

10/30/2024

ODI # 11616807

Hi,

Can you please give me an update on my investigation ODI # 11616807

I put in a complaint on 09/27/24

I had to pay \$9,700.00 for a new engine due to the faulty engine in my 2018 Ford Escape.

I know there has already been numerous complaints about the same problem and there has already been recalls for the same exact issues for other consumers.

I have spoke to Ford many times and my VIN number does not have a recall associated with it and

I don't understand why? Others have been recalled but not mine?

They keep telling me only you can help on this issue. I sure would appreciate it if you can please help me with this.

Please give me an update.

Thank you,

[REDACTED]

Westminster, CO

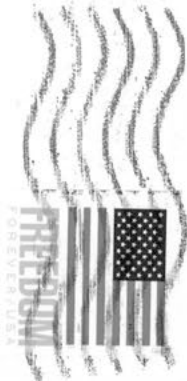
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