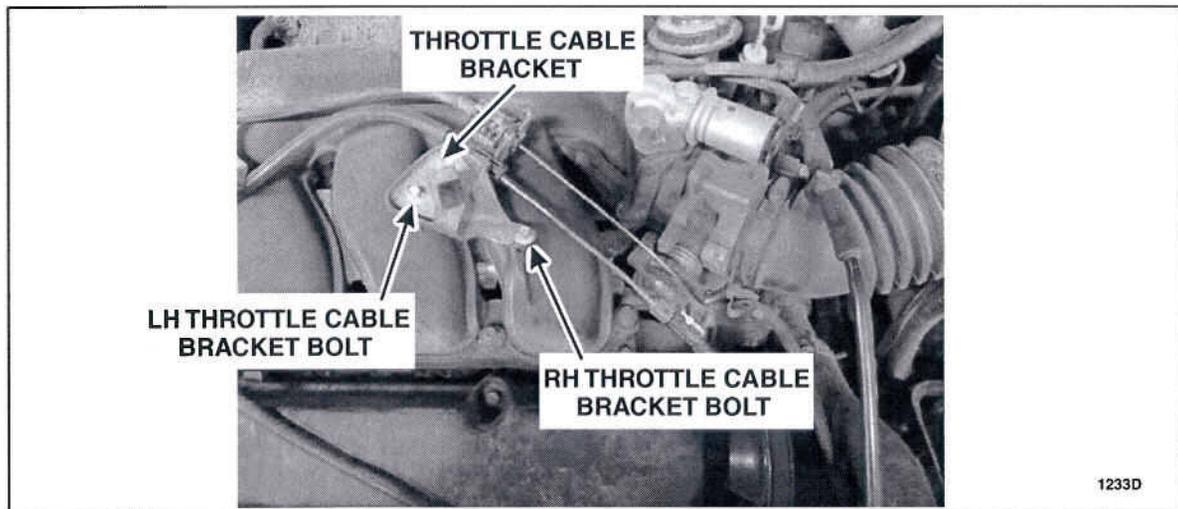


FIGURE 3



NOTICE: Do not bend the speed control cable in order to route it under the throttle cable bracket. The throttle cable bracket must be positioned aside or damage to the speed control cable may occur. See Figure 4.

4. Route the speed control cable under the bracket as shown in "correct installation" below. See Figure 4.

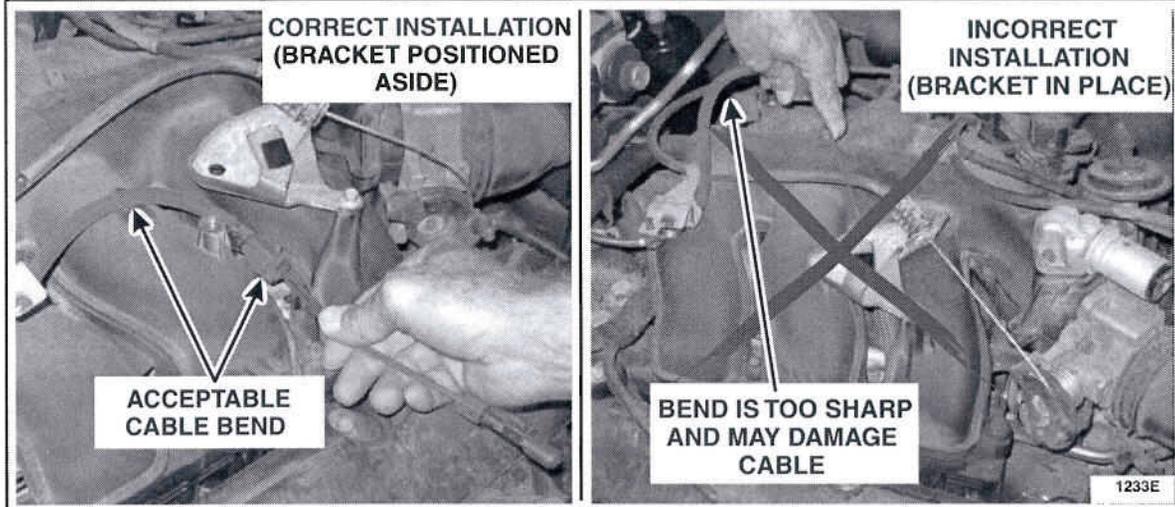


FIGURE 4

5. Reposition the throttle cable bracket and tighten both bolts. See Figure 5.

- Tighten the throttle cable bracket bolts to 10 Nm (89 lb-in).

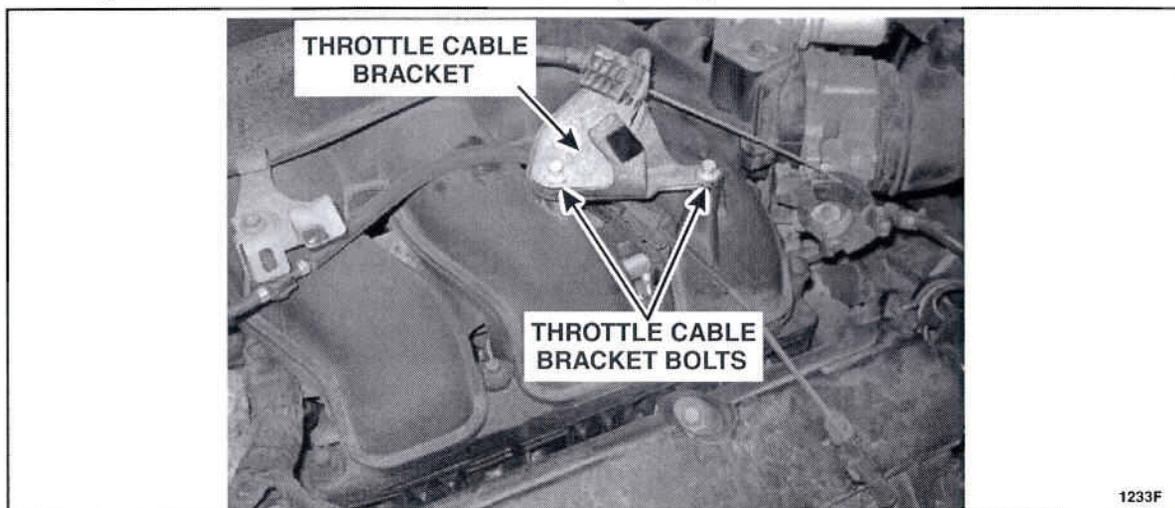


FIGURE 5



6. Reinstall the engine cover and tighten the three nuts. See Figure 1.
 - Tighten the engine cover nuts to 6 Nm (53 lb-in).
7. Return the vehicle to the customer and provide them with a copy of the Customer Information Sheet.



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DEALER Q & A**Q1. What is the issue?**

A. Ford is voluntarily recalling 2001-2004 Model Year Escape vehicles equipped with 3.0L engine and speed control to address inadequate clearance between the engine cover and the speed control cable, which could allow the throttle to stick when the accelerator pedal is fully or almost-fully depressed, increasing the risk of an accident.

Q2. Are the vehicles safe to drive?

A. Yes. However, we are advising owners that they can avoid this condition by not fully depressing or almost-fully depressing the accelerator pedal. Should drivers experience what they believe is a stuck throttle in this or any other vehicle, they 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.

Q3. Do you have an estimate of when parts for the permanent repair will be available?

A. It is anticipated that parts for the permanent repair will be available mid-August 2012.

Q4. Why is an interim repair required?

A. There is a risk that the speed control cable linkage could interfere with the engine cover, which could allow the throttle to stick when the accelerator pedal is fully or almost-fully depressed, increasing the risk of an accident. The interim repair of disconnecting the speed control cable from the throttle linkage will eliminate the concern.

Q5. If the interim repair is performed, won't the Speed Control System be disabled?

A. Yes, customers will not be able to use speed control until the permanent repair is performed. Although some customers may regard the inability to use their Speed Control System as an inconvenience, we believe this action is in the best interest of our customers' safety.

Q6. What if a customer refuses to have the interim repair performed?

A. Dealers should use the "Acknowledgement of Interim Service Offer" letter posted with this bulletin to document the customer's refusal of the interim repair. Retain the signed letter in the customer's file for future reference.

Q7. Last week, you notified dealers they would be reimbursed for special handling steps such as topping off the fuel tank and washing them. Are you doing that again?

A. No. The recall we announced last week was taken under very different circumstances and in fact, we asked customers to stop driving the vehicles that are affected by the recall. Given the circumstances, we believed that these additional actions were/are warranted.

Safety Recall 12S37

Acknowledgement of Interim Service Offer

Ford Motor Company has announced Safety Recall 12S37 for your vehicle to address inadequate clearance between the engine cover and the speed control cable, which could result in a stuck throttle, increasing the risk of an accident. The concern exists regardless of whether or not speed control is used.

Parts for the permanent repair are currently not available. Until parts are available, Ford Motor Company is offering an interim repair at no cost to the customer to disable the speed control system to eliminate the possibility of a stuck throttle when the accelerator is fully or almost-fully depressed.

This form acknowledges that the customer has chosen not to have the interim repair completed.

Dealer Service Manager Date

Customer Signature Date

(VIN)

Customer Name (Print) Date



Customer Information Sheet

Ford is voluntarily recalling 2001-2004 Model Year Escape vehicles equipped with 3.0L engine and speed control to address inadequate clearance between the engine cover and the speed control cable, which could result in a stuck throttle when the accelerator pedal is fully or almost-fully depressed.

Parts for the permanent repair are not currently available. We apologize for any inconvenience this part shortage may cause you. We are closely working with our suppliers to accelerate part availability. In the meantime, we have authorized your dealer to perform an interim repair, which will disable the speed control system on your vehicle to eliminate the possibility of a stuck throttle when the accelerator is fully or almost-fully depressed. This temporary repair will allow you to continue driving your vehicle until parts for the permanent repair are available.

You will be notified by Ford Motor Company via mail when parts are available to complete the repair on your vehicle. When notified, you will need to contact your dealer and schedule a service appointment to have the final repair performed on your vehicle as soon as possible.

Again, we apologize for the inconvenience this situation causes and assure you that we are doing everything possible to expedite resolution.

Sincerely,

Ford Motor Company
Ford Customer Service Division