

August 3, 2022

National Highway Traffic Safety Administration
1200 New Jersey Ave. S.E.
Washington, D.C. 20590

Re: Safety Recall 22V413
2015 Ford Escape [REDACTED]
Vin #1FMCU0JX1F [REDACTED]

Dear Administrator,

I have received the enclosed safety recall notice. Unfortunately, I have already been required to make this repair. My vehicle experienced the symptom's listed on the safety recall notice. I was required to get a tow truck and have my vehicle taken to the nearest service station. I had to replace the transmission shift cable so I could drive my car. Otherwise the shifter was stuck in the park position. Since this is a recall item, I am requesting reimbursement in the amount of \$943.72 for the repair of this recall item. I have also enclosed a copy of the invoice paid.

If you require further information, please contact me at [REDACTED]

Sincerely,
[REDACTED]

BR



Paramount Auto Service -185253
15026 Cimarron Ave
rosemountgoodyear@thelinnco.com
Rosemount, MN 55068
(651)423-5009

PAGE 1

Customer ID: [REDACTED]
Name: [REDACTED]
Address: [REDACTED]
Address 2: [REDACTED]
City, State, Zip Code: ROSEMOUNT, MN [REDACTED]
Home: [REDACTED]
Tax Exempt #: [REDACTED]

Year: 15
Make: FORD
Model: ESCAPE
Lic No: NA [REDACTED]
VIN: 1FMCU0JX1F [REDACTED]
Color: WHITE
Engine: 1.6L GAS DOHC ([REDACTED]
Mileage In: 105398
Mileage Out: 105398

Create Date: 12/07/21 15:18:27
Date/Time: 12/09/21 12:30:19
Workorder #: [REDACTED]
Invoice #: [REDACTED]
Email Address: na
PO Number:
Fleet/Wholesale: N

Salesperson: N. LODAHL
Service comments:

CAR IN DRIVE AT THE MOMENT
PROBLEMS WITH THE SHIFTER

Tire Pressure

TIRE PRESSURE: LF 35 RF 35 LR 35 RR 35 SPARE NA

TREAD DEPTH: LF 9/32 RF 9/32 LR 9/32 RR 9/32 SPARE NA/32

BRAKE PAD THICKNESS: LF RF LR RR

FINAL INVOICE APPROVAL:

Qty.	Part #	RFR	Loc	Description	Parts	Labor	Total
Tire Inflation: FRONT: 35 REAR: 35 Torque: 100							
1	DIGITAL			Courtesy check/Digital Inspect	0.00	0.00	0.00
1	WDF			WASTE DISPOSAL FEE	3.00	0.00	3.00
1	DIAG			DIAGNOSTIC CHECK/ PER CONCERN	0.00	148.50	148.50
1	CONCERN			DOES NOT REGISTER GEARS	0.00	0.00	0.00
1	CAUSE			SHIFT CABLE BROKEN	0.00	0.00	0.00
1	*CJ5Z7E395A			TRANSMISSION SHIFT CABLE	135.00	0.00	135.00
1	LTRANS			LABOR - SHIFT CABLE	0.00	607.50	607.50

*** Customer Wishes To Discard Old Parts ***

CREDIT CARD #: XXXX-XXXX-XXXX [REDACTED]
APPROVAL # [REDACTED]
TICKET #

APPLABEL: AMERICAN EXPRESS
AID: A000000025010801
TVR: 0880008000
IAD: 06560103A0A004
TSI: E800
ARQC: 73564B647773CF7F
ARC: 00
CVM: S

SEE NEXT PAGE
Warranty
24,000 miles
2 years

Thanks for your business



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PAGE 3

Customer ID: [REDACTED]
Name: [REDACTED]
Address: [REDACTED]
Address 2: [REDACTED]
City, State, Zip Code: ROSEMOUNT, MN, [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Mobile Phone: [REDACTED]
Tax Exempt #: [REDACTED]

Year: 15
Make: FORD
Model: ESCAPE
Lic No: NA
VIN: 1FMCU0JX1F [REDACTED]
Color: WHITE
Engine: 1.6L GAS DOHC ([REDACTED]
Mileage In: 105398
Mileage Out: 105398

Create Date: 12/07/21 15:18:27
Date/Time: 12/09/21 12:30:19
Workorder #: [REDACTED]
Invoice #: [REDACTED]
Email Address: na
PO Number:
Fleet/Wholesale: N

Salesperson: N. LODAHL

Qty.	Part #	RFR	Loc	Description	Parts	Labor	Total
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I have received the goods & services as represented on this invoice. If this is a credit card purchase, I agree to pay & comply with the cardholders agreement with the issuer. **This charge also represents costs & profits to the Vehicle Repair Facility for Miscellaneous Shop Supplies & or Waste Disposal.

Customer Signature:

X _____

Thank you for giving us the opportunity to service your vehicle today. Paramount is proud to offer a nationwide warranty through the Goodyear Tire & Service Network. For warranty

PAY AMEX AMOUNT 943.72
TECH: 003692-0.00 NICHOLAS
004579-0.00 DWAIN

Job Supplies	39.89
PARTS TOTAL	138.00
SALES TAX	9.83
LABOR TOTAL	756.00
GRAND TOTAL	943.72

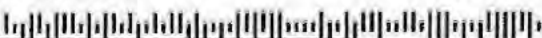


Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
Dearborn, Michigan 48121-1904



771603586930

PH-A-H/80333/391278/40167



July 2022

ROSEMOUNT, MN

***** IMPORTANT SAFETY RECALL *****

Safety Recall Notice 22S43 / NHTSA Recall 22V413

2015 Escape

Your Vehicle Identification Number (VIN): 1FMCU0JX

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect that relates to motor vehicle safety exists in your vehicle, with the VIN shown above.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

- What is the issue?** On your vehicle, it may be possible the transmission shifter cable bushing is damaged or missing.
- What is the 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.
- What will Ford and your dealer do?** 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.
- What should you do?** When parts are available, Ford Motor Company will send a letter to inform you that parts are available and to contact your dealer to schedule a repair.
- Ford has not issued instructions to stop driving your vehicle under this safety recall. When parts are available, you should contact your dealer for an appointment to have your vehicle remedied as soon as practicable. Until the vehicle is repaired, when shifting the vehicle into park, check the instrument cluster to see if it indicates the vehicle is in park position, and always apply the parking brake before the shifter is shifted into park.
- If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions.
- If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to nhtsa.gov. Reference NHTSA Safety Recall 22V413.
- Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.**
- NOTE:** You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition, there are other features such as reserving parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

Thank you for your attention to this important matter.

Ford Customer Service Division

[Redacted]

Rosemount, MN

[Redacted]

SAINT PAUL MN 550
12 AUG 2022 PM 1 L



received 8/18
NEF

National Hwy Traffic Safety Admin.
1200 New Jersey Ave S.E.
Washington, D.C. 20590
Attn: Administrator

20590-

