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U.S. Department of Transportation
National Highway Traffic Safety Administration

NHTSA

July 8, 2022

[redacted]

South Range, WI [redacted]

NEF-109 ela
Ref. No. 11452578

Dear [redacted]:

Thank you for the letter about your model year (MY) 2011 Ford Escape vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI). I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's roadways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects, such as in their design, construction, or performance. Among other activities, we also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. ODI has received reports similar to yours and is reviewing all available data concerning allegations of loss of power steering while driving that are outside of the scope of NHTSA Safety Recall Campaign No. 14V-284 in MY 2008 through MY 2011 Ford Escape vehicles. While we continue to review this issue, no investigation has been opened nor determinations reached at this time. However, we entered your information into our database where it will be used with other reports to identify any safety defect trends that may require our attention.

We encourage you to continue to work with Ford and your dealer to explore the potential for an amicable resolution to your problem. You may also ask your dealership for a meeting with a Ford representative regarding your problem. You could consider contacting your local Consumer Protection Agency or the Wisconsin Attorney General's Office regarding your problem and rights under state law. In addition, the Federal Trade Commission (FTC) regulates and investigates warranty and dealership problems, reimbursement matters, and fair-trade practices. Therefore, if you believe this issue potentially relates to such a practice, you may contact the FTC to discuss the matter. There are three ways to contact the FTC: by toll free telephone at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

You could also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at www.bbb.org to file a complaint and review eligibility information or call the BBB Auto Line at 800-955-5100.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, you may review owners' complaints, safety recalls, manufacturers' service bulletins, etc., on our website.

Sincerely,

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement