

July 31, 2024

Via USPS Certified

To: Ford Motor Company

PO Box 6248

Dearborn, Michigan 48126

Attention: Customer Relationship Center

From:

Saint Charles, IL

Re: Rear Seat Belt Damage & Repair Cost

2019 Escape Titanium

VIN: 1FMCU9J98KU

Ref Case Number

FMC Member ID:

Per my discussion with Ford Motor Company ("FMC") on 01-06-2024, reference Case Number indicated above, this is to confirm that as of January 2024 my 2019 Escape had experienced damage on 2 rear seat belt buckles. I am the sole Owner of this vehicle.

Both occasions of damage were the result of the buckle portions of the rear seat belts being trapped underneath the seats by a steel 'U shaped' bar when the rear seats were folded into the down position. In attempting to raise the rear seats back into the passenger sitting position, the operation was severely restricted by the U shaped bars which squashed the top of the buckle portion of the seat belts such that by the time we were able to eventually lift the seats, after digging down with great difficulty under the seats to find the seat belt buckles *while the seats were folded in the down position*, the damage had already occurred.

As I stated on the call with FMC on 01-06-2024, the damage to the seat belt buckles caused the seat belts to be inoperable.

There was no operational misuse on my part in trying to raise the rear seats.

2

Also on the same call, FMC denied my request for cost of repairs relief to this safety issue which I contend was caused by FMC's design flaw.

I contend that this is a 2019 design flaw evidenced by the fact that I also owned at the time a 2020 Escape SE. The design of the seat belt buckles in the rear seats folded down position on the 2020 was completely changed from the 2019 design so that when the 2020 Escape rear seats were folded in the down position, there is a secure space to retain the seat belt buckles without causing any damage when returning the seats to the passenger sitting position.

Clearly FMC's designers recognized the 2019 design flaw and resolved the issue on the 2020 versions.

I incurred the following costs to repair the 2019 Escape rear seat belt buckles at a Ford Dealership, see Attachments, as follows:

- Hawk Ford Invoice [REDACTED] 27NOV23 – 'Right Rear Seat Belt Buckle', \$250.67 plus Misc Charges Shop Supply Costs at 4.17% plus Tax at 1.7% = Total Cost \$265.56
- Hawk Ford Invoice [REDACTED] 11JAN24 – 'Second Row Center Seat Belt Buckle Damage'; \$251.88 plus Misc Charges Shop Supply Costs % plus Tax = Total Cost \$266.83
- Total cost of the two repairs = \$532.39
- Note that the statement by Hawk Ford on Invoice [REDACTED] concerning the belt being 'latched into the buckle' is absolutely inaccurate.

In summary;

Due to this design flaw, I have now attached ropes to the rear seat buckles so that when the rear seats are folded down I can still pull up the buckles prior to lifting the seats so that no damage will occur to the buckles. Certainly this mode of operation is not FMC's intent.

This passenger safety issue should be an FMC Recall item.

The cost of \$532.39 I incurred for repairs due to the design flaw should be reimbursed to me by Ford Motor Company.

Sincerely,

[REDACTED]
Attachments

CC: National Highway Traffic Safety Administration w/ Attachments

Customer Number

Invoice Number

INVOICE



Page 1 of 2

 2525 E MAIN ST
 SAINT CHARLES, IL 60174
 PHONE (630) 584-1800

SAINT CHARLES, IL

Home:

Bus:

Cell:

Email: email

SERVICE ADVISOR: 367 JOSHUA T GRANT

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
SILVER	19	FORD ESCAPE		1FMCU9J98KU			50915 / 50916		T312
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
09MAR22			WAIT 27NOV23				CASH	27NOV23	
R.O. OPENED		READY		OPTIONS: SOLD-STK:VW11453B DLR:06819 ENG:2.0_Liter					
07:12 27NOV23		15:46 27NOV23							

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

A CUSTOMER STATES THE RIGHT REAR SEATBELT BUCKLE IS DAMAGED. PLEASE
 PROVIDE AN ESTIMATE TO REPLACE

CUST REPLACED RIGHT REAR SEATBELT BUCKLE.

283 CCR

209.95 209.95

1 CJ5Z*7860044*AA BUCKLE ASY - SEAT BELT

40.72 40.72 40.72

PARTS: 40.72 LABOR: 209.95 OTHER: 0.00 TOTAL LINE A: 250.67

50915 Verified customer concern, quoted seat belt buckle

B** CUSTOMER STATES THERE IS A ROTATIONAL NOISE HEARD WHEN DRIVING.

CUSTOMER CANNOT TELL IF ITS COMING FROM THE FRONT OR REAR.

NOISE STARTS BETWEEN 10-20 MPH

CAUSE:

CUST CUSTOMER'S CONCERN

283 W94

(N/C)

1 *W520203*S442 NUT - HEX.

(N/C)

1 *W520415*S442 NUT

(N/C)

1 *W716075*S442 BOLT

(N/C)

1 CCPZ*3B477*G RETAINER - NUT

(N/C)

1 CV6Z*7059*A RING - RETAINING

(N/C)

1 8V4Z*1215*C BEARING ASY - WHEEL HUB

(N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

283

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

CUSTOMER PAY DEDUCTIBLE FOR LINE B 457.75

50915

Verified customer concern, hear noise in front of vehicle, used
 chassis ears and hear noise from Left Front wheel bearing, need to
 replace LF wheel bearing

Removed wheel knuckle and pressed out old bearing and pressed in
 new bearing, reused flange. Aligned front of vehicle and verified
 repair, no concerns present at this time

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS IS. THE
 DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF
 MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO
 ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ANY PARTS OR ACCESSORIES OR ANY REPAIRS PERFORMED TO THE
 VEHICLE. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE
 MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR
 PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY
 CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR
 ANY OTHER INCIDENTAL DAMAGES.

Original Estimate	Total Additional Cost	Approved By/Telephone	Date & Time
\$	\$		
Revised Estimate			
\$	\$		

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs
 itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.
 The vehicle is being returned to you in exchange for your payment of the Amount Due.

*SHOP SUPPLY COSTS:
 We have added a charge
 equal to 12.5% of the
 total cost of labor and
 parts, not to exceed
 \$25.00, to the Repair
 Order for shop supplies
 used in connection with
 this repair.

ALL PARTS ARE NEW
 UNLESS OTHERWISE
 INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
CHARGE AMOUNT	
SALES TAX	
CASH AMOUNT	

Customer Copy

VIN #: 1FMCU9J98KU

Number

Invoice No:

INVOICE



Page 2 of 2

 2525 E MAIN ST
 SAINT CHARLES, IL 60174
 PHONE (630) 584-1800

SAINT CHARLES, IL

Home:

Bus:

Cell:

Email: email

SERVICE ADVISOR: 367 JOSHUA T GRANT

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
SILVER		19	FORD ESCAPE		1FMCU9J98KU		50915 / 50916		T312
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
09MAR22			WAIT 27NOV23				CASH	27NOV23	
R.O. OPENED		READY		OPTIONS: SOLD-STK:VW11453B DLR:06819 ENG:2.0_Liter					
07:12 27NOV23		15:46 27NOV23							

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

C** CUSTOMER WOULD LIKE A NEW KEY ---FOB ONLY--- CUSTOMER DOES NOT WANT

THE METAL KEY

CUST PROGRAMED 1 NEW KEY FOB WITHOUT METAL KEY

283 CCR

125.00 125.00

1 R*809*2 FOB KEY

200.15 200.15

PARTS: 200.15 LABOR: 125.00 OTHER: 0.00 TOTAL LINE C: 325.15

50915 Programmed Key to vehicle

D** PERFORM MULTI-POINT INSPECTION

CAUSE: PERFORM MULTI-POINT INSPECTION

99P PERFORM MULTI-POINT INSPECTION

283 CCR

0.00 0.00

GTIRE TIRES 4/32- GETTING CLOSE TO MINIMUM SPEC.

REPLACEMENT DUE AT 3/32

283 CCR

0.00 0.00

GBK BRAKES CHECKED AND OK

283 CCR

0.00 0.00

GBATT Battery condition is good

283 CCR

0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

 ESTIMATE: 0.00 27NOV23 07:12 SA: 500
 CONTACT:

CUSTOMER CONCERN MAIN SHOP

->REAR SEATBELT IS S TUCK KEY

PROGRAM ROTATIONAL NOISE

COMING FROM U NDER CAR AT

SPEED CK AND ADVISE

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ANY PARTS OR ACCESSORIES OR ANY REPAIRS PERFORMED TO THE VEHICLE. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

Original Estimate	Total Additional Cost	Approved By/Telephone	Date & Time
\$	\$		
Revised Estimate			
\$	\$		

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*SHOP SUPPLY COSTS:
We have added a charge equal to 12.5% of the total cost of labor and parts, not to exceed \$25.00, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW
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DESCRIPTION	TOTALS
LABOR AMOUNT	\$ 334.95
PARTS AMOUNT	\$ 240.87
GAS, OIL, LUBE	\$ 0.00
SUBLET AMOUNT	\$ 0.00
MISC. CHARGES *	\$ 474.50
TOTAL CHARGES	\$ 1050.32
CHARGE AMOUNT	\$ 0.00
SALES TAX	\$ 21.89
CASH AMOUNT	\$ 1072.21

Customer Copy

Customer Number

Invoice No

INVOICE



Page 1 of 1

 2525 E MAIN ST
 SAINT CHARLES, IL 60174
 PHONE (630) 584-1800

SAINT CHARLES, IL

Home:

Cell:

Email: email

SERVICE ADVISOR: 370 GERARDO SHARIF

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
SILVER	19	FORD ESCAPE		1FMCU9J98KU		51706 / 51709		T181
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
09MAR22			12:06 11JAN24			CASH	11JAN24	
R.O. OPENED		READY		OPTIONS: SOLD-STK:VW11453B DLR:06819 ENG:2.0_Liter				
12:23 05JAN24		10:38 11JAN24						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUST STATES CENTER BUCKLE IS BROKEN CHECK AND ADVISE 259.97+TAX							
CUST CUSTOMER'S CONCERN							
			194	CCR		209.95	209.95
			2	6C3Z*16611C22*AA EXTENSION			0.00
			1	CJ5Z*7860044*BA BUCKLE ASY - SEAT BELT	41.93	41.93	41.93
PARTS:			41.93	LABOR:	209.95	OTHER:	0.00
TOTAL LINE A:							251.88

51706 SECOND ROW CENTER SEAT BELT BUCKLE IS DAMAGED. APPEARS THAT THE BELT WAS LATCHED INTO THE BUCKLE WHEN THE SEAT WAS FOLDED DOWN. REMOVE AND INSTALL NEW 2ND ROW CENTER SEAT BELT BUCKLE. FOLD SEAT UP AND DOWN SEVERAL TIMES. NOTHING CONTACTING THE CENTER BUCKLE. VERIFY REPAIR./

THIS WAS NOT THE CASE AS I EXPLAINED TO FORD - THE BAR UNDER THE SEAT INTERFERED WITH THE MOTION OF RETURNING THE SEAT BACK TO UPRIGHT POSITION

R.O.#:

VIN.#: 1FMCU9J98KU

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\$	\$		

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

*SHOP SUPPLY COSTS:
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INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	\$ 209.95
PARTS AMOUNT	\$ 41.93
GAS, OIL, LUBE	\$ 0.00
SUBLET AMOUNT	\$ 0.00
MISC. CHARGES *	\$ 10.50
TOTAL CHARGES	\$ 262.38
CHARGE AMOUNT	\$ 0.00
SALES TAX	\$ 4.45
CASH AMOUNT	\$ 266.83

Customer Copy

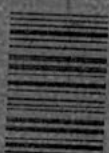
CERTIFIED MAIL

Saint Charles, IL

Retail



McGraw-Hill
20590-20590



20590

U.S. POSTAGE PAID
FCM LETTER
SAINT CHARLES, IL 60175
AUG 01, 2024

Department of Transportation

To: W41-306

Building: DOT

Mainstop: 4 West

Rtg Symbol: NEC, NOA, NIA

External Carrier: Registered

Sender:

DOT

8/8/2024 8:44:35 AM

NATIONAL HIGHWAY TRUST
1200 New Jersey
WEST BURLING
WASHINGTON D.C.

NEF

20590-