

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [ArtemisSupport](#)
To: [NHTSA ODI CRD](#)
Cc: [EVOO \(NHTSA\)](#)
Subject: ArtemisSupport Inbox - VOQ#11453705 [REDACTED] Unknown - Thanks for Letting Us Know About Your Safety Problem.
Date: Friday, February 25, 2022 5:31:04 PM

Attention CRD Inbox,
This Consumer has not mentioned any issue below.

Thanks

[REDACTED]
Artemis Modernized Help Desk
artemis@dot.gov

From: [REDACTED]
Sent: Friday, February 25, 2022 12:53 PM
To: ArtemisSupport <ArtemisSupport@dot.gov>
Subject: Re: Thanks for Letting Us Know About Your Safety Problem

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

On Wednesday, February 23, 2022, 7:22 PM, NHTSA-ODI-Consumer-Communication@service.govdelivery.com wrote:

This email is to confirm we received your vehicle complaint submitted to the National Highway Traffic Safety Administration (NHTSA). Thank you for this public service as it is through actions like yours that together we can save lives on America's roadways.

Your tracking number assigned by NHTSA for this issue is [11453705](#). Please keep this number for your records and for future reference. Once your complaint has been processed, you will be able to view it online and find any related documents. Please allow two business days for NHTSA to review your complaint.

What happens next?

Your complaint will be reviewed by NHTSA technical staff and entered into our database. If any additional information is needed, a NHTSA investigator will contact you.

Every complaint is taken seriously, reviewed in detail and analyzed for defects trends. Your complaint is important because it helps to inform NHTSA, other vehicle owners and manufacturers about potential safety concerns. Such information helps save lives, and we encourage you to share the resources available at [NHTSA.gov](https://www.nhtsa.gov) with your family, friends and others in your community.

Will my vehicle be recalled?

When a manufacturer or NHTSA determines that a car or item of motor vehicle equipment creates an unreasonable risk to safety or fails to meet minimum safety standards, the manufacturer is required to fix that car or equipment. That can be done by repairing it, replacing it, offering a refund (for equipment) or, in rare cases, repurchasing the car.

If your vehicle is included in a recall, the manufacturer will contact you. [Sign up to receive recall email alerts from NHTSA](#) if there's ever a recall involving your vehicle, tire or child seat.

If you have any other questions regarding your complaint, please contact NHTSA's Office of Defects Investigation:

- Phone: 888-327-4236, Monday-Friday, 8:00AM to 8:00PM EST(Spanish-speaking representatives available)
TTY: 888-424-9153
(Please have your ODI number referenced above available.)
- Email: <https://www.nhtsa.gov/about-nhtsa/contact-us>
(Please indicate your ODI Number referenced above in the contact form.)

Thank you for contacting us and playing a critical role in helping to keep our roads safe.

PLEASE DO NOT REPLY TO THIS EMAIL, IT HAS BEEN AUTO-GENERATED.

To find out more about NHTSA, visit [NHTSA.gov](https://www.nhtsa.gov), and follow us on [Facebook](#) and [Twitter](#).

[Review our Privacy Policy.](#)

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PHILIP D. MURPHY
Governor

SHEILA Y. OLIVER
Lt. Governor

New Jersey Office of the Attorney General

Division of Consumer Affairs
Consumer Service Center – Complaint Review Unit
124 Halsey Street, 3rd Floor, Newark, NJ 07102

February 24, 2022



MATTHEW J. PLATKIN
Acting Attorney General

SEAN P. NEAFSEY
Acting Director

National Highway Traffic Safety Administration US Dept of Transportation
1200 New Jersey Ave SE
Washington, DC 20590

Mailing Address:
P.O. Box 45025
Newark, NJ 07101
(973) 504-6200

Re: [REDACTED]
File Number: [REDACTED]

I am writing on behalf of the New Jersey Division of Consumer Affairs - Office of Consumer Protection to bring this matter to your office's attention. While hearing from the public helps the Division in its efforts to protect the health, safety and economic well-being of the public as consumers in the marketplace and to identify the best use of our investigative resources, there are situations, such as this one, in which a referral to another agency may be better able to provide assistance.

We are forwarding the materials we received to your office so that you may assist this consumer. We have advised the consumer of our action and that all future inquiries should be directed to your office. We appreciate the assistance that your office can provide to this consumer and extend our willingness to assist your office when necessary.

If you have any questions regarding this referral, please contact our Consumer Service Center at (973) 504-6200.

Sincerely,

Kevin Noland

Kevin Noland
Supervising Investigator
Consumer Service Center

KN/

Detailed Vehicle Specification

VIN	1FMCU0GD2JU [REDACTED]		
Vehicle Line	T/M2	Market Derived Code	F
Body Cab	T/WE	Ver. Series	T/C4
Drive Type	T/A		
PLT CD	AN	TRS CD	T/W6
Production Date	06-AUG-18	Warranty Start Date	21-AUG-18
Selling Dealer	172734	Selling Country	USA

ENG CD T/M9

AWS Claim Key	Trx Code	Time In Service	Labor Hours	Dealership	DIST (Miles)	Repair Date	Prefix	Base	Suffix	Doc
Details 10753206	19B37	26	.2	JACK BYRNE FORD	53117	09-SEP-20	*	*	*	[REDACTED]

Customer Comments Campaign number: 19B37 POWERTRAIN CONTROL MODULE REPROGRAMING

Tech Comments Campaign number: 19B37 POWERTRAIN CONTROL MODULE REPROGRAMING



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MATTHEW J. PLATKIN
Acting Attorney General

SEAN P. NEAFSEY
Acting Director

Date Reviewed: 2/24/2022

Log # [REDACTED]

Referred. To National Highway Traffic Safety
Administration US Dept of Transportation
Complaint Status: Open - In Review

Mailing Address:
P.O. Box 45025
Newark, NJ 07101
(973) 504-6200

Consumer: [REDACTED]

[REDACTED]
Jersey City NJ
[REDACTED]

Subject: **FORD MOTOR
COMPANY**

Consumer Comments

Ford has a manufacturing problem with their Ford Escape vehicles from the years 2016-2019. The vehicles have a problem where the coolant leaks into the engine causing the vehicle to shut down. I have a 2018 Ford Escape with 80k miles and 1 month past the extended warranty. The extended warranty expired December 6, 2021 I started experiencing the issue January 2022. This is a noted issue amongst Ford dealerships



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