



OFFICE OF THE ATTORNEY GENERAL
STATE OF ILLINOIS

KWAME RAOUL
ATTORNEY GENERAL

March 24, 2025

APR 4 '25 11:34

NHTSA
1200 New Jersey Ave SE
Washington, DC 20590

Re: Ford Motor Company

File N [REDACTED]

Dear Sir/Madam:

The Consumer Protection Division of the Attorney General's Office has received a consumer complaint about a business whose practices you may have an interest in reviewing. This complaint is being sent to you for your information and review only and the consumer who filed this complaint with the Illinois Attorney General's Office has not been notified that we have copied your office on the attached complaint.

Thank you for your attention.

Sincerely,

ATTORNEY GENERAL
State of Illinois

Keya Lowe

Keya Lowe
Citizen's Advocate
Consumer Protection Division
keya.lowe@ilag.gov
872-769-6384

enclosure

RL



Office of the
Illinois Attorney General
Kwame Raoul



Contact Information

Consumer Complaint

Please read before filling out this form:

Complete the form below to file your complaint with our office. **Note that you must complete all the required fields in order for your complaint to be accepted.** When filling out this form, if you have any additional supporting documents, you will need to upload them electronically on the section/tab at the top of this form titled **"Additional Documents"**. Please prepare the corresponding documents before attachment to your complaint.

Sections/Tabs:

The Consumer Complaint online submission form has five sections. The sections of this form can be navigated to by clicking the tabs at the top of this form.

The section/tab names at the top part of this form are:

- **Contact Information** - This section is where you will fill out all contact information regarding your complaint.
- **Transaction** - All transaction related information will need to be filled out on this tab.
- **Description** - Describe the relief you are seeking and describe the transaction and your complaint in detail.
- **Additional Documents** - This section is where you can upload additional documents related to the complaint you are filing.
- **Read before submission** - Please read each point and agreement before submitting.

NOTICE

Complaint forms are public records, which are subject to the Freedom of Information Act, just like other public records. If we receive a request for copies of records that include your complaint, we may be required to provide a copy of your complaint to the requestor. Information that would reveal your identity as a complainant is, however, exempt from disclosure and will be deleted from copies that we provide, allowing the requestor to read your complaint without compromising your privacy.

Your Information

Title

Mr. Mrs. Ms. Other

First Name *



Last Name *



Address *

Street Address



City

Mchenry

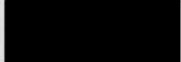
State

il

Zip Code



Daytime Phone Number *



Evening Phone Number

County

E-mail *



I am a senior citizen I am a veteran I am a service member

Name of seller or provider of service



Name of seller or provider

Ford Motor Company

Seller or provider address

Street Address

PO BOX 6248

City

Dearborn

State

MI

Zip Code

48126

Website

Phone Number

(800) 392-3673

I have complained to the company or individual

Person contacted

Customer Service

Phone Number

(800) 392-3673

Would you like to add additional seller or provider's name?

Yes No

To continue to the next section of this form, please click on the Next button or scroll up and click on the "Transaction" Tab.

(3) Transaction

I have submitted this to another government agency, an arbitration service, an attorney or this matter is part of a court action.

(3) Information about transaction

Date of Transaction

09/04/2021

I signed a contract

Date contract was signed

09/04/2021

This product or service was advertised

Amount paid to date or down payment

\$11,766.79

Method of payment

Cash

Credit Card

Wire Transfer

Mobile App (Zelle/Pay Pal/Etc.)

Money Order

Debit Card

Automatic Debit

Prepaid/reload credit or debit cards

Check

Bank Draft

Cryptocurrency

Other (please specify)

Where did the transaction take place?

- At my home By mail Trade show - convention - home show By facsimile There was no transaction Over the telephone
 Over the Internet At the firm's place of business

Other

Please specify

Total cost of product and or service

\$22,616.90

- I have contacted my credit card company to register a complaint. (Under the Federal Fair Credit Billing act, you have 60 days from the time that you receive your statement to dispute the charge.)

To continue to the next section of this form, please click on the Next button or scroll up and click on the "Description" Tab.

Description

Is this regarding a motor vehicle?

- Yes No

For complaints regarding motor vehicles

Make	Model	Year
Ford	Escape	2018
<input type="radio"/> New <input checked="" type="radio"/> Used	<input type="checkbox"/> As-Is <input type="checkbox"/> Warranty	Purchase Date
		09/04/2021
Mileage at Purchase	Current Mileage	
34,099	100,039	
Name of Extended Warranty	Expiration Date	

Complaint Description

Briefly describe the transaction and your complaint ¹⁹

[REDACTED] I was driving my daughter to her first day of school when my car shut down in the middle of the road. The sensor came on stating that the engine was overheating and the vehicle has not been reliable to drive ever since. I towed my vehicle to several shops (including Ford) who ran tests but ultimately, could not fix the issue. Eventually, I was quoted \$10,000 by Ford in Bull Valley IL but never notified this had ever been a known issue.

This past week, I again took my car to another Ford Dealership (Buss Ford in Mchenry, IL) who have determined my vehicle is now needing \$14,000 worth of a repair and explained this was a known issue by Ford (and should have been a recall according the service manager). I was informed my car needs a new engine due to coolant leaking into the short block for a prolonged period of time.

After extensive research on my part, In June of 2022, I discovered a customer satisfaction letter that was sent out to Dealerships, which specifically states the following : " We recommend dealers utilize their FSA VIN lists names and address (Available on January 3, 2020) to contact customers with affected vehicles. This will help minimize the number of vehicles that may exhibit coolant intrusion into the cylinder bores, which may require a more extensive repair."

I was never notified by any Ford Dealers of this issue, none the less, did I receive a letter in the mail. Had I been notified, My mileage would have been sufficiently lower, well under 100,000 miles, and I would have had the vehicle inspected for this specific problem.

Due to the lack of care and communication on Ford's end, I am now stuck with a \$11,000 loan and continuing to pay for a vehicle that has been out of commission for almost 1 year. Ford has now denied my claim due to the fact that my mileage has surpassed 100,000 miles (by about 40 miles). I am asking for your help to rectify this issue whether that means Ford is liable for my repair or they provide compensation towards a new vehicle. Either way, I don't believe I should be stuck with this egregious bill when it is something I could have been notified shortly after purchasing my new vehicle (which was from Wickstrom Ford in Barrington IL). This catastrophe could have been easily avoided had Ford navigated this issue differently.

What form of relief are you seeking? (exchange, repair, refund, product delivery, etc.)*

As I mentioned previously, I believe I am entitled to have these repair costs covered or Ford should be a credit towards a new or used vehicle.

To continue to the next section of this form, please click on the Next button or scroll up and click on the "Additional Documents" Tab.

Additional Documents



Please submit any additional documents that relate to this consumer complaint.

* **All supporting documents must be uploaded before your complaint is submitted.**

Do not submit duplicate complaints. Submitting duplicate complaints may only slow down the processing of such complaint.

Add Additional Documents

CARFAX Vehicle History Report for this 2018 FORD ESCAPE SE_ [REDACTED] df

5.67MB

To continue to the next section of this form, please click on the Next button or scroll up and click on the "Read before submission" Tab.

Read before submission

Read the following before submitting

- By filing this complaint, I hereby give the business complained about my consent to communicate, including disclosure of non-public personal information, with the Office of the Attorney General about any and all matters connected with this complaint.
- I also understand that if I have any questions concerning my legal rights or responsibilities I should contact a private attorney.

Choose one

- Please do not send this complaint to the business.
- I have no objections to the content of this complaint being forwarded to the business or person the complaint is directed against.

You have made it to the last section of this complaint form. If you are ready to submit your form, press the "Submit" button. If you would like to review your information before submitting. Click on each section tab or any of them and review your information before pressing Submit.

* **Remember that all supporting documents must be uploaded in the Additional Documents tab before your complaint is submitted.**

Please do not submit duplicate complaints, doing so may only slow down the processing of such complaint.



Vernon Hills, IL

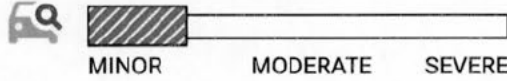


Vehicle History Report™

2018 FORD ESCAPE SE

VIN:
4 DOOR WAGON/SPORT
UTILITY
1.5L I4 F DOHC 16V
GASOLINE
FRONT WHEEL DRIVE W/ 4X4
Original Window Sticker

Accident reported: minor damage



24 Service history records

2 Previous owners

Types of owners: Personal lease, Personal

100,158 Last reported odometer reading



This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 2/28/25 at 9:09:42 AM (CST). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

CARFAX Accident / Damage History

Not all accidents / issues are reported to CARFAX

Event 1

05/24/2022

Accident reported

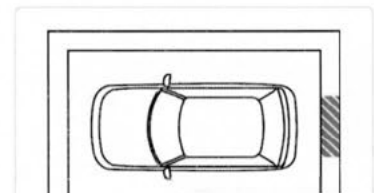
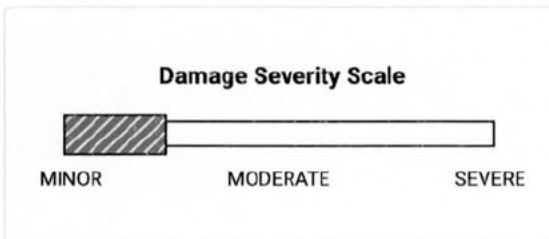
- Vehicle involved in a sideswipe collision
- Involving left rear impact with another motor vehicle
- Vehicle was not damaged

Event 2

06/01/2022

Accident reported: minor damage


- Involving rear impact with another motor vehicle
- Airbags did not deploy



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 Additional History Not all accidents / issues are reported to CARFAX	Owner 1	Owner 2
Total Loss No total loss reported to CARFAX.	<input checked="" type="checkbox"/> No Issues Reported	<input checked="" type="checkbox"/> No Issues Reported
Structural Damage CARFAX recommends that you have this vehicle inspected by a collision repair specialist.	<input checked="" type="checkbox"/> No Issues Reported	<input checked="" type="checkbox"/> No Issues Reported
Airbag Deployment No airbag deployment reported to CARFAX.	<input checked="" type="checkbox"/> No Issues Reported	<input checked="" type="checkbox"/> No Issues Reported
Odometer Check No indication of an odometer rollback.	<input checked="" type="checkbox"/> No Issues Indicated	<input checked="" type="checkbox"/> No Issues Indicated
Accident / Damage Accidents reported: 05/24/2022 and 06/01/2022.	<input checked="" type="checkbox"/> No Issues Reported	Minor Damage
Manufacturer Recall No open recalls reported to CARFAX. A current list of recalls is available at Ford Motor Company.	<input checked="" type="checkbox"/> No Recalls Reported	<input checked="" type="checkbox"/> No Recalls Reported
Basic Warranty Original warranty estimated to have expired.	Warranty Expired	Warranty Expired

 Title History CARFAX guarantees the information in this section	Owner 1	Owner 2
Damage Brands Salvage Junk Rebuilt Fire Flood Hail Lemon	<input checked="" type="checkbox"/> Guaranteed No Problem	<input checked="" type="checkbox"/> Guaranteed No Problem
Odometer Brands Not Actual Mileage Exceeds Mechanical Limits	<input checked="" type="checkbox"/> Guaranteed No Problem	<input checked="" type="checkbox"/> Guaranteed No Problem



GUARANTEED - None of these title problems were reported by a U.S. state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, you may qualify. View Terms

 Ownership History The number of owners is estimated	Owner 1	Owner 2
Year purchased	2018	2021
Type of owner	Personal lease	Personal
Estimated length of ownership	2 yrs. 1 mo.	3 yrs. 5 mo.
Owned in the following states/provinces	Illinois, Indiana	<input type="button" value="Back To Top"/>

Estimated miles driven per year	13,427/yr	20,459/yr
Last reported odometer reading	34,099	100,158

CARFAX Detailed History





Owner 1
Purchased: 2018



Low mileage! This owner drove less than the industry average of 15,000 miles per year.




Personal Lease Vehicle
13,427 mi/yr

Date	Mileage	Source	Comments
02/12/2018		Ford Motor Company	<p>Vehicle manufactured and shipped to original dealer</p>  <p>Original Window Sticker</p>
02/12/2018	3	<p>Haggerty Ford West Chicago, IL 630-231-3200</p> <p>★ 4.7 / 5.0 46 Verified Reviews ♥ 36 Customer Favorites</p>	<p>Vehicle offered for sale</p>
02/16/2018		<p>Haggerty Ford West Chicago, IL 630-231-3200</p> <p>★ 4.7 / 5.0 46 Verified Reviews ♥ 36 Customer Favorites</p>	<p> Vehicle serviced - Pre-delivery inspection completed</p>
03/08/2018		<p>Haggerty Ford West Chicago, IL 630-231-3200</p> <p>★ 4.7 / 5.0 46 Verified Reviews ♥ 36 Customer Favorites</p>	<p>Vehicle sold</p>
03/09/2018		<p>Joe Rizza Ford of Orland Park Orland Park, IL 800-728-0866</p> <p>★ 4.7 / 5.0 1,689 Verified Reviews</p>	<p>Vehicle offered for sale</p>

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♥ 10,160 Customer Favorites

04/03/2018 10	Bob Rohrman's Schaumburg Ford Schaumburg, IL 847-605-0800	Vehicle offered for sale
	★ 4.2 / 5.0 271 Verified Reviews ♥ 87 Customer Favorites	
06/21/2018 50	Joe Rizza Ford of Orland Park Orland Park, IL 708-578-5001	Vehicle sold
	★ 4.7 / 5.0 1,689 Verified Reviews ♥ 10,160 Customer Favorites	
06/25/2018	Illinois Motor Vehicle Dept.	Vehicle purchase reported - Titled or registered as personal lease vehicle
07/09/2018 207	Illinois Motor Vehicle Dept. Park Ridge, IL Title	Title issued or updated - Registration issued or renewed - First owner reported - Loan or lien reported - Vehicle color noted as Gray
07/13/2018	Wickstrom Auto Barrington, IL 847-616-5439	 Vehicle serviced
	★ 4.8 / 5.0 312 Verified Reviews ♥ 13 Customer Favorites	
08/08/2018 600	Wickstrom Auto Barrington, IL 847-616-5439	 Vehicle serviced - Roof rack rails installed - Tail light assembly replaced
	★ 4.8 / 5.0 312 Verified Reviews ♥ 13 Customer Favorites	
08/27/2018 5,451	Wickstrom Auto Barrington, IL 847-616-5439	 Vehicle serviced - Maintenance inspection completed - Air filter checked - Battery/charging system checked - Brakes checked - Cabin air filter checked - Fluids checked - Oil and filter changed - Tire condition and pressure checked - Tires rotated
	★ 4.8 / 5.0 312 Verified Reviews ♥ 13 Customer Favorites	

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- Vehicle washed/detailed

<p>09/06/2018</p>	<p>Wickstrom Auto Barrington, IL 847-616-5439</p> <p>★ 4.8 / 5.0 312 Verified Reviews ♥ 13 Customer Favorites</p>	<p> Vehicle serviced</p>
<p>02/18/2019 9,974</p>	<p>Wickstrom Auto Barrington, IL 847-616-5439</p> <p>★ 4.8 / 5.0 312 Verified Reviews ♥ 13 Customer Favorites</p>	<p> Vehicle serviced</p> <ul style="list-style-type: none"> - Maintenance inspection completed - Air filter checked - Battery/charging system checked - Brakes checked - Cabin air filter checked - Fluids checked - Oil and filter changed - Tire condition and pressure checked - Tires rotated
<p>03/26/2019 10,700</p>	<p>Wickstrom Auto Barrington, IL 847-616-5439</p> <p>★ 4.8 / 5.0 312 Verified Reviews ♥ 13 Customer Favorites</p>	<p> Vehicle serviced</p> <ul style="list-style-type: none"> - Maintenance inspection completed - Fluids checked - Four wheel alignment performed - One tire replaced - Tire(s) replaced
<p>06/11/2019</p>	<p>Illinois Motor Vehicle Dept. Park Ridge, IL</p>	<p>Registration issued or renewed</p> <ul style="list-style-type: none"> - Correction to record
<p>07/19/2019 15,524</p>	<p>Wickstrom Auto Barrington, IL 847-616-5439</p> <p>★ 4.8 / 5.0 312 Verified Reviews ♥ 13 Customer Favorites</p>	<p> Vehicle serviced</p> <ul style="list-style-type: none"> - Maintenance inspection completed - Fluids checked - Oil and filter changed - Tires rotated
<p>12/06/2019 21,338</p>	<p>Wickstrom Auto Barrington, IL 847-616-5439</p> <p>★ 4.8 / 5.0 312 Verified Reviews ♥ 13 Customer Favorites</p>	<p> Vehicle serviced</p> <ul style="list-style-type: none"> - Maintenance inspection completed - Battery/charging system checked - Brakes checked - Fluids checked - Oil and filter changed - Tire condition and pressure checked - Tires rotated - Vehicle washed/detailed
<p>01/29/2020 23,428</p>	<p>Wickstrom Auto Barrington, IL 847-616-5439</p> <p>★ 4.8 / 5.0 312 Verified Reviews</p>	<p> Vehicle serviced</p>

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♥ 13 Customer Favorites

06/26/2020	26,929	Wickstrom Auto Barrington, IL 847-616-5439 ★ 4.8 / 5.0 312 Verified Reviews ♥ 13 Customer Favorites	✂ Vehicle serviced - Maintenance inspection completed - Battery/charging system checked - Brakes checked - Fluids checked - Oil and filter changed - Tire condition and pressure checked - Tires rotated - Vehicle washed/detailed
07/31/2020		Indiana Motor Vehicle Dept.	Vehicle purchase reported
08/27/2020		Indiana Motor Vehicle Dept. Fort Wayne, IN Title # [REDACTED]	Title issued or updated - Registration issued or renewed - Loan or lien reported - Registration updated when owner moved the vehicle to a new location - Vehicle color noted as Gray
04/14/2021		Indiana Motor Vehicle Dept. Fort Wayne, IN	Registration issued or renewed - Vehicle color noted as Gray
08/04/2021	33,596	Wickstrom Auto Barrington, IL 847-616-5439 ★ 4.8 / 5.0 312 Verified Reviews ♥ 13 Customer Favorites	✂ Vehicle serviced - Maintenance inspection completed - Battery/charging system checked - Fluids checked - Oil and filter changed - Tire condition and pressure checked - Tires rotated - Vehicle washed/detailed
08/24/2021	34,087	Wickstrom Auto Barrington, IL 847-616-5439 ★ 4.8 / 5.0 312 Verified Reviews ♥ 13 Customer Favorites	✂ Vehicle serviced - Battery/charging system checked - Brakes checked - Rear brake rotor(s) replaced - Tire condition and pressure checked
09/04/2021		Illinois Motor Vehicle Dept.	Vehicle purchase reported
09/16/2021		Illinois Motor Vehicle Dept. McHenry, IL	Registration issued or renewed
09/28/2021	34,099	Wickstrom Auto Barrington, IL 847-616-5439 ★ 4.8 / 5.0 312 Verified Reviews	✂ Vehicle serviced

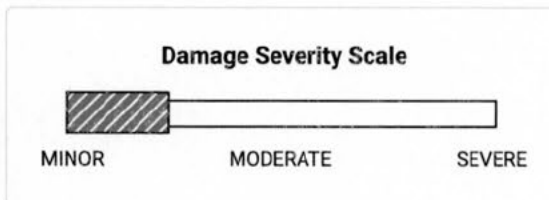
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♥ 13 Customer Favorites

Owner 2
Purchased: 2021

Personal Vehicle
20,459 mi/yr





Date	Mileage	Source	Comments
09/28/2021		Illinois Motor Vehicle Dept. McHenry, IL Title [REDACTED]	Title issued or updated - New owner reported - Loan or lien reported - Vehicle color noted as Gray
04/11/2022	51,280	Cassidy Tire & Service Crystal Lake, IL 815-455-5500 ★ 4.9 / 5.0 58 Verified Reviews ♥ 13 Customer Favorites	 Vehicle serviced - Accessories installed - Oil and filter changed
05/24/2022		Damage Report	 Accident reported - Vehicle involved in a sideswipe collision - Involving left rear impact with another motor vehicle - Vehicle was not damaged
06/01/2022		Damage Report	 Accident reported: minor damage - Involving rear impact with another motor vehicle - Airbags did not deploy



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Minor damage is usually cosmetic, including dents or scratches to the vehicle body.

06/09/2022	54,860	Buss Ford Sales Mchenry, IL 815-385-2000 ★ 4.8 / 5.0 102 Verified Reviews ♥ 501 Customer Favorites	 Vehicle serviced - Maintenance inspection completed - Oil and filter changed
06/09/2022		Ford Motor Company	Manufacturer Customer Satisfaction issued - Program #21N12 ONE TIME REPAIR FOR VEHICLES INCLUDED IN 19B37 Locate an authorized Ford or Lincoln dealer or call 866-436-7332 to obtain more information
08/02/2022	57,000	Illinois Inspection Station Crystal Lake, IL	Passed emissions inspection
08/04/2022		Illinois Motor Vehicle Dept. McHenry, IL	Registration issued or renewed
10/22/2022	62,014	Wickstrom Auto Barrington, IL 847-616-5439 ★ 4.8 / 5.0 312 Verified Reviews ♥ 13 Customer Favorites	 Vehicle serviced - Maintenance inspection completed - Battery/charging system checked - Brakes checked - Fluids checked - Headlight bulb(s) replaced - Oil and filter changed - Shifter bushings replaced - Tire condition and pressure checked - Tires rotated - Two wheel alignment performed
05/05/2023	70,267	Cassidy Tire & Service Crystal Lake, IL 815-455-5500 ★ 4.9 / 5.0 58 Verified Reviews ♥ 13 Customer Favorites	 Vehicle serviced - Oil and filter changed
07/17/2023	72,874	Buss Ford Sales Mchenry, IL 815-385-2000 ★ 4.8 / 5.0	 Vehicle serviced - Maintenance inspection completed - Brakes checked - Oil and filter changed

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102 Verified Reviews

- Tire condition and pressure checked

501 Customer Favorites

08/08/2023		Illinois Motor Vehicle Dept. McHenry, IL		Registration issued or renewed
12/29/2023	81,266	Ed's Automotive Woodstock, IL 815-338-3130		Vehicle serviced - Two tires replaced
02/12/2024	84,914	Buss Ford Sales Mchenry, IL 815-385-2000 ★ 4.8 / 5.0 102 Verified Reviews 501 Customer Favorites		Vehicle serviced - Maintenance inspection completed - Oil and filter changed
06/22/2024	96,065	Buss Ford Sales Mchenry, IL 815-385-2000 ★ 4.8 / 5.0 102 Verified Reviews 501 Customer Favorites		Vehicle serviced - Maintenance inspection completed - Oil and filter changed
07/22/2024	98,000	Illinois Inspection Station Crystal Lake, IL		Passed emissions inspection
07/31/2024		Illinois Motor Vehicle Dept. McHenry, IL		Registration issued or renewed
08/15/2024	100,019	Ed's Automotive Woodstock, IL 815-338-3130		Vehicle serviced
08/30/2024	100,158	Bull Valley Ford, Inc. Woodstock, IL 815-338-6680 ★ 4.8 / 5.0 139 Verified Reviews 1,898 Customer Favorites		Vehicle serviced - Maintenance inspection completed - Drive belts checked

Have Questions? Consumers, please visit our Help Center at www.carfax.com. Dealers or Subscribers, please visit our Help Center at www.carfaxonline.com.



Glossary

Accident Indicator

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CARFAX receives information about accidents in all 50 states, the District of Columbia and Canada.

Not every accident is reported to CARFAX. As details about the accident become available, those additional details are added to the CARFAX Vehicle History Report. CARFAX recommends that you have this vehicle inspected by a qualified mechanic.

- According to the National Safety Council, Injury Facts, 2021 edition, 5% of the 276 million registered vehicles in the U.S. were involved in an accident in 2019. Over 77% of these were considered minor or moderate.
- This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 2/28/25 at 9:09:42 AM (CST). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

Damage Severity

Damage events result in one of the following severity levels:

- **Minor:** Generally, minor damage is cosmetic (including dents or scratches), may only require reconditioning, and typically does not compromise a vehicle's operation and/or safety.
- **Moderate:** Moderate damage may affect multiple components of the vehicle and may impair the vehicle's operation and/or safety.
- **Severe:** Severe damage usually affects multiple components of the vehicle and is likely to compromise the vehicle's operation and/or safety.

CARFAX recommends getting a pre-purchase inspection at a certified collision repair facility.

First Owner

When the first owner(s) obtains a title from a Department of Motor Vehicles as proof of ownership.

Ford or Lincoln Mercury Recall

The Ford Motor Company provides CARFAX with Field Service Action and recall information regarding safety, compliance and emissions programs announced since 2000 for a specific vehicle. For complete information regarding programs or concerns about this vehicle, please contact a local Ford or Lincoln Mercury Dealer.

New Owner Reported

When a vehicle is sold to a new owner, the Title must be transferred to the new owner(s) at a Department of Motor Vehicles.

Ownership History

CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles manufactured after 1991 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.

Title Issued

A state issues a title to provide a vehicle owner with proof of ownership. Each title has a unique number. Each title or registration record on a CARFAX report does not necessarily indicate a change in ownership. In Canada, a registration and bill of sale are used as proof of ownership.

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2/28/25 9:09:42 AM (CST)

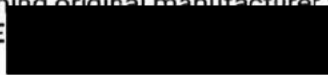
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CARFAX Warranty Check™

CARFAX has estimated the remaining original manufacturer warranty coverage based on information reported to us on this **2018 FORD ESCAPE SE**



2018 FORD ESCAPE SE

VIN:



Estimated start date of warranty: 06/25/2018

Last CARFAX reading reported on 08/30/2024: 100,158 miles

Today's Date: 02/28/2025

Type of Coverage	Original Warranty	Estimated Remaining Coverage
Basic	36 months or 36,000 miles	Coverage Expired
Drivetrain	60 months or 60,000 miles	Coverage Expired
Emissions	No data reported to CARFAX	
Corrosion	60 months or unlimited mileage	Coverage Expired
Transferable	No data reported to CARFAX	
Roadside	60 months or 60,000 miles	Coverage Expired
Safety belt & inflatable restraint	60 months or 60,000 miles	Coverage Expired
Specific Components	No data reported to CARFAX	

CARFAX Warranty Check provides an **estimate** of this vehicle's remaining warranty coverage. It does not take into account some vehicle history events such as some title brands that may void the original manufacturer warranty or ownership transfers that may decrease warranty coverage. This warranty information is only valid for vehicles manufactured for the United States. Complete warranty coverage information is available for this vehicle at the FORD website.



FIRST CLASS



USPS



ZIP 60
02 4W
00003

FROM:

KWAME RAOUL

Illinois Attorney General

115 S. LaSalle St.

Chicago, Illinois 60603

NHTSA

1200 New Jersey Ave SE

Washington, DC 20590

NEF