INFORMATION REDACTED PURSUANT TOTHE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

CL-11452578-1600

11452578

May 16th, 2022

US Department of Transportation, National Highway Traffic Safety Administration

1200 New Jersey Ave, SE, West Building

Washington, DC 20590

US Department of Transportation Vehicle Safety Hotline Information Center 1-888-327-4236

[redacted]

South Range, Wisconsin [redacted]

To Whom it may concern,

EVOQ (NHTSA) Follow up email I received on May 13th, 2022 1:45pm

I was sent this email in response to my complaint filed on February 18th, 2022 and was asked to look over the complaint and to add any further actions on this matter.

I have since taken the Escape to my mechanic and had it diagnosed and it is was indeed the torque sensor on this vehicle that Ford told me is not covered in the recall bulletin by its vin# but the bulletin clearly states that if the vin number is not in the bulletin that they must update it to be included if the vehicle is brought to their attention.

I was secondly told by Ford that the bulletin has since expired when I brought this defect to their attention and I am still waiting for Fords response.

I responded to this email via a phone call to NHTSA and was told that I will receive a hard copy of this form and I may send it by USPS along with my corrections to the original complaint form and any other actions that I have taken on this matter.

NHTSA Service Desk email received on May 13th, 2022 4:20pm Request # [redacted] General inquiry 2011 Ford Escape

I received this email within a couple hours after talking with the customer service as to where to send the corrected form and other information pertaining to this matter as I did not have an address to send this to other than doing it online, so now that I have the address to send all to I am mailing this along with my receipts of having had the vehicle now fixed and no refunds from Ford for their defective parts on my 2011 Ford Escape that I purchased in good faith from Benna Ford in Superior Wisconsin.

Thank You for Responding to my complaint

[redacted]

BR

Letter to Ford

Friday February 18th,2022

I filed a safety complaint with the DOT last night after having had talked to the customer service twice and getting nowhere with them about this vehicle that is unsafe for me to drive and is acting like the recall that is expired.

I've been without this vehicle now for two weeks today and it is sitting at the garage now waiting to be examined for the issue that reset twice on me February 4th, 2022 when I went to work and was parking in my parking space and then again that day when I was driving through a drive through.

I had an appointment so I drove to it and when I was finished the Valvoline Oil change was three blocks away to have them check the power steering fluid level since I thought that this may be the issue. Then I learned about rack and pinion steering and my vehicle has this and then I called my mechanic from the Valvoline garage and asked him about this issue and if I could get it in there for a check on the vehicle. I was told by my mechanic that the vehicle is unsafe to drive this way and I was 16-miles from home and had to drive it home this way.

Then I researched this issue the vehicle is having and I found the safety recall on Electric Power Steering. Reference Number 14S05, Date of Issue July 1, 2014. Superseded Bulletin 14-0016 Date of Issue January 24, 2014.

Note this Supersedes Technical Service Bulletin 14-0016 dated January 24, 2014.

Certain 2008-2011 Model Year Escape and Mariner Vehicles

Electric Power Steering

The power steering may revert to manual steering mode due to an Electric Power Steering system fault related to the torque sensor. I manual steering mode there is still a mechanical linkage between the steering wheel and the road wheel, allowing steering control to be maintained. If this condition should occur, the steering effort may be greater at low speeds, which may increase the risk of accident.

Service action

Dealers are to check the Power Steering Control Module (PSCM) for Diagnostic Trouble Codes (DTCs).

- If DTC B1342, B2277, or B2278 ARE not present, reprogram the PSCM and the Instrument Cluster (IC) module.
- If only DTC B2278 is present, replace the torque sensor.
- If DTC B1342 or B2277 is present, replace the steering column assembly.

One of the above services must be performed on all affected vehicles at no charge to the vehicle owner.

The bulletin goes on to say that the dealership service management must provide a copy of the Customer Information Sheet (posted with this bulletin) to the owners of all vehicles that had modules reprogramed (did not receive a replacement torque sensor or steering column). This Customer Information Sheet provides information on the warnings that may now display on the instrument cluster message center. "I did not receive one so I assume that this has not been done to this vehicle"

The bulletin goes on to read

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. "Does this apply to my vehicle"
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS.
- Correct other affected vehicles identified in OASIS which are brought to your dealership. "Does this mean that OASIS is the "recall notice" and furthermore "Does this mean that my vehicle had been missed by VIN # as to having this issue and the attention needs to be brought to Ford that it is an affected vehicle that needs to be added to the OASIS list"

This is the third time that I have had to take this vehicle to the garage since I purchased it used at the local Ford dealer on November 10th, 2021

I have put 1347.4 miles on it since I purchased a "now an eleven-year-old vehicle" for the price of $8000 and it is in need of somewhere in the amount of $2000 or more to be repaired and I have only owned it for 3-months.

I have been told by both my mechanic and the Ford garage that in order to fix the vehicle there needs to be a code in it otherwise they cannot diagnose the problem and the thing resets after I turn it off and things are fine until the next time it happens.

I do not want to be the "crash dummy" that drives this vehicle in order for the issue to happen so that the code comes up to diagnose the problem. The vehicle needs to stay running so the code will stay there but the steering will not allow me to drive it to the garage to check the code to find the issue.

I am so distraught as to what to do about this vehicle this morning that I don't want to be the "crash dummy" that the issue happens to me driving it once again now to get it to the Ford dealer and having it towed is not in the question since I am now broke from purchasing this vehicle in the first place it took all of my last year's income to purchase it!

I live in an area that is "today -2 and -24 Windchill" the roads are icy and an experience that "I could encounter while driving on the highway could cause me my life".

In the past 25-years I have purchased now five used vehicles from my local Ford dealer, and only one I had to have repaired right away of a spider gear in the left front of the vehicle, and it lasted me 157000 miles which I thought to be good in a 1996 vehicle back then so I have been a loyal customer of Ford motor products for this long.

I have called customer service and the local dealer to have this issue taken into consideration of having Ford repair this issue that I believe falls under this recall bulletin and I can only get the answer that the bulletin has expired and I am on my own to repair this.

I am asking that Ford please consider refunding me the cost of this repair and to have this put on another bulletin should anyone have this year vehicle.

Charlie's Automotive Inc.
3120 South County Road E
South Range, WI. 54874
Phone: 715-392-3199 Fax: 715-392-3205

[redacted]
Org. Est. #[redacted]

INVOICE

[redacted]

Print Date: 02/28/2022 **Work Completed: 02/28/2022**

2011 Ford - Escape - 2.5L, In-Line4 (152CI) VIN(7)
Lic # : [redacted] - WI Odometer In : 112,588
Unit # : Odometer Out :
VIN # : 1FMCU9D71 B[redacted]

[redacted] C[redacted]
Cust ID [redacted]

Part Description / *Number*	Qty	Sale	Extd
SENSOR ASSY-STEERING ROTATION *CL8Z3F818A*	1.00	264.27	264.27
BOLT *W712250S437*	2.00	1.80	3.60
Shop Supplies			8.04

Labor / Description	Hours	Extd
ELECTRONIC STEERING TORQUE POSITION SENSOR - Remove & Replace - Gas - [Includes: Calibration.] - [NOTE: Labor estimates listed are for R&R only and DOES NOT include diagnosis time.]	2.30	184.00
Diagnostic test	0.38	30.00
B2278 Steering Shaft Torque Sensor Malfunction		
Hazmat Disposal		4.02

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

1. I request an estimate in writing before you begin repairs_____
2. Please proceed with repairs, but call me before continuing if the price will exceed $_____
3. I do not want an estimate. _____

Payment will be made by ☐ Cash ☐ Check ☐ Credit ☐ Credit Card

[Payments - Cash - $521.10]

Labor:	**214.00**
Parts:	**275.91**
Sublet:	**0.00**
Sub:	**489.91**
Tax:	**27.17**
HazMat:	**4.02**
Total:	**521.10**
Bal Due:	**$0.00**

[Technicians : Cole, Jeff Cole1; AAA, AAA AAA]

Do you want the replaced parts you are entitled to? ☐ Yes ☐ No

Motor vehicle repair practices are regulated by chapter ATCP 132 Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911

☐ This vehicle received without face to face contact.

_____
Shop Representative

Having authority to do so I hereby order the above products and services, parts, and labor and grant permission to you and/or your employees to operate the vehicle described for the purpose of testing and/or inspection. I agree to pay cash when the work is completed or to pay on the other terms satisfactory to you. Until paid in full, the amount owing on this work shall constitute a lien on the motor vehicle. If collection is made by suit or otherwise, I agree to pay storage and collection and reasonable attorney's fees.

Customer Sign: _____ Date: _____

Our Email Address: *Charlies3120@aol.com*

Written By: Erickson, Cathy

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South Range WI[redacted]

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