



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

INFORMATION REDACTED  
PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C.  
552(B)(6)



August 10, 2026

[REDACTED]  
Green Valley, AZ [REDACTED]

NEF-109 rrr  
No. 11728854

Dear [REDACTED]

Thank you for the letter about your model year (MY) 2015 Ford Escape vehicle. The National Highway Traffic Safety Administration (NHTSA) forwarded your letter to the Office of Defects Investigation. NHTSA's mission is to save lives, prevent injuries, and reduce economic costs due to road traffic crashes, through education, research, safety standards, and enforcement activity. We regret any inconvenience our delay in responding may have caused you.

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. The information you provided has been reviewed and entered into our database. It will be used with other reports to identify recall inadequacies or safety-related defect trends that require our attention. NHTSA staff may follow up and contact vehicle owners if we require additional information. 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](https://www.nhtsa.gov/sites/nhtsa.gov/files/2024-11/MVSDefectsandRecalls-Update_112124_v1a_tag.pdf)

Federal regulations require a manufacturer conducting a safety recall of motor vehicles or motor vehicle equipment to reimburse owners who have paid to obtain a remedy for the problem within a reasonable time, which in many instances is one year, prior to the manufacturer's notification. Certain restrictions apply, including the need to submit certain documents to the manufacturer. Owners should follow the instructions in the recall notification letter to file a claim. We encourage you to contact Ford or your dealer if you require further assistance.

You can find information on motor vehicles or motor vehicle equipment on our Internet website at [www.nhtsa.gov](http://www.nhtsa.gov). This site provides information concerning motor vehicle recalls, manufacturers' service bulletins, complaints from vehicle owners, etc. You may also contact our toll-free Vehicle Safety Hotline at 888-327-4236.

A complaint regarding a service/repair problem, warranty issue, or request for reimbursement does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency or the Office of Attorney General in your State regarding your problem(s) or request. You have certain rights under your state's lemon law. You may also ask your dealership for a meeting with the manufacturer's district manager regarding your problem or request.

In addition, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. 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](http://ftc.gov/complaint).

You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at [www.bbb.org](http://www.bbb.org) to file a complaint and review eligibility information or call the BBB Auto Line at 800-955-5100.

Finally, please complete an electronic Vehicle Owner's Questionnaire on our website at [www.nhtsa.gov](http://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