

Ford Motor Company
Customer Relationship Center
P.O. Box 6248
Dearborn, MI 48126

and

National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE, West Building
Washington, DC 20590
(888) 327-4236

[REDACTED]
[REDACTED]
River Edge, NJ
[REDACTED]

March 23, 2023

Re: [REDACTED] (Ford Motor Company)

In accordance with the requirement of the National Traffic and Motor Vehicle Safety Act, Ford identified a defect that relates to motor vehicle safety in some 2014 Escape models. A recall under "Engine and engine cooling: engine" was issued on March 26, 2017 (NHTSA Campaign ID: 17V209000) which stated that *"If the cylinder head cracks and leaks oil, the oil may contact a hot engine or exhaust component, increasing the risk of a fire."* We own a 2014 Ford Escape (VIN# 1FMCU9J97E [REDACTED]) which we purchased on January 13, 2014. It was brought to our attention on September 28, 2022, by the Ford customer service representative who opened our case, that our VIN# was not part of the recall batch.

As stated during our call with the Ford representative, our 2014 Escape suddenly stopped accelerating on September 12, 2022, after dropping off our kids at school. Our drive to/from school is within 5 minutes from home. This incident caused us to drive in neutral with our hazard lights on as this occurred in the middle of the road during rush hour. This was extremely disturbing but also a relief as the last time we drove the car prior was two days earlier for our daughter's birthday and we had four children in the car with us driving to/from the beach 1.5 hours back and forth. We immediately had our car towed to the local Ford dealership in Paramus, NJ and discovered that the entire engine needed to be replaced since the engine was cracked due to overheating (per Robert Beirich, Ford mechanic).

The Ford representative advised us that our warranty coverage is for seven years/150,000 miles whichever comes first. For seven years have passed, the representative said Ford could not assist us further and was not responsible for this mechanical failure. We disagreed with this assessment as our Escape only had 56,488 miles, the Ford diagnosis stated that "coolant was found in cylinders", and this strongly suggested that our vehicle had the same exact issue as the recall for the same 2014 Escape model. It is unfathomable that an 8-year-old car with less than

RB

60k miles would need an engine replacement! We believe Ford should take responsibility for this incident as well as stand behind their brand.

Included with this letter is a copy of the recall, our invoice from Ford in the amount of \$10,842.56 for the engine replacement and the diagnosis. This letter is to inform the National Consumer Affairs Department, Ford Motor Company and National Highway Traffic Safety Administration in Washington, D.C. that Ford has failed to investigate our complaint further even after we escalated our case with additional facts discovered from the diagnosis which alluded to a major safety risk possibly related to the recall. The Ford representative disregarded what evidenced to be a strong coincidence and spoke to us from a script reciting the warranty parameters only and would not address these concerns with us. We have chosen to replace the engine and pay out-of-pocket for the costs as we did not have much choice. However, we believe Ford should acknowledge our vehicle's mechanical failure may in fact be related to the recall and take accountability for mishandling our case to the satisfaction of the recall notice. Ford must be made aware that other 2014 Escapes outside the recall batch may experience similar issues and cause unnecessary harm to life and limb of the vehicle owners passengers. Furthermore, Ford should take responsibility to assist with the costs we incurred to replace the engine.

If you would like more information or have questions, please reach out to us via email or phone at [REDACTED]. We appreciate your time and attention to this matter.

Sincerely,

[REDACTED]

Encl. As above

Cc: Dave Bozeman
VP, Ford Customer Service Division

Structure: body: door

Engine and engine cooling: engine

NHTSA CAMPAIGN ID:	Report Date:	Vehicles Affected:
17V209000	MAR 26, 2017	208584

 Consequence:

If the cylinder head cracks and leaks oil, the oil may contact a hot engine or exhaust component, increasing the risk of a fire.

What You Should Do:

Ford will notify owners, and dealers will install a coolant level sensor and the supporting hardware and software, free of charge. Interim notices informing owners of the safety risk were mailed April 21, 2017. The recall began on January 5, 2018. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 17S09.

Summary:

Ford Motor Company (Ford) is recalling certain 2014 Escape, 2014-2015 Fiesta ST, 2013-2014 Fusion and 2013-2015 Transit Connect vehicles equipped with 1.6L GTDI engines. If the vehicle is started and driven with an insufficient level of coolant within the engine cooling system, the engine cylinder head may overheat, crack and leak oil.

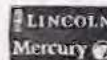
To see if your specific vehicle is affected

1-800-392-3673 or nhtsa.gov

Tip: Recalls don't affect every vehicle of the same year, make and model. You'll need your car's 17-digit Vehicle Identification Number (VIN) to know for sure.

Where Do I Find My VIN?

CUSTOMER #:



INVOICE

375 Route 17 South
Paramus, NJ 07652
(201) 262-4900
Fax: (201) 262-0561

DUPLICATE 1
PAGE 2

RIVER EDGE, NJ

www.allamericanford.net

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 260 ROBERT BEIRACH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	14	FORD ESCAPE	1FMCU9J97EU		56488/56488		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14 DE			17:00 13SEP22		199.00	CASH	08NOV22

R.O. OPENED	READY	OPTIONS	DLR:
15:22 13SEP22	11:49 08NOV22		[REDACTED]

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1	BB5Z*2A572*B	GASKET - VACUUM PUMP			18.42	18.42	18.42
2	*W520103*S403	NUT - HEX.			0.55	0.55	1.10
1	B7AZ*8287*DA	CLAMP - HOSE			3.15	3.15	3.15

PARTS: 6159.87 LABOR: 3980.00 OTHER: 0.00 TOTAL LINE D: 10139.87

56488 22.00 VERIFIED COMPLAINT, TESTED FOUND COOLANT IN CYLINDERS
AND REPLACED ENGINE ASSEMBLY

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 29.00

***** THANK YOU FOR SERVICING *****
***** YOUR VEHICLE AT PARAMUS FORD *****
PLEASE RETAIN THIS INVOICE FOR YOUR RECORDS
ALL FORD PARTS ARE COVERED BY A LIMITED
WARRANTY OF 24 MONTHS FROM DATE OF REPAIR
SATURDAY SERVICE HOURS ARE 8:00 TILL 4:00



ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	3980.00
PARTS AMOUNT	6159.87
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	29.00
TOTAL CHARGES	10168.87
LESS INSURANCE	0.00
SALES TAX	673.69
PLEASE PAY THIS AMOUNT	10842.56

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY

CUSTOMER #:



INVOICE

375 Route 17 South
Paramus, NJ 07652
(201) 262-4900
Fax: (201) 262-0561

DUPLICATE 1
PAGE 1

RIVER EDGE, NJ

HOME: [REDACTED]

CONT [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

www.allamericanford.net

SERVICE ADVISOR: 260 ROBERT BEIRACH

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
BLACK	14	FORD ESCAPE		1FMCU9J97EU		56488/56488		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
01JAN14 DE			17:00 13SEP22		199.00	CASH	08NOV22	
R.O. OPENED		READY		OPTIONS: DLR:				
15:22 13SEP22		11:49 08NOV22						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A THERE WILL BE A DIAGNOSIS CHARGE OF \$189.00 UNLESS THE REPAIR IS COVERED UNDER A COVERED WARRANTY REPAIR

DIAG THERE WILL BE A DIAGNOSIS CHARGE OF \$189.00 UNLESS THE REPAIR IS COVERED UNDER A COVERED WARRANTY REPAIR

225 CPL 0.00 0.00 0.00 0.00 TOTAL LINE A: 0.00 0.00

B Inspection Of Your Vehicle Including: Tire Inspection, Brake Inspection, Coolant Check, Oil Level Check, Belts & Hoses Inspection.

99PX Inspection Of Your Vehicle Including: Tire Inspection, Brake Inspection, Coolant Check, Oil Level Check, Belts & Hoses Inspection.

225 CPL 0.00 0.00 0.00 0.00 TOTAL LINE B: 0.00 0.00

C SS - THERE WILL BE UP TO \$29.00 FOR SHOP SUPPLIES AND WASTE REMOVAL.

SS SS - THERE WILL BE UP TO \$29.00 FOR SHOP SUPPLIES AND WASTE REMOVAL.

225 CPL 0.00 0.00 0.00 0.00 TOTAL LINE C: 0.00 0.00

D CUST STATES WHEN DRIVING THE CAR WONT ACCELERATE BUT EVERYTHING IS ON GAS PEDAL WONT ACCELERATE CHECK ENGINE LIGHT IS ON

D CUST STATES WHEN DRIVING THE CAR WONT ACCELERATE BUT EVERYTHING IS ON GAS PEDAL WONT ACCELERATE CHECK ENGINE LIGHT IS ON

225 CPL 3980.00 3980.00
1 CL8Z*6006*ARM REMAN SERVICE ENGINE ASY 6542.67 6000.00 6000.00
1 BG9Z*9229*A KIT - "O" RING 52.69 52.69 52.69
1 CJ5Z*9J323*B TUBE ASY 76.85 76.85 76.85
6 1L5Z*6379*AA BOLT 0.89 0.89 5.34
4 *W715618*S437 NUT 0.58 0.58 2.32

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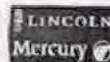
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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER #:



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RIVER EDGE, NJ

PAGE 1

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HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: 260 ROBERT BEIRACH

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BLACK	14	FORD ESCAPE	1FMCU9J97EU		56488/56488		
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01JAN14 DE			17:00 13SEP22		199.00	CASH	08NOV22
R.O. OPENED		READY	OPTIONS: DLR				
15:22 13SEP22		11:34 08NOV22					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	Moved to: 278070A	Line: D					
	SPLT Moved to: 278070A	Line: D					
	999ISPLT						(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

B	TRANSMISSION SHIFTER CABLE BUSHING						
	22S43 TRANSMISSION SHIFTER CABLE BUSHING						
	225 W						(N/C)
	1 KV6Z*7K340*A BUSHING						(N/C)
	1 DG9Z*7S004*A CAP						(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00
56488 PERFORMED RECALL							

C	Moved to: 278070A	Line: A					
	SPLT Moved to: 278070A	Line: A					
	999ISPLT						(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

D	Moved to: 278070A	Line: B					
	SPLT Moved to: 278070A	Line: B					
	999ISPLT						(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00

E	Moved to: 278070A	Line: C					
	SPLT Moved to: 278070A	Line: C					
	999ISPLT						(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:	0.00

*** THE FOLLOWING WORK NOT DONE-TRANSFERRED TO RO#278070A ***

C Moved to: 278070A Line: A
D Moved to: 278070A Line: B
E Moved to: 278070A Line: C
A Moved to: 278070A Line: D

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DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY
THIS AMOUNT

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

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RIVER EDGE, NJ

PAGE 2

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BUS: [REDACTED] CELL: [REDACTED] www.allamericanford.net
SERVICE ADVISOR: 260 ROBERT BEIRACH

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BLACK	14	FORD ESCAPE		1FMCU9J97EU		56488/56488		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
01JAN14 DD			17:00 13SEP22		199.00	CASH	08NOV22	
R.O. OPENED		READY		OPTIONS: DLR:				
15:22 13SEP22		11:34 08NOV22						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

ESTIMATE: 192.78					13SEP22 15:22	SA: 260	
CONTACT:							

PARAMUS SERVICE
375 ROUTE 17 SOUTH
PARAMUS, NJ 07652

11-08-2022

11:51:17

CREDIT CARD

AMEX SALE

Card # XXXXXXXX [REDACTED]
Chip Card AMERICAN EXPRESS
AID A000000025010801
SEQ #: 6
Batch #: [REDACTED]
INVOICE
Approval Code 865373
Entry Method Chip Read
Mode: Issuer

SALE AMOUNT \$10842.56

***** THANK YOU FOR SERVICING *****
***** YOUR VEHICLE AT PARAMUS FORD *****
PLEASE RETAIN THIS INVOICE FOR YOUR RECORDS
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WARRANTY OF 24 MONTHS FROM DATE OF REPAIR
SATURDAY SERVICE HOURS ARE 8:00 TILL 4:00



Thank You For Your Business!

CUSTOMER COPY

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PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

River Edge, NJ

DVD PS&DC
KEARNY NJ 070

04 APR 2023 PM 11 T



(NET)

National Highway Traffic Safety Administration
1200 New Jersey Ave - SE West Building
Washington, DC 20590

