

NIEF-010

JUN 17 2019

To:

6-June-2019

Heidi R. King

NHTSA Deputy Administrator
1200 New Jersey Avenue, SE
Washington, DC 20590

CL-11222173-4328

From:

[REDACTED]

Raleigh, NC [REDACTED]

Dear Ms. King,

I hope this letter finds you well.

I know your time is busy so I will get to the point.

I am writing regarding the Ford 6F35 automatic transmission. I am baffled as to why NHTSA has not opened an investigation into Fords 6F35 automatic transmission. The Ford Escape's from 2009 through today are still experiencing internal transmission failure. There are numerous stories of people driving on the highway when suddenly the transmission failed. Or customers have had multiple transmissions replaced.

My story regarding my 2012 Ford Escape is a little different. I lost reverse in my vehicle at an importune time, thankfully I was not hit while trying to turn around. I was advised that the transmission should be replaced with a remanufactured unit. These Ford 6F35 automatic transmissions inherently have so many issues that even the Ford dealer wants to use a third-party remanufactured unit instead of a new Ford 6F35 automatic transmission.

As you know, there have been lawsuits regarding the 6F35 in some of Fords vehicles. I respectfully ask that NHTSA open an investigation into the Ford 6F35 automatic transmissions.

I have also included some reports of transmission failures although I understand you have access to more data.

Thank you for your time.

Sincerely,

[REDACTED]

EA
6.21.19
W

TR



[All Cars](#) > [Ford](#) > [Escape](#) > [Power Train](#) > [Transmission Failure](#)

Transmission Failure Problems of Ford Escape - part 1

Ford Escape owners have reported 84 problems related to *transmission failure* (under the power train category). The most recently reported issues are listed below. Also please check out the [statistics and reliability analysis of Ford Escape](#) based on all problems reported for the Escape.



Transmission Failure problem of the 2013 Ford Escape 1

Failure Date: 04/13/2019

Cars transmission failed with only 33,000 miles on the car! I think there is an electrical problem with the car because the battery and the internal components failed at the same time! both times I was driving the car and moving forward when the car stalled out both times, the second time I had just left Ford with the vehicle and they said it was fixed when it stalled out again in forward motion, this time I had the car towed back to Ford and it's been sitting there since April 13th and today is may 1st and Ford has not responded back to me to resolve the issues with the car? I had the car towed to a transmission place on 4/30/2019 that is only charging me \$3,100 for a rebuilt transmission with a 2 year 24,000 mile warranty and Ford wanted \$7,400 to put a rebuilt transmission in the car? hmmm what would you do? customer service at Ford is sloooooow to say the least? it's bad enough I've got a car with only 33,000 miles on it and with an internal transmission issue and than Ford wants me to wait until when to respond back with a solution?.

See [all problems of the 2013 Ford Escape](#) ↗.



Proto: External
Retaining Ring Plier Set,
Number of Pieces: 18
Model:...



SHOP NOW



Transmission Failure problem of the 2015 Ford Escape 2

Failure Date: 04/04/2019

Complete transmission failure while driving on highway. Ford had to do a complete rebuild at 87k miles. The failure rendered the vehicle useless for the highway and luckily my daughter was able to coast off the highway and limp home which took 2 hours for a 15 mile distance. Display indicated transmission fault - service now or something like that.

See [all problems of the 2015 Ford Escape](#) ↗.



Transmission Failure problem of the 2013 Ford Escape 3

Failure Date: 04/04/2019

As I was driving down local roads my engine was making s sound as if a fan was running on high speed and I could feel the engine losing power. After about 2 miles a message appeared on the screen that said transmission failure. I pulled into a parking lot and had to have it towed. I had it towed to a local repair shop and was told it needed a new transmission.



Transmission Failure problem of the 2014 Ford Escape 4

Failure Date: 03/28/2019

At freeway speed, the transmission on our 2014 Ford Escape failed, causing the car to immediately slow down. My teenage daughter was able to get the car onto the freeway shoulder. Per the service manager at the Ford dealership where the car was towed, they see a lot of these transmissions failing. The car had around 60,000 miles, which is far too early for a transmission failure. Ford claims they can't do anything about this issue since there is no recall for failing transmissions. The NHTSA must act before a serious injury or death occurs as a result of the poor design or manufacture of these transmissions. Many of these cars are coming into the same mileage as our vehicle, so the numbers of these failures will begin to surge.

See all problems of the 2014 Ford Escape [↗](#).



Transmission Failure problem of the 2014 Ford Escape 5

Failure Date: 03/06/2019

Transmission fail: we were driving our 2014 Ford Escape at time of the fail. Turning into traffic and the car wouldnt go almost caused a car to hint us cause we couldnt go we couldnt get out of the way. Ford is saying its the transmission line not building enough pressure to change gears. We took it Ford one yr ago because it was shifting right from 2nd gear, they changed the fluids said it tested fine at thos time. One yr to the day transmission fails.



Transmission Failure problem of the 2016 Ford Escape 6

Failure Date: 02/07/2019

A recent incident with my vehicle, a 2016 Ford Escape se awd, has left me unhappy and disappointed in Ford motor company. Since I started driving in 1984 I have always bought and owned a Ford product. I have had no reason to question the quality of Ford products until now. The Escape had to be towed into the nearest Ford dealership, champion Ford ♦ edinboro, PA. Upon inspection of my vehicle the service manager indicated an inner seal within the transmission had failed. This resulted in transmission fluid entering all areas of the transmission an essential ruining the unit. The services manager ♦s recommendation was replacement of the transmission. This was done with the purchase of a new transmission and the vehicle was returned to me on February 27, 2019. My first disappointment was the transmission of a 2016 Escape failing in little over three years since purchase (October 2015). The second disappoint was the failure of the transmission just after the warranty expired. My Escape had a 5-year/60,000-mile warranty on the powertrain. At the time of the failure I had driven my Escape 72,000 miles. Therefore, I was left with a \$6232. 67 repair bill on a vehicle I had hope to last me seven to ten years. At this point I will need to keep this vehicle another two or three years. When I do begin looking for another new car, I now believe I need to start looking at our manufacturer products. I would like to believe Ford motor company would honor their products better that I have seen in this experience. If the company does step up and provide some re-compensation for my difficulties, I would be willing to re-think my loyalties to this brand. [REDACTED] headville, PA.

[REDACTED] (business); [REDACTED] (cell) [REDACTED]

See all problems of the 2016 Ford Escape [↗](#).



Transmission Failure problem of the 2013 Ford Escape 7

Failure Date: 01/20/2019

At 60,900 miles the transmission went out. No warning signs, no engine lights, just lost power and during driving and pulled over put in park and then engine just revved and wouldn't go. Took to Ford dealer and diagnosed as needing a new transmission just 900 miles over warranty. Contacted many channels within dealer and Ford but know one would help had to pay \$4500. 00 out of pocket to get rebuilt at the Ford dealer. Now with 37,000 miles the transmission has failed again and the dealer will do nothing, Ford will do nothing and they say I need another

transmission at the amount of \$4500. 00 again. Same symptoms this time, no warning just failed. This to me is crazy I have to be on my 3rd transmission with a vehicle that has 99k miles. There is obviously and issue with these transmissions as the internet is full of complaints with this exact issues. Also the many transmission shops I have spoke to have said them same thing, lots if issues and very common to fail early.



Transmission Failure problem of the 2014 Ford Escape 8

Failure Date: 01/04/2019

As I was driving up a hill on the highway, the transmission shifted down harshly. At the next exit, I got to the first traffic light where the transmission shifted down, again extremely harshly. When the light turned green, the car was able to move forward into the intersection but failed to shift up, and would not put any power down in first gear either. The stopped moving in the intersection. I turned off the car, and turned it back on again. There was an extremely jarring motion as it went from park to first, and I was able to get it off the road into a parking lot. In the morning, the car would not shift, and I had it towed to a dealer for repair. The mechanic said that the transmission fluid was burnt and metal shavings had collected in the fluid from a fault internal to the transmission. The new transmission was \$5748. 19 for a car less than 5 years old and under 100,000 miles. This is a safety issue with the transmission failing with no warning in traffic.



Transmission Failure problem of the 2014 Ford Escape 9

Failure Date: 12/27/2018

The vehicle, when driving it, has stalled out completely on a busy city street. Was able to quickly start it. When merging onto a freeway, I could not gain speed, SUV would not shift into a higher gear and a very loud sound was heard. Again, I could not accelerate in a safe manner when merging onto a us highway. The next day the same problem was noted on a very busy city street. Could not accelerate and luckily was not rear ended. Took to dealership and diagnostic report resulted in internal transmission failure at 68,700 miles.



Transmission Failure problem of the 2013 Ford Escape 10

Failure Date: 11/23/2018

I am contacting you regarding my 2013 Ford Escape, VIN: 1fmcu9gx9du [REDACTED] While I was driving the transmission completely stopped working, almost causing an accident and also causing me to be stranded in another state. I eventually had the car towed back to valvoline in north reading, MA where the transmission had been flushed less than a week beforehand. They had the car taken to aamco who determined the transmission had failed. The car only has 39,200 miles on it and now needs a transmission replacement. I was told my Ford to contact you to report this problem.



Transmission Failure problem of the 2014 Ford Escape 11

Failure Date: 11/19/2018

TI the contact owns a 2014 Ford Escape. While driving 50 mph, the vehicle jerked and the gear shifted into first gear independently. All of the warning indicators illuminated on the instrument panel. Once the vehicle was shut off and restarted, it resumed normal operation. The contact took the vehicle to an independent mechanic who diagnosed that the transmission cables failed and a new transmission was needed. The vehicle was not repaired. The dealer (porter Ford, 600 oglestown rd, newark, DE 19711, 302-738-0800) was contacted and stated that the VIN was not included in a recall. The manufacturer was made aware of the failure and confirmed that there were no recalls. The failure mileage was 65,000.



Transmission Failure problem of the 2014 Ford Escape 12

Failure Date: 11/19/2018

"transmission failure, service now" comes up only when driving over 50 mph on highway. It first happened about two years ago when the vehicle was just over 2 years old. The dealership reset the computer and I was fine for about 6 months. I took it to another dealer (I had moved to another state) and was told the transmission would need to be

rebuilt because they couldn't figure out why it was throwing this code. This was in September of 2017. I bought the vehicle brand new in 2014. The car still drove fine. Then in the summer of 2018, it began overheating. I now live in the desert so this is common here. I took it in and had the head gasket, engine block and temp. Gauge replaced. All was well until I started driving on the highway again. Then the same code came up. The problems and money that I have had to dump into this car is ridiculous. I have already spent more than \$5k this year alone on repairs and still have the same transmission code being thrown so I can't even pass an emissions test to register the vehicle.



Transmission Failure problem of the 2014 Ford Escape 13

Failure Date: 10/25/2018

TI-the contact owns a 2014 Ford Escape. The contact stated that while stationary, in the park position, the vehicle rolled backwards and crashed into the neighbors' vehicle. The contact exited the vehicle prior to the rollaway. The contact stated that the driver's door clipped onto the car port housing, in which the vehicle was parked under, and the driver's door hinge fractured. Upon impact with the rear spare tire mount of the neighbor's vehicle, the air bags did not deploy. A police report was filed. There were no injuries sustained, as the contact was not in the vehicle at the time of the crash and neither was the neighbor. The contact called the insurance company and remained in possession of the vehicle thereafter. In addition, an autobody repair shop was made aware of the rollaway. A dealer was not contacted about the failure. The manufacturer was made aware of the failure. The contact stated that the transmission was replaced with the rebuilt transmission, prior to the failure, and that the vehicle had a history of transmission failures and/or repairs prior to the incident. The failure mileage was approximately 25,000. Ad.



Transmission Failure problem of the 2014 Ford Escape 14

Failure Date: 09/27/2018

Transmission failure. I have heard that this is a common problem in the 2014 Ford Escape. The warning only happened while highway driving.



Transmission Failure problem of the 2013 Ford Escape 15

Failure Date: 09/03/2018

Transmission failed at a stop light on a two lane road.



Transmission Failure problem of the 2013 Ford Escape 16

Failure Date: 05/21/2018

Ours is a 2013 Ford Escape with only 37,000 miles on the odometer. It's hardly been driven for a six year old car and has been well maintained according to the manufacturer's recommendation. Upon starting the car in the drive mode, there was a pronounced "clunk" sound from below the cabin section of the car. The car would begin moving forward and then shift into neutral. This situation continued for about 1/10 of a mile. While turning around to return home, the same thing happened in the reverse mode. The car had to be towed to the dealer as it appeared to be unsafe to drive on a highway. The diagnosis was clutch and transmission failure. Cost to repair \$4,300. 00. Seems to me that there has to be a basic defect in the product having read so many of the other complaints on this site. Additionally and in retrospect, the engine would begin racing to a high rpm in the park mode without a foot on the accelerator. This was a disturbing phenomenon.



Transmission Failure problem of the 2013 Ford Escape 17

Failure Date: 04/29/2018

Transmission failure at 85,000 miles.




Transmission Failure problem of the 2010 Ford Escape 18

Failure Date: 03/01/2018

TI the contact owns a 2010 Ford Escape. The contact stated that the transmission failed to function properly. The dealer (jack metzer Ford-Lincoln, 1857 montour blvd, danville, PA 17821, (888) 494-7059) was contacted. An

independent mechanic was unable to replicate and diagnose the failure. The power train warning indicator flashed. The manufacturer issued one recall for the power train and nine tsbs for the power train; however, the contact was uncertain of a permanent remedy and was waiting on a response from the manufacturer. The failure mileage was not available.

See [all problems of the 2010 Ford Escape](#) .



Transmission Failure problem of the 2010 Ford Escape 19

Failure Date: 10/23/2017

Our 2010 Ford Escape's transmission failed in October, 2017 with only 41590 miles on the vehicle while moving on city streets. Replacement of the transmission was required costing us \$4,848.22.



Transmission Failure problem of the 2014 Ford Escape 20

Failure Date: 09/12/2017

108,000 miles going down expressway at 75 mph when the transmission catastrophically failed and had to coast onto the side of the expressway. Complete transmission at just over 100,000 miles on a 2014 (only 3 years) old is not acceptable and could create unsafe driving conditions. I was fortunate to be able to coast to the shoulder.



Transmission Failure problem of the 2014 Ford Escape 21

Failure Date: 09/01/2017

The contact owns a 2014 Ford Escape. While driving various speeds, the vehicle would not immediately accelerate when depressing the accelerator pedal. The contact indicated that the failure was intermittent. On several occasions, the "transmission failure" message displayed. The vehicle was taken to an independent mechanic who changed the transmission fluid, but the failure continued. The manufacturer was notified of the failure, but no assistance was offered. The local dealer was not notified. The VIN was not available. The failure mileage was 38,000.



Transmission Failure problem of the 2013 Ford Escape 22

Failure Date: 08/29/2017

Vehicle never shifted correctly. Complained to dealer numerous times. Transmission failed at 104000 miles. Vehicle broke down on major interstate 100 miles away from home. Had the vehicle towed to nearest dealer. Cost to repair was 5000+.



Transmission Failure problem of the 2013 Ford Escape 23

Failure Date: 06/05/2017

My transmission failed in June, it was rebuilt and has already started to shift hard. So, once again back in the shop. The a/c has been acting funny. The rear vents barely work, blend door doesn't engage properly. Dealer has another vehicle identical to mine and it does the same thing.



Transmission Failure problem of the 2013 Ford Escape 24

Failure Date: 05/09/2017

Vehicle was driven away from a mechanics shop for a fly wheel repair. After approx. 1 mile of driving, the temperature warning light illuminated without the gauge showing a high temperature. I stopped at a red light. When the light turned green, no matter how I pressed on the accelerator, the car would not accelerate over 5 miles an hour. I had to navigate across 3 lanes of traffic to get to the side of the road. It drove for less than 50 ft then the engine completely shut off forcing me to push the car into a parking lot. Mechanics came, looked over the car then it started normally. They drove it back to the shop and hooked it to a computer but no codes were thrown. We could not recreate the issue. We decided to file a complaint because of our concern over all the blogs found online referencing the same issue. This could potentially be very hazardous if it happens on a highway which could result in

bodily injury. This comes after this vehicle has been in the shop for over 4 months in the 8 months we have owned it for many issues including transmission, transmission bracket, transmission plug failure, wiper motor, fly wheel and a sensor issue.



Transmission Failure problem of the 2008 Ford Escape 25

Failure Date: 04/09/2017

The contact owns a 2008 Ford Escape. While accelerating from a red light, the engine stalled without warning. The vehicle was not able to restart. The vehicle was towed to a dealer where it was diagnosed that the transmission failed and need to be replaced. The vehicle was not repaired. The manufacturer was notified of the failure. The failure mileage was approximately 124,000.

See all problems of the 2008 Ford Escape [↑](#).

Other Common Power Train related problems of Ford Escape

Problem Category	Number of Problems
Power Train problems	1224
Automatic Transmission problems	129
Automatic Transmission Control Module problems	89
Transmission Fluid Leaking problems	85
Transmission Failure problems	84
Vehicle Shudder problems	53
Automatic Transmission Torque Converter problems	38
Transmission Gear Slipping problems	32
Transmission Not Go Into Gear problems	31
Noises During Shifting problems	22

SPONSORED SEARCHES

ford escape

ford transmissions

Switch Make: Ford ▼

Switch Model: Escape ▼

★ Safety Ratings of Escape Cars

🌱 Fuel Economy of Escape Vehicles

✿ Escape Service Bulletins

🚩 Escape Safety Recalls

🔧 Escape Defect Investigations



Leading the market - see how Cisco
Email Security can benefit your business.

[View Report](#)

©2019, CarProblemZoo.com All rights reserved.

[Fuel Economy](#)

[Safety Ratings](#)

[Contact](#) • [Privacy](#) • [Reference](#)

[Crash Report](#)

[Recalls](#)

[Bulletins](#)
