



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



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September 12, 2022

[REDACTED]  
[REDACTED]  
Marietta, GA [REDACTED]

NEF-109 ela  
Ref. No. 11468195

Dear [REDACTED]

Thank you for the letter about your model year (MY) 2018 Ford Escape vehicle. Your letter was forwarded by the Georgia Department of Law, Consumer Protection Division to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. 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. We are aware of Ford's Customer Satisfaction Program Nos. 19B37 and 21N12. Some MY 2017 through MY 2019 Ford Escape vehicles equipped with a 1.5-liter engine may exhibit coolant intrusion into the cylinder bores.


Please note that the Customer Satisfaction Programs at issue were initiated by Ford and they are not safety recalls. The issuance of a special coverage adjustment, service campaign or extended warranty by a manufacturer does not necessarily mean that a vehicle contains a safety-related defect in accordance with our statute, the National Traffic and Motor Vehicle Safety Act. Manufacturers may issue these types of actions at their discretion to address a known problem unrelated to motor vehicle safety and to restore customer satisfaction. NHTSA continuously monitors manufacturer policy adjustments to identify any such campaigns and programs that may involve safety issues for which a recall is necessary. However, NHTSA does not otherwise regulate a manufacturer's service campaigns and warranty enhancement programs. Thus, the manufacturer remains responsible for all aspects of such programs, including the nature and scope of the repair, the vehicles and model years at issue, and all associated campaign timing and owner notifications.

Additionally, NHTSA does not participate in private tort litigation, nor do we have any authority to enforce the terms of settlements from lawsuits. We encourage you to continue to work with Ford and your dealer if you require further assistance with your vehicle. We entered your information into NHTSA's database, where it will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at [www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls\\_808795.pdf](http://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf).

Furthermore, while we were researching your problem, we entered your VIN into our VIN Look Up Tool and found an open recall on your vehicle (report enclosed). NHTSA Safety Recall Campaign No. 22V-413 addresses a problem with the bushing that attaches the shifter cable to the transmission, that may degrade or detach in certain MY 2013 through MY 2019 Ford Escape vehicles. Remedy parts are expected to be available in the 4th Quarter of 2022. We recommend that you contact Ford and your local dealer to have the recall remedy performed when you receive the final notice indicating that the parts are available.

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](http://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,

A handwritten signature in cursive script that reads "Randy Reid".

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

Enclosure

## Recalls Results by VIN - Vehicle Identification Number

Print 

VIN: 1FMCU0GD5[REDACTED]

Year: 2018 Make: FORD Model: Escape

Number of Open Recalls: 1

NHTSA Recall Number: #22V413

Recall Date: June 10, 2022

Manufacturer Recall Number: 22S43

### SUMMARY:

ON YOUR VEHICLE, IT MAY BE POSSIBLE THE TRANSMISSION SHIFTER CABLE BUSHING IS DAMAGED OR MISSING.

### SAFETY RISK:

A DAMAGED OR MISSING BUSHING COULD PREVENT THE SHIFTER FROM MOVING THE TRANSMISSION INTO THE INTENDED GEAR POSITION AND CAUSE THE VEHICLE TO MOVE IN AN UNEXPECTED DIRECTION. THE TRANSMISSION MAY NOT BE IN THE PARK POSITION, EVEN THOUGH THE SHIFTER POSITION INDICATES THAT THE VEHICLE WAS SHIFTED TO PARK. EXITING A VEHICLE WITHOUT THE TRANSMISSION IN THE PARK POSITION AND WITHOUT APPLICATION OF THE PARKING BRAKE MAY ALLOW THE VEHICLE TO ROLL, INCREASING THE RISK OF INJURY OR CRASH.

### REMEDY:

FORD MOTOR COMPANY IS WORKING CLOSELY WITH ITS SUPPLIERS TO PRODUCE PARTS FOR THIS REPAIR. WHEN PARTS BECOME AVAILABLE, FORD MOTOR COMPANY WILL NOTIFY YOU VIA MAIL TO SCHEDULE A SERVICE APPOINTMENT WITH YOUR DEALER FOR REPAIRS TO BE COMPLETED FREE OF CHARGE PARTS AND LABOR. PARTS ARE ANTICIPATED TO BE AVAILABLE 4TH QTR 2022.

RECALL STATUS: **Recall INCOMPLETE. Remedy not yet available**

### MANUFACTURER NOTES:

TO CHECK FOR NON-SAFETY-RELATED PROGRAMS APPLICABLE TO YOUR VEHICLE, SEE [HTTP://WWW.FORD.COM/](http://www.ford.com/) OR CALL YOUR FORD DEALER.

If the manufacturer has failed or is unable to remedy this safety recall for your vehicle in a timely manner, please contact the NHTSA Vehicle Safety Hotline at: 1-888-327-4236 or TTY: 1-800-424-9153 or file an [online complaint with NHTSA](#).

THIS RECALL DATA LAST REFRESHED: Aug 11, 2022

### Additional Safety Information

Besides the VIN search tool you just used, NHTSA offers additional safety information based on a vehicle's make, model, and model year and not tied to any particular VIN. A search by vehicle make, model, and model year gives you access to information about technical service bulletins, NHTSA investigations, and owner complaints, as well as safety recalls on aftermarket equipment that is often not linked to a particular VIN or even to your vehicle's manufacturer.

To search NHTSA's safety information based on your vehicle's make, model, and model year, please go to the [Safety Issues & Recalls](#) section and follow the instructions there.

Recall information for this manufacturer is only available going back to January 01, 1999. If your vehicle was manufactured before this date, please contact the manufacturer for possible additional recall information.

Enter another VIN here: 1FMCU0GD5JL [redacted]

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