

INFORMATION REDACTED PURSUANT TO THE FREEDOM  
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

**From:** [DataQuality, DataQuality \(NHTSA\)](#)  
**To:** [EVOQ \(NHTSA\)](#)  
**Subject:** FW: Follow up to ODI Complaint -----11529585-----  
**Date:** Wednesday, August 16, 2023 9:17:09 AM  
**Attachments:** [REDACTED]

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**From:** [REDACTED]  
**Sent:** Monday, August 14, 2023 7:41 PM  
**To:** DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>  
**Subject:** FW: Follow up to ODI Complaint -----11529585-----

**CAUTION:** This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Please find enclosed edits on the attached PDF. Also enclosed is communication with the manufacturer (Ford).

Thank you,

**From:** EVOQ (NHTSA) <[EVOQ@dot.gov](mailto:EVOQ@dot.gov)>  
**Date:** Monday, August 14, 2023 at 9:27 AM  
**To:** [REDACTED] >  
**Subject:** FW: Follow up to ODI Complaint -----11529585-----

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to [dataquality@dot.gov](mailto:dataquality@dot.gov) or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.  
NHTSA/Office of Defects Investigation



DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148
Date Received 29 JUN 2023
Repository
Reference No. 11529585

OWNER INFORMATION (Type or Print)
Name
Address
City Sewickley State PA ZIP Code
Daytime Telephone Number
Evening Telephone Number
Email Address

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 1FMCJ9HD2JL
MAKE FORD Model ESCAPE Model Year 2018
Date Purchased Dealer's Name and Telephone Number
Engine: No: Cylinders Fuel Type:
Original Owner Dealer's City Wexford STATE PA ZIP Code 15090
Transmission Type Antilock Brakes Powertrain Multiple Failure: Incident Date(s) 02 JUN 2023

FAILED COMPONENT(S)/PART(S) INFORMATION
Vehicle Components Codes: 100000 POWER TRAIN
Failure Mileage 32500.0
Failure Speed

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: DOTM1AL 9ABC036) Original Requirement 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 Yes [X] No Fire Yes [X] No
Number of Persons Injured Number of Deaths Reported to Police N

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 Focus. The contact stated that while driving at an undisclosed speed, he heard an abnormally loud sound coming from the engine compartment. While continuing to drive the vehicle, the sound dissipated, but the failure reoccurred. No warning lights were illuminated. The vehicle was taken to the dealer, who determined conclusively that the flywheel needed to be replaced. The vehicle was not repaired. The manufacturer was notified of the failure, and a case was opened. The failure mileage was 32,500.
flexplate and torque converter.
Potential safety issue due to loss of propulsion from powertrain.

July 3, 2023

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

RE: Ford Escape VIN#1FMCU9HD2JU [REDACTED]  
Warranty start date: 5/23/2018

Dear Ford Customer Relations:

I'm writing to request payment for repairs to the cracked flexplate in the above referenced vehicle. The vehicle is at Schults Ford in Wexford, PA and payment has been requested under case#CASE-[REDACTED]

Background:

- On June 2, 2023, it became evident that **something was wrong with the powertrain** as a noise was produced at idle, and became louder when moving the car out of park and when turning on the air conditioning. As of June 2, 2023, the **vehicle has less than 33,000 miles**.
- A mere 10 days beyond the powertrain warranty, I am disappointed to receive word that this repair is not covered by the warranty.
  - First and foremost, **the flexplate was most certainly defective and compromised well before the noise made it obvious that there was a problem. Therefore, the problem was there before the powertrain warranty ended.**
  - Additionally, I cite the following for consideration:
    - With regards to maintenance performed under #21N12 and SSM 48725, the latter states, "...When either a new long block or new short block is installed in the vehicle and the dowel pins were found missing or damaged upon disassembly of the original engine, the flexplate (6375) must be replaced...". It is unclear but perhaps possible that this is relevant and relates to earlier engine block service.
    - It appears that Ford has conducted Customer Satisfaction Program #22N12 for the same problem that I am experiencing for Edge, Fusion, and MKZ models. Clearly there is an expansive powertrain problem and I am confident it extends to my Escape as well.

**I respectfully ask that Ford do the right thing and cover repairs that are evident as a powertrain problem. Please inform the servicing dealer (Andy Besselman, Schults Ford Wexford PA, 724-934-2388) that the repair costs are fully covered by Ford and inform me as well. Contact me for any other follow-up.**

Sincerely,

[REDACTED]