

May 5, 2026

[REDACTED]
[REDACTED]
Maple Heights, Ohio [REDACTED]
Phone: [REDACTED]

Administrator:
National Highway Traffic Safety Administration
1200 New Jersey Ave. S.E.
Washington, D.C. 20590

Re: Safety Concerns and Unresolved Recalls - 2021 Ford Escape

Dear Administrator,

I am writing to express my serious concern regarding the safety of my 2021 Ford Escape. I purchased this vehicle on January 12, 2022, with only 8 miles on it, and since that time I have experienced a troubling series of defects, repairs, and recalls-several of which remain unresolved due to a lack of available parts.

The first issue occurred shortly after purchase, when the rear brakes began making a loud noise while backing up. After three separate service appointments, a faulty part was finally identified and replaced.

The second problem involved a loose part inside the muffler. There was no exterior damage, and the diffuser was determined to be defective from manufacturing.

Despite this, Ford declined responsibility and quoted a replacement cost of approximately \$2,000. We were forced to seek an independent mechanic, who fabricated a replacement for significantly less.

In May, I received a recall notice regarding the front door check arm reinforcement welds. This repair was completed. A fourth recall, issued in March 2025, concerned the seatbelts, and that repair was also completed.

The next three recalls are of far greater concern because they involve safety-critical components and remain unresolved due to unavailable parts:

- Fifth recall (August 2025): A defect in the fuel injectors that could cause them to crack and leak fuel onto the manifold, creating a fire hazard. I have never been contacted about parts availability or a repair timeline.

RU

- Sixth recall (March 2026): A defective windshield wiper motor that may fail without warning. No parts are available. This defect could become dangerous if the failure occurs during rain.

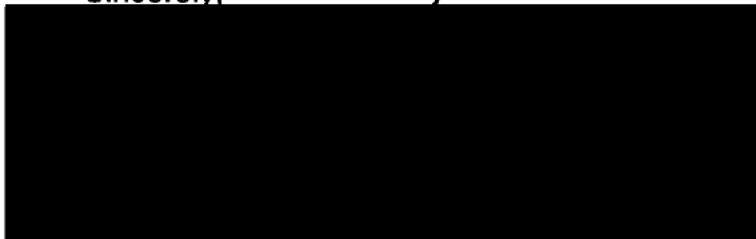
- Seventh recall (April 2026): A malfunctioning SYNC screen that may stop working properly and potentially contribute to a crash. Again, no parts are available.

I rely on this vehicle five days a week for my commute, leaving for work at 5 a.m. Any one of these unresolved defects could lead to an accident, injury, or worse. It is deeply concerning that these safety issues remain unaddressed for months-some for nearly a year-simply because parts have not been made available.

I am asking whether anything can be done to encourage Ford to provide the necessary parts and complete these safety-critical repairs before a serious accident occurs. I appreciate the work the National Highway Traffic Safety Administration does to protect drivers, and I hope you will consider the urgency of this situation.

Thank you for your attention to this matter. I look forward to any guidance or assistance you can provide.

Sincerely,



CUSTOMER #:



Ken Ganley

FORD

 8383 BROOKPARK RD.
 PARMA, OHIO 44129
 Phone: 216-398-1300

 SERVICE • PARTS • SALES
 www.kenganleyfordparma.com

INVOICE

 DUPLICATE 1
 PAGE 1

MAPLE HEIGHTS, OH

 BUS: CONT
 CELL

SERVICE ADVISOR: 50253 ALICIA JEFFREY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RAPID-RED	21	FORD ESCAPE			46571/46571	T3216	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
12JAN22 DL		12JAN2029	WAIT 04APR25			CASH	17APR25
R.O. OPENED	READY	OPTIONS: STK:21502T DLR:02215					
		ENG:1.5 LITER DRAGON					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

 A CHANGE OIL AND FILTER UP TO 5 QUARTS ROTATE TIRES INSPECT BRAKES
 PERFORM MULTI POINT INSPECTION

 WRKS CHANGE OIL AND FILTER UP TO 5 QUARTS ROTATE
 TIRES INSPECT BRAKES PERFORM MULTI POINT
 INSPECTION

50316 CP	48.75	48.75
1 BE8Z*6731*AB KIT - ELEMENT & GASKET - OIL F		7.50
6 XO*5W20*BSP OIL, MOTORCRAFT		23.70

PARTS: 31.20	LABOR: 48.75	OTHER: 0.00	TOTAL LINE A:	79.95
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46571 works oil and filter changed tires rotated pressures set mpi completed

 B QUALITY CARE MULTI POINT INSPECTION REPORT CARD
 99P QUALITY CARE MULTI POINT INSPECTION REPORT
 CARD

50316 CP	0.00	0.00
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PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE B:	0.00
-------------	-------------	-------------	---------------	------

46571 mpi mpi completed

 C CUSTOMER STATES RATTLING ON START UP ON VEHICLE, AND OVER BUMPS.
 UNSURE IF IT IS THE SPLASH SHIELD OR EXHAUST SHIELD - CHECK AND
 ADVISE

★ NOTE CUSTOMER STATES RATTLING ON START UP ON
 VEHICLE, AND OVER BUMPS. UNSURE IF IT IS THE
 SPLASH SHIELD OR EXHAUST SHIELD - CHECK AND
 ADVISE

50316 CP	0.00	0.00
----------	------	------

PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE C:	0.00
-------------	-------------	-------------	---------------	------

★ 46571 exhaust valve exhaust valve in center section of exhaust was
 found to be broken; exhaust was quoted

 D Customer States WOULD LIKE TOUCH UP PAINT ORDERED FOR VEHICLE
 CS Customer States WOULD LIKE TOUCH UP PAINT
 ORDERED FOR VEHICLE

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.		*SHOP SUPPLY COSTS:		DESCRIPTION	TOTALS
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.		We have added a charge equal to 10% of the total labor cost, not to exceed \$35.00, to the Repair Order for shop supplies used in connection with this repair a minimum charge of \$2.00.		LABOR AMOUNT	
				PARTS AMOUNT	
				GAS, OIL, LUBE	
				SUBLET AMOUNT	
				MISC. CHARGES *	
				TOTAL CHARGES	
				LESS DISCOUNT	
				SALES TAX	
				PLEASE PAY THIS AMOUNT	
DATE	CUSTOMER SIGNATURE	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.			

CUSTOMER #:



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FORD

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PARMA, OHIO 44129

Phone: 216-398-1300

SERVICE - PARTS - SALES

www.kenganleyfordparma.com

INVOICE

PAGE 1

MAPLE HEIGHTS, OH

HOME

BUS:

SERVICE ADVISOR: 50253 ALICIA JEFFREY

COLOR	YEAR	MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RAPID-RED	21	FORD ESCAPE			44144/44144	T4182
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISE	DATE	PAYMENT	INV. DATE
12JAN22 DE		12JAN2029	18:00	09JAN25	CASH	09JAN25

R.O. OPENED

READY

OPTIONS: STK:21502T DLR:02215

ENG:1.5_LITER_DRAGON

12:56 09JAN25 16:54 09JAN25

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES CLUSTER KEEPS SHOWING MESSAGES FOR REAR SEAT BELT BUCKLES, BUT NO ONE IS IN THE REAR SEATS TO USE THOSE SEATBELTS... MESSAGE ON INFO CLUSTER SAYS " REAR BELT MONITOR FAULT SERVICE NOW" .. FORDPASS APP SHOWS FAULT IN DRIVER SEATBELT ; ADVISE

CAUSE: SB

12651D BODY / CHASSIS / ELECTRICAL (BCE) - TEST

50262 WP4

(N/C)

1 LJ6Z*7861203*BC BUCKLE ASY - SEAT BELT

(N/C)

12651D45 BODY/CHASSIS/ELECTRICAL - DIAGNOSTIC PIN

POINT TEST - L

50262 WP4

(N/C)

12651DX1 BODY / CHASSIS / ELECTRICAL (BCE) - TEST

50262 WP4

(N/C)

61202AL SEAT BELT BUCKLE ASSY - FRONT - REPLACE

(61202/61203) - L

50262 WP4

(N/C)

FC: G29 X1

PART#: LJ6Z*7861203*BC

COUNT:

CLAIM TYPE:

AUTH CODE:

50262

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

44144 Driver's seatbelt sensor open Verified customer concern, hook up FDRS, retrieve DTC B0050:13 from RCM, followed PPT F, F1-YES F5-YES F8-YES-INSTALL NEW DRIVER SEATBELT BUCKLE, Installed driver's seatbelt buckle, cleared DTCs and performed restraints self test, F11- no, no other DTCs present, repair complete.

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

***SHOP SUPPLY COSTS:**
We have added a charge equal to 10% of the total labor cost, not to exceed \$35.00, to the Repair Order for shop supplies used in connection with this repair a minimum charge of \$2.00.

ALL PARTS ARE NEW
UNLESS OTHERWISE
INDICATED.

DATE	CUSTOMER SIGNATURE	DESCRIPTION	TOTALS
		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES *	
		TOTAL CHARGES	
		LESS DISCOUNT	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	



Ford Motor Company
Customer Service Division

March 2025

MAPLE HEIGHTS, OH

Customer Satisfaction Program 24N08

At Ford Motor Company, we are committed not only to building high-quality, dependable products but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle.

Why are you receiving this notice? Although your vehicle's driver's side seat buckle is likely functioning fine, we are pleased to let you know that Ford Motor Company is providing a one-time repair on the driver's side seat buckle. This one-time repair of the driver's side seat buckle is available for a total of 15 years or 250,000 miles from the warranty start date, whichever occurs first.

What is the effect? Your vehicle's driver side seat buckle may require replacement due to a broken buckle sensor wire. In the event this condition occurs, your vehicle may illuminate the Airbag Warning Light with diagnostic trouble code (DTC) B0050:13 (Driver Seat Belt Sensor: Circuit Open) stored in the restraint control module (RCM) memory. You will also receive a seat belt monitor fault message and the driver seat belt status will indicate a "question mark" in your vehicle's instrument cluster. You will still be able to buckle your seat belt, and seatbelt pretensioner and airbag function will not be affected.

If your vehicle has already exceeded either the time or mileage limits listed above, this one-time repair offer will last through April 2026. Coverage is automatically transferred to subsequent owners.

What will Ford and your dealer do? Parts are now available to repair your vehicle. If your vehicle's driver side seat buckle requires replacement and your vehicle is within the indicated time/mileage limitations, Ford Motor Company has authorized your dealer to replace the driver's side seat belt buckle free of charge. This is a one-time repair program.

How long will it take? If the component mentioned above requires replacement, the time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. In addition, your vehicle will require an inspection to determine if parts need to be ordered.

- What should you do?** Please keep this letter as a reminder of the one-time repair offer for your driver's side seat buckle. If the Airbag Warning Light is illuminated and DTC B0050:13 is stored in memory, and your vehicle is within the indicated time/mileage limitations, contact your dealer to schedule a service appointment for Customer Satisfaction Program 24N08. Your dealer will replace the part at no charge.
- If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions.
- NOTE:** You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition, there are other features such as reserving parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.
- Have you previously paid for this repair?** If you paid to have this service done before the date of this letter, you may be eligible for a refund. Refunds will only be provided for services related to repair description. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before September 2025. To avoid delays, do not send receipts to Ford Motor Company.
- What if you no longer own this vehicle?** If you no longer own this vehicle and have an address for the current owner, please forward this letter to the new owner. You received this notice because our records indicate that you are the current owner.
- Can we assist you further?** If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.
- RETAIL OWNERS:** If you have questions or concerns, please contact our **Ford Customer Relationship Center (CRC)** at **1-866-436-7332** and one of our representatives will be happy to assist you. The CRC is open on weekdays from 8:30 AM – 7:00 PM (Eastern Time). TTY/TDD users, please contact the CRC at the number listed using the Telecommunication Relay Service by dialing 711.
- If you wish to contact us through the Internet, our address is ford.com/support.
- FLEET OWNERS:** If you have questions or concerns, please contact our **Ford Pro Contact Center** at **1-800-34-FLEET**, choose Option #1, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is fleet.ford.com.
- Representatives are available Monday through Friday: 7:00 AM – 11:00 PM and Saturday 7:00 AM – 5:00 PM (Eastern Time).

As part of the Ford community, we appreciate your attention to this important matter and your continued loyalty.

Customer Service Division



Ford Motor Company
Ford Customer Service Division

May 2024

MAPLE HEIGHTS, OH

Customer Satisfaction Program 23B56

2021 Escape

Your Vehicle Identification Number (VIN):

At Ford Motor Company, we are committed not only to building high-quality, dependable products but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle with the VIN shown above.

Why are you receiving this notice? On your vehicle, the front door check-arm reinforcement welds can crack and may eventually pull away from the door structure.

What is the effect? This may result in a rattling noise and significantly increased door opening/closing efforts. It may also interfere with door glass operation and ability of the check arm to hold the door in the open position.

What will Ford and your dealer do? In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to inspect the front door check-arm reinforcement bracket welds. Your vehicle will receive either a reinforcement kit or a full door replacement. This service must be performed on all affected vehicles at no charge (parts and labor) to the vehicle owner under the terms of this program.

This Customer Satisfaction Program will be in effect until May 31, 2027 regardless of mileage. Coverage is automatically transferred to subsequent owners.

How long will it take? If door replacement is not required, the time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. In addition, your vehicle will require an inspection to determine if parts need to be ordered.

What should you do? Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 23B56. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.

If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions.

Ford Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this service action performed on a timely basis.

Have you previously paid for this repair?

If you have previously paid for a repair that addresses the issue described in this letter, you still need to have this service action performed to ensure the correct parts were used.

If the previously paid repair was performed before the date of this letter, you may be eligible for a refund. Refunds will only be provided for services related to front door replacement due to broken check-arm reinforcement welds. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer within 6 months of the date on this letter. To avoid delays, do not send receipts to Ford Motor Company.

What if you no longer own this vehicle?

If you no longer own this vehicle and have an address for the current owner, please forward this letter to the new owner.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

Can we assist you further?

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you have questions or concerns, please contact our **Ford Customer Relationship Center (CRC)** at **1-866-436-7332** and one of our representatives will be happy to assist you. The CRC is open on weekdays from 8:00 AM – 11:00 PM and on Saturday 8:00 AM - 8:00 PM (Eastern Time). TTY/TDD users, please contact the CRC at the number listed using the Telecommunication Relay Service by dialing 711.

If you wish to contact us through the Internet, our address is ford.com/support.

FLEET OWNERS: If you have questions or concerns, please contact our **Ford Pro Contact Center** at **1-800-34-FLEET**, choose Option #1, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is fleet.ford.com.

Representatives are available Monday through Friday: 7:00 AM – 11:00 PM and Saturday 7:00 AM – 5:00 PM (Eastern Time).

Thank you for your attention to this important matter.

Ford Customer Service Division



Ford Motor Company
Customer Service Division
PO Box 1004

August 2025

MAPLE HEIGHTS, OH

*** IMPORTANT SAFETY RECALL ***

Safety Recall Notice 25S76 / NHTSA Recall 25V467

2021 Escape

This Notice Applies to Your Vehicle, Vehicle Identification Number (VIN)

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in certain 2021-2024 Bronco Sport and 2020-2022 Escape vehicles, including the VIN shown above.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

What is the issue? X On your vehicle there is a possibility that a fuel injector may crack, which may result in fuel accumulating on the top of the engine.

What is the risk? Liquid fuel and/or fuel vapor that accumulates near a hot surface, such as hot engine or exhaust components may ignite resulting in an under-hood fire, increasing the risk of injury.

What will Ford and your dealer do? X Parts are not currently available. Ford Motor Company is working to provide parts for this repair. When the remedy becomes available, Ford Motor Company will notify you via mail to schedule a service appointment with your dealer for repairs to be completed free of charge.

What should you do? When the remedy is available, Ford Motor Company will send a letter to inform you to contact your dealer to schedule a repair. This recall expands and replaces previous recall numbers 22S73, 24S16 and 25S21. If your vehicle was previously remedied under 22S73, 24S16 or 25S21 you will still need to have the new remedy performed once it is available.

Ford has not issued instructions to stop driving your vehicle under this safety recall. When the remedy is available, you should contact your dealer for an appointment to have your vehicle remedied as soon as practicable.

If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions.

5/6/26 still no parts

**What should you do?
(continued)**

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-888-275-9171) or go to [NHTSA.gov](https://www.nhtsa.gov). Reference NHTSA Safety Recall 25V467.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition, there are other features such as reserving parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

What if you no longer own this vehicle?

If you no longer own this vehicle and have an address for the current owner, please forward this letter to the new owner.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

Thank you for your attention to this important matter.

Customer Service Division

X

X



Ford Motor Company
Customer Service Division

March 2026

MAPLE HEIGHTS, OH

***** IMPORTANT SAFETY RECALL *****

Safety Recall Notice 26S14 / NHTSA Recall 26V117

2021 Escape

This Notice Applies to Your Vehicle, Vehicle Identification Number (VIN)

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in certain 2020-2022 Model Year Escape and Explorer vehicles, including the VIN shown above.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

- | | |
|---|---|
| What is the issue? | On your vehicle, the front windshield wiper motor may become inoperative or may operate intermittently. |
| What is the risk? | This may result in reduced visibility or loss of visibility in certain conditions, increasing the risk of a crash. |
| What will Ford and your dealer do? | <u>Parts are not available.</u> Ford Motor Company is working to provide parts for this repair. When the remedy becomes available, Ford Motor Company will notify you via mail to schedule a service appointment with your dealer for repairs to be completed free of charge. <u>The remedy is anticipated to be available in Q2 2026.</u> |
| What should you do? | <u>When the remedy is available, Ford Motor Company will send a letter to inform you to contact your dealer to schedule a repair.</u>

Ford <u>has not</u> issued instructions to stop driving your vehicle under this safety recall. When the remedy is available, you should contact your dealer for an appointment to have your vehicle remedied as soon as practicable.

If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions. |

What should you do? If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-888-275-9171) or go to NHTSA.gov. Reference NHTSA Safety Recall 26V117.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our Ford App. The app can be downloaded through the App Store or Google Play. In addition, there are other features such as reserving parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

What if you no longer own this vehicle? If you no longer own this vehicle and have an address for the current owner, please forward this letter to the new owner. You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner or lessee.

Thank you for your attention to this important matter.

Customer Service Division



Ford Motor Company
Customer Service Division
PO Box 1904
Dearborn, Michigan 48121

April 2026

MAPLE HEIGHTS, OH

***** IMPORTANT SAFETY RECALL *****

Compliance Recall Notice 26C11 / NHTSA Recall 26V123

2021 Escape

This Notice Applies to Your Vehicle, Vehicle Identification Number (VIN):

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that certain 2020-2022 Escape and 2020-2024 Explorer vehicles, including the VIN shown above, fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) 111 sections 5.5.1 and 5.5.6 (Field of View and Default View).

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

- What is the issue?** On your vehicle, it may be possible to have the SYNC screen image on the center display flipped or inverted immediately after an ignition cycle.
- What is the risk?** This may result in the image displayed being inverted or flipped, this includes all buttons. While in reverse the rear view camera image, buttons, and camera guidelines may also be inverted or flipped. A rear view camera that does not correctly display a correct image in reverse can reduce your view of what is behind the vehicle, increasing the risk of a crash.
- What will Ford and your dealer do?** Software is not available. Ford Motor Company is working to provide software for this repair. When the remedy becomes available, Ford Motor Company will notify you via mail to schedule a service appointment with your dealer for repairs to be completed free of charge. **The remedy is anticipated to be available by September 25, 2026.**
- What should you do?** Ford has not issued instructions to stop driving your vehicle under this compliance recall. When the remedy is available, you should contact your dealer for an appointment to have your vehicle remedied as soon as practicable.
- If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions.

20590 or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-888-275-9171) or go to [NHTSA.gov](https://www.nhtsa.gov). Reference NHTSA Safety Recall 26V123.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our Ford App. The app can be downloaded through the App Store or Google Play. In addition, there are other features such as reserving parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

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Thank you for your attention to this important matter.

Customer Service Division

Maple Heights, OH



Administrator National Highway
Traffic Safety Administration
1900 New Jersey Ave SE
Washington, D.C.
20590

