

National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, D.C. 20590

Re: Follow-Up on Safety Complaint Filed March 12, 2025

Vehicle: 2020 Ford EcoSport

[REDACTED]
NHTSA Issue Track [REDACTED]

Ford Case Number: [REDACTED]

To Whom It May Concern,

My name is [REDACTED]. I am writing to formally follow up on the safety complaint I filed with NHTSA on March 12, 2025, and to report a second [REDACTED] threatening incident involving my 2020 Ford EcoSport that occurred on [REDACTED].

On [REDACTED], while driving on the freeway from Ann Arbor toward Saginaw in heavy rain, my vehicle experienced rapid deceleration, dropping from approximately 79 mph to 60 mph. During this event, I received a low engine oil pressure warning, followed by a "powertrain system fault" notification through the Ford app. Shortly thereafter, I experienced a significant loss of effective braking, with the brake pedal becoming rigid and unresponsive. This placed other motorists and me in immediate danger. I was forced to take evasive action to avoid a collision. After exiting the freeway and entering my apartment complex, I narrowly avoided hitting a pedestrian who was exiting their vehicle and had to defensively maneuver around the front of my apartment building to avoid crashing, as the brakes were not functioning. After parking, I observed smoke emitting from beneath the hood, and my hands were shaking uncontrollably.

This incident closely mirrors the event that prompted my original complaint on March 12, 2025, when my vehicle unexpectedly lost power and slowed to 33 mph in a 55 mph zone. While that earlier incident was alarming, the December 26th event was significantly more dangerous due to the apparent loss of braking capability and severe weather conditions. It is also important to note that this vehicle previously experienced a recall-related engine failure, resulting in a full engine replacement earlier in March 2025. Despite that repair, the vehicle has again exhibited symptoms consistent with serious powertrain and braking safety failures.

[REDACTED] g my [REDACTED]. All of these moments, and my future altogether, were nearly taken from me in under 37 seconds. This experience was not only dangerous; it was deeply traumatizing.

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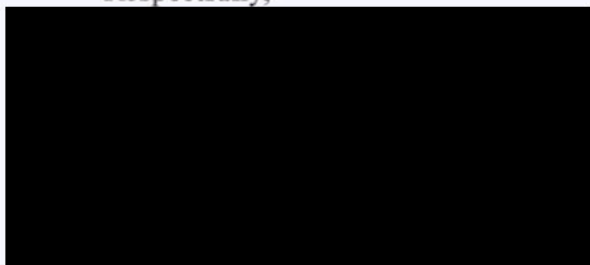
I am submitting this follow-up not simply to recount my experience, but because I do not want someone to lose their life for meaningful action to occur. Based on my repeated experience, this vehicle is not safe to continue operating on public roadways.

I respectfully urge NHTSA to:

- Review complaints involving sudden power loss and braking performance in the 2020 Ford EcoSport
- Evaluate whether existing recall remedies adequately address real-world safety risks
- Consider whether further regulatory or consumer-safety action is warranted to prevent serious injury or loss of life

Thank you for your time and for your continued efforts to protect public safety.

Respectfully,

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East Lansing, MI

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