

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

FOR AGENCY USE ONLY 100148

Date Received **JAN 24 2023** Repository

27-SEP-2022

Reference No. 11486792

National Highway Traffic Safety Administration

1-888-DASH-2-001 (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline

OWNER INFORMATION (Type or Print)

Name	[REDACTED]			Daytime Telephone Number	E-mail Address
Address	[REDACTED]			[REDACTED]	[REDACTED]
City	Thermopolis	State	WY	ZIP Code	[REDACTED]
				Evening Telephone Number	

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1FMCU9GD3L [REDACTED]		MAKE FORD	Model ESCAPE	Model Year 2018
Date Purchased April 2018	Dealer's Name and Telephone Number Fremont Ford Riverton 3072403119		Engine No: Cylinders 7	Fuel Type gas
Original Owner <input type="checkbox"/>	Dealer's City: Riverton	STATE WY	ZIP Code 82501	
Transmission Type Auto	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 10-JUN-2022

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 100000 POWER TRAIN	Failure Mileage 0	Failure Speed
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Requirement <input type="checkbox"/> Prior Repair	Failure Location
Tire Component Code	Tire Failure Type:	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make	Date Manufactured:	Model No./Name:
Seat Type	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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Narrative Description of incident(s), Crash(es), Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

The contact owns a 2018 Ford Escape. The contact received notification of NHTSA Campaign Number: 22V413000 (Power Train) however, the part to do the recall repair was unavailable. The contact stated that the manufacturer had exceeded a reasonable amount of time for the recall repair. The manufacturer was not made aware of the issue. The contact had not experienced a failure. VIN tool confirms parts not available.

*We knew that the part would not be available until the fourth quarter of 2022. Our complaint was that the service manager at the Riverton dealership told us not to worry about getting the recall work done at all. The vehicle was purchased at the Fremont dealership on Hwy 287 in Lander. We have used the Riverton service department because it's 30 plus miles closer to us.*