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**From:** [Ambrose, Ann-Marie L](#)  
**To:** [EVOQ \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Brenton](#)  
**Cc:** [NHTSA ODI CED](#); [Strasser-King, Marion C](#)  
**Subject:** ODI- 11552513  
**Date:** Monday, January 22, 2024 7:30:26 PM

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**From:** [REDACTED]  
**Sent:** Friday, January 19, 2024 9:06 PM  
**To:** [nhtsa.webmaster@dot.gov](mailto:nhtsa.webmaster@dot.gov)  
**Subject:** [EXTERNAL] - NHTSA tracking # 11552513

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To Whom it May Concern,

I am following up on my submission to the above NHTSA tracking number which deals with a known manufacturing issue with the 2018 Ford Escape engine. I've gone to the NHTSA website and continue to see numerous reports of engine failure which is a known issue with Ford. I am wondering why there has not been a recall issued for this manufacturing engine defect which poses significant safety risk to the owners of the Ford Escape and other individuals on the roadways/highways. Ford refuses to accept responsibility for the engine flaw and passes the repair along to the consumer which is not right, saying it is out of warranty. If there is an engine flaw Ford should bear the responsibility of fixing it. This is not normal wear and tear from vehicle use. This is a design flaw.

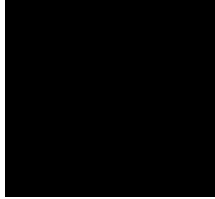
I guess it's going to take a fatality for the NHTSA to take action on this issue, which is a shame cause that will be someone's loved one. It seems like NHTSA and the motor companies are in cohorts with one another. Where the NHTSA should be looking out in the interest of the general public.

According to your website there are 580 complaints with the 2018 Ford Escape, 396 of those complaints deal with Engine and Engine Cooling, and this is the only year I looked at. If all those engines had to be replaced that's a cost of \$3,564,000 with the average cost of \$9,000 per engine which I'm sure is a low ball average that Ford would charge to replace the engine. I think it's a disgrace to pass this cost to the consumer. The average cost for those 396 Ford Escapes based on the 4 different types of models is \$29,596 MSRP totaling \$11,720,016.

The NHTSA has the responsibility to hold car manufacturers responsible for safety defects found with their vehicles. It's time for the NHTSA to hold Ford responsible for this engine defect and provide the consumer with some relief.

I am looking forward to your response.

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Thank you

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