



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



46789/249987/0641

August 2012



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

2003 Escape  
Vehicle ID #:  
**Safety Recall Notice 12S37 / NHTSA Recall 12V-353**

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, 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).

Parts to modify the engine cover are expected to be available in mid-August 2012. As a result, a two-stage repair process has been implemented. If parts are available, your dealer will perform the repair. If parts are not available, your dealer will disconnect the speed control cable to eliminate the safety concern. With this interim repair, the speed control system will be inoperable until the permanent repair is performed. When parts for the permanent repair are available, you will be notified via mail to contact your dealer to have the repair performed free of charge. We recognize this may be an inconvenience, but we believe this action is in the best interest of our customer's safety. We are closely working with our suppliers to accelerate part availability.

<b>How long will it take?</b>	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.
<b>What should you do?</b>	<p>You can avoid this condition by not fully or almost-fully depressing the accelerator pedal until the vehicle is repaired. 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.</p> <p>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.</p> <p>If you do not already have a servicing dealer, you can access <a href="http://www.Fordowner.com">www.Fordowner.com</a> for dealer addresses, maps, and driving instructions.</p> <p>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.</p> <p><b>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.</b></p>
<b>What if you no longer own this vehicle?</b>	<p>If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.</p> <p>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.</p>
<b>Can we assist you further?</b>	<p>If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.</p> <p><b>RETAIL OWNERS:</b> 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).</p> <p>If you wish to contact us through the Internet, our address is: <a href="http://www.Fordowner.com">www.Fordowner.com</a>.</p> <p><b>FLEET OWNERS:</b> 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).</p> <p>Or you may contact us through the Internet at <a href="http://www.fleet.ford.com">www.fleet.ford.com</a>.</p> <p>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 <a href="http://www.safercar.gov">www.safercar.gov</a>. Reference NHTSA Safety Recall 12V-353.</p>

Thank you for your attention to this important matter.

Ford Customer Service Division