



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



September 26, 2022

Rosemount, MN

NEF-109 ela
Ref. No. 11481329

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2015 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. You indicate that your MY 2015 Ford Escape experienced the safety defect identified in NHTSA Safety Recall Campaign No. 22V-413, prior to receiving the recall notification. You paid to repair the transmission shift cable and therefore request a reimbursement.

Federal regulations require a manufacturer conducting a safety recall of motor vehicles or motor vehicle equipment to reimburse owners who have paid to obtain a remedy for the problem within a reasonable time, which in many instances is one year, prior to the manufacturer's notification. Certain restrictions apply, including the need to submit certain documents to the manufacturer. Owners should follow the instructions in the recall notification letter to file a claim.

Please note that recalls are very specific with regard to vehicle build dates, affected vehicle identification numbers (VIN), assembly plants, remedy procedures, and defective components. As such, the remedy for recall 22V-413 involves replacing the under-hood shift cable bushing and installing a protective cap over the bushing in certain MY 2014 through MY 2019 Ford Escape vehicles. According to the repair order you provided, the independent repair facility (IRF) replaced the transmission shift cable, which may be a different repair than the recall repair. However, it is not uncommon for an IRF to use different terminology than vehicle manufacturers for the same component.

As you know, the remedy for Recall 22V-413 is not available at this time. Ford has informed NHTSA that the final remedy for the recall will be available in the 4th Quarter of 2022. When you receive the final notice, you should contact Ford for instructions on submitting your reimbursement claim. In addition, this recall involves installing an improved shift cable bushing component. Although an IRF replaced your shifter cable, this recall remains incomplete on your vehicle. We encourage you to contact Ford and your dealer for further information about Recall 22V-413, the IRF's repair, and your reimbursement eligibility.

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.

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