

Dec 1 2020

October 25, 2020

CL-11385912-7126

Ford Motor Company
Customer Relationship Center
P.O. Box 6248
Dearborn, MI 48126

Re: 2012 Ford Escape; VIN: 1FMCU0E74CK[REDACTED]

Dear Sir or Madam:

I am writing a recent repair required for my 2012 Ford Escape. Both the need for the repair and its cost were alarming to me and I request the Ford assist in the cost of its repair given the nature of the repair and that Ford had covered similar repairs as recalls for earlier Escape model years.

First, I am a [REDACTED] year old, recent college graduate. Upon graduation, I purchased my first vehicle, and sought a reliable, low mileage car. In May 2019, I purchased a 2012 Escape with 34,493 miles with no prior accidents. The car has been reliable until a problem arose last month. Without notice, when driving the car, the steering column would lock up. Fortunately, each time this occurred I was in a parking lot and not driving quickly. The first few occasions, I was able to navigate the car back into a parking space.

Not knowing the source of the problem, I had my Escape towed to the local Ford dealer. They diagnosed the car as needing a new steering column, and that the repair would cost \$2,700. For a new college student with limited savings, this was devastating news.

I had never heard of a car needing a new steering column. I thought, certainly this cannot be a common occurrence on vehicles, especially a vehicle with less than 50,000 miles of use. After some on-line research, I learned that this was a problem for several model years of the Ford Escape. Apparently, the problem was so prevalent that Ford issued a recall for the 2008 to 2011 model years.

Clearly, Ford failed to rectify the defect in the steering column in the 2012 model year. However, due to Ford's decision, the same expense that Ford covered at no cost to its vehicle owners now was paid out of my pocket. While I certainly do not know the reason why Ford excluded the 2012 model year from its recall, the financial impact of that decision on me is significant.

Enclosed are copies of my receipts for the steering column repair. I respectfully request that Ford cover all or a significant portion of these expenses given the unique nature of the repair, the recall history for the repair, and the relatively low mileage on my Ford Escape for the model year.

I appreciate your prompt attention to this matter.

Sincerely,
[REDACTED]

cc: NHTSA, Complaints, 120 New Jersey Avenue, SE, Washington, DC 20690

EA
12/30/20
AS

HENNESSY

FORD • LINCOLN
ATLANTA

5675 Peachtree Industrial Blvd.
Atlanta, GA 30341
(770) 621-0200

SERVICE INVOICE



www.hennessyford.com

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	SERVICE REPRESENTATIVE WILLIAM VANN	ARM # 9854	HAT NO. 4054	DATE OF INVOICE 09/25/20	INVO#
[REDACTED]	LABOR RATE	PLATE NO.	CURRENT MILEAGE 50,000	COLOR OF VEHICLE	STK NO.
[REDACTED]	YEAR / MAKE / MODEL OF VEHICLE 12/FORD TRUCK/ESCAPE/FWD 4DR LIMITED			DATE DELIVERED	MILES AT DELIVERY
BROOKHAVEN, GA [REDACTED]	SERIAL NO. 1 F M C U O E 7 4 C K [REDACTED]			DLR MFG NO.	DATE OF PRODUCTION
[REDACTED]	FED TAX EXEMPT NO.	PURCHASE ORDER NO.		WORK ORDER DATE 09/21/20	RELEASE OUT
HOME PHONE	OFFICE PHONE	CHASSIS/ENGINE NUMBER/NOTES			
					MO: [REDACTED]

JOB# 1 CHARGES

LABOR-----
J# 1 21FOZ001 BODY ELECTRICAL TECH(S):2068 0.00
CUSTOMER STATES THAT HE IS HAVING INTERMITTENT LOSSES OF
POWER STEERING. NO INDICATORS COMING ON IN THE DASH
PSCM DTC
RECOMMEND PSCM

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX FDCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR-----
J# 2 99FOZ99P VEHICLE CHECK-UP TECH(S):2068 0.00
Perform a thorough inspection of your vehicle and provide
a detailed Vehicle Report Card. Check Fluid Levels, Inspect
Wiper Blades, Test Battery, Inspect Tires and Brake Wear,
Inspect safety systems and components for leaks and damage.
Perform multi-point vehicle inspection and record results on
Vehicle Report Card.

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX FDCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR-----
J# 3 28FOZ3514-A STEERING COLUMN ASSY TECH(S):2068 458.95
UPON VEHICLE INSPECTION TECHNICIAN FOUND
STEERING COLUMN ASSY
STEERING GEAR DTC B1342-2F
REPLACE STEERING COLUMN AND PSCM

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	CL8Z-3C529-D	COLUMN ASSY - S	1849.46	1849.46
	1	BL8Z-3511-A	HOUSING	160.12	160.12
	1	-W302562-S300	BOLT	12.00	12.00
TOTAL - PARTS					2021.58

JOB# 3 TOTALS

LABOR 458.95
PARTS 2021.58

JOB# 3 JOURNAL PREFIX FDCS JOB# 3 TOTAL 2480.53

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
JOB # A 100 SUPPLIES - SERVICE 69.95
TOTAL - MISC 69.95

COMMENTS-----
RECOMMENDED NOT DONE/ DECLINED SERVICES-----
27FOZ001 4 WHEEL ALIGNMENT TECH: 2068 FOLLOW-UP: 10/01/20 \$128.95
COMPLAINT: Perform four wheel alignment as per customer request.

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CUSTOMER
SIGNATURE X

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CELL: [REDACTED]

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	FED. TAX EXEMPT. NO.	PURCHASE ORDER NO.		WORK ORDER DATE 09/21/20	MILEAGE OUT
HOME PHONE	OFFICE PHONE	CHASSIS/ENGINE NUMBER/NOTES			
					MO: [REDACTED]

COMMENTS: CUSTOMER DECLINED

30FOZ005 *REPL FRT PADS & MAC TECH: 2068 FOLLOW-UP: 10/01/20 \$298.38
COMPLAINT: MOTORCRAFT BRAKES INSTALLED AND RESURFACING OR ROTORS/DRUMS.
DEALER INSTALLED RETAIL MOTORCRAFT BRAKE PADS OR SHOES.
FRONT OR REAR AXLE INCLUDES MACHNING OF ROTORS/DRUMS.
CAUSE: TAXES EXTRA. SEE SERVICE ADVISOR FOR DETAILS.
PADS WORN TO 2MM

00FOZQ10070 BRAKE FLUSH SERVICE TECH: 2068 FOLLOW-UP: 10/01/20 \$141.74
COMPLAINT: CUSTOMER REQUEST TO PERFORM BRAKE SYSTEM FLUSH
CAUSE: DFLT

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TOTALS

*****	TOTAL LABOR.....	458.95
	TOTAL PARTS.....	2021.58
	TOTAL SUBLET....	0.00
	TOTAL G.O.G.....	0.00
	TOTAL MISC CHG.	69.95
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	167.32
	TOTAL INVOICE \$	2717.80

HENNESSY FORD LINCOLN ATLANTA IS COMMITTED TO MAKING EVERY CUSTOMER COMPLETELY SATISFIED. IF YOU ARE NOT, PLEASE CONTACT CHRIS DAVIS OR ERIK MESTRE @ 770-621-0200.

HENNESSY FORD LINCOLN SERVICE PART WARRANTY ON FORD GENUINE & MOTORCRAFT PARTS IS 2 YEARS/UNLIMITED MILES.

PLEASE VISIT WWW.HENNESSYFORD.COM TO SCHEDULE YOUR NEXT APPOINTMENT OR TO LOOK AT OUR SELECTION OF NEW AND USED VEHICLES.

*****THANK YOU FOR YOUR BUSINESS*****

CUSTOMER SIGNATURE

CUSTOMER
SIGNATURE X

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CELL [REDACTED]

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HOME PHONE	OFFICE PHONE	CHASSIS/ENGINE NUMBER/NOTES			MILEAGE OUT
					MO: [REDACTED]

RECEIPT

RECEIPT DATE: 09/25/20

CUSTOMER NUMBER: [REDACTED]

CUSTOMER NAME: [REDACTED]

TID:XXXXXXXXXX DATE/TIME:2020-09-25 12:31:31 CARD:VISA XXXXXXXXXXXX TSI:E800
EL:CHTP READ EM:CONTACT APP:03523C AID:A0000000031010 CHASE VISA VC:HMLN
AC:[REDACTED] ATC:011F RC:73 TRN REF#:[REDACTED] PAY TYPE:REYPAY CC
APPROVED TOTAL:\$2717.80 ORDER ID:[REDACTED] TVR:00A0008000 TRN ID:[REDACTED]

CARDHOLDER AUTHORIZATION

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CUSTOMER
SIGNATURE X

Johns



NHTSA
Attn: Complaints / Customer Recall
120 New Jersey Avenue, SE
Washington, DC

20690

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