



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**



October 17, 2025

[REDACTED]
Amelia, OH [REDACTED]

NEF-109 rrr
Ref. No. 11662560

Dear [REDACTED]:

Thank you for the letter about the model year (MY) 2018 Ford Escape you used to own. The National Highway Traffic Safety Administration's (NHTSA) mission is to save lives, prevent injuries, and reduce economic costs due to road traffic crashes, through education, research, safety standards, and enforcement activity. I am pleased to respond.

We appreciate the report you provided. Among other enforcement activities, NHTSA continuously monitors available information to identify potential safety defect trends. As such, reports from motorists are a very important source of information for us. We are aware of Ford Customer Satisfaction Program No. 21N12 for certain MY 2017 through MY 2019 Ford Escape vehicles. This program provides a no-cost, one-time repair (if needed) to the 1.5L short block, due to coolant intrusion to the cylinder bores, for 7 years of service or 84,000 miles from the warranty start date of the vehicle, whichever occurs first. If a vehicle has already exceeded either the time or mileage limits, this no-cost, one-time repair lasted through November 30, 2022.

Please note that the Customer Satisfaction Program at issue was initiated by Ford and is not a safety recall. The issuance of a Customer Satisfaction Program by a manufacturer does not necessarily mean that a vehicle contains a safety-related defect in accordance with our statute, the National Traffic and Motor Vehicle Safety Act. Manufacturers may issue these types of actions at their discretion to address a known problem unrelated to motor vehicle safety and to restore customer satisfaction. NHTSA continuously monitors manufacturer Customer Satisfaction Programs to identify any such campaigns and programs that may involve safety issues for which a recall is necessary. However, NHTSA does not otherwise regulate a manufacturer's Customer Satisfaction Programs. Thus, the manufacturer remains responsible for all aspects of such programs, including the nature and scope of the repair, the vehicles and model years at issue, and all associated campaign timing and owner notifications.

We entered your information into the agency's database. It will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.gov/files/2024-11/MVSDefectsandRecalls-Update_112124_v1a_tag.pdf.

We encourage you to continue to work with Ford and a local dealer to explore the potential for an amicable resolution to your problem. You may ask your dealership for a meeting with a Ford representative regarding your problem. You indicate that you contacted the Ohio Attorney General and Better Business Bureau Autoline. You may also consider contacting the Federal Trade Commission (FTC). The FTC regulates and investigates warranty and dealership problems, reimbursement matters, and fair-trade practices. Therefore, if you believe this issue potentially relates to such a practice, you may contact the FTC to discuss the matter. There are two ways to contact the FTC: by toll free telephone at 877-FTC-HELP; and by using the internet complaint form at ftc.gov/complaint.

Finally, please complete an electronic Vehicle Owner's Questionnaire on our website at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236 if you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future. You can also review complaints, safety recalls, manufacturers' service bulletins, etc. on our website. I hope you find this information helpful.

Sincerely,



Randy Reid, Chief
Consumer Engagement Division
Office of Defects Investigation
Enforcement