



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



September 20, 2022

West Seneca, NY [REDACTED]

NEF-109 tgd
Ref. No. 11479916

Dear [REDACTED]

Thank you for the letter about your model year (MY) 2018 Ford Escape vehicle. Your letter was forwarded 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 NHTSA. Your MY 2018 Ford Escape is affected by NHTSA Safety Recall Campaign No. 22V-413. This recall addresses a problem with certain MY 2013 through MY 2019 Escape vehicles. The bushing that attaches the shifter cable to the transmission may degrade or detach.

We understand your concerns with the parts delay for Recall 22V-413. The remedy parts are expected to be available in the 4th Quarter of 2022. Please note that it is not unusual for manufacturers to have an inadequate inventory of recall parts shortly after a recall is announced. Recall parts availability can be affected by numerous factors including, but not limited to, redesign, testing, manufacturing, and logistics. We encourage you to continue to follow up with Ford and your dealer on the status of the parts availability for Recall 22V-413. In addition, vehicle manufacturers are responsible for mailing recall notifications to the registered owners they have on record. As such, you should contact Ford and provide them your current address and contact information.

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 https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

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,

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

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