

I purchased a Ford Escape 2011 car in April 2022. On 29th June 2022, our Ford Escape 2011 vehicle stopped suddenly in the motorway, with my children seated at the back, we were all shocked by the incident. The car had to be towed away. I did some research and found that there were some serious safety recalls and manufacturing defects within the Ford Escape 2011 (which I will attach evidence of below).

I contacted Ford MENA head office via email on 30th June 2022 to alert them of the serious safety issues so they can investigate and take action, as well as to alert other customers so their lives and safety will not be put at risk. On 3rd July 2022, a representative from Ford emailed me to state *"Kindly note that, in order to contact the dealership the vehicle must be at the dealership for more diagnose , we have to contact the dealership to arrange an appointment to diagnoses the vehicle, once you drop your vehicle to the dealership I will follow up with them."* They also called me and I informed that as it is a manufacturing defect, the diagnosis costs will be borne by Ford, to which they informed that it will be taken care of and I should take the vehicle to the Ford dealership.

On 4th July 2022, the car was towed to the Ford dealership. Till date the vehicle is in the dealership with no action from Ford to address the safety issue, and now Ford are refusing to deal with the issue.

Since, then Ford have not once diagnosed nor inspected, nor addressed the safety manufacturing defect , in fact they have been actively concealing the issue and further putting other customer lives at risk. I have repeatedly emailed Ford with evidence and previous inspection reports which points to safety defects. They wrote me a letter on 27th July 2022 refusing to take responsibility and manipulating the evidence submitted to avoid taking responsibility as a manufacturer for producing defective vehicles.

In March 2021, the US Supreme Court ruled that Ford Can Be Sued in States Where Accidents Occurred, this is due to deaths and injury occurring from the safety and manufacturing production of Ford. Source:

<https://www.nytimes.com/2021/03/25/us/politics/ford-supreme-court-liability.html>

In May 2022, the District of Columbia through court ordered Ford To Pay \$19.2 Million In Multistate Settlement Over False Advertising Allegation Source:

<https://www.forbes.com/sites/kaliedrago/2022/05/24/ford-to-pay-192-million-in-multistate-settlement-over-false-advertising-allegations/?sh=20ee31c2d68a>

In July 2022, Ford must face MIT engine patent lawsuit again - U.S. appeals court Source:

<https://www.reuters.com/legal/litigation/ford-must-face-mit-engine-patent-lawsuit-again-us-appeals-court-2022-07-18/>

Thus, it can be evidently seen that Ford has a history of putting customer lives at risk and fails to address safety concerns which are raised. Regarding our vehicle specifically, there are safety recalls:

Specific Ford recall reference numbers are 16S41 and 14SO5, which are also applicable to our vehicle but concealed by Ford due to malpractice in not testing those specific vehicles, nor applying the safety standard operating procedures in the MENA region.

The screenshot shows the 'cars.com' website with a navigation bar at the top containing links for 'Cars for Sale', 'Research & Reviews', 'News & Videos', 'Sell Your Car', 'Service & Repair', and 'Sign In / Sign Up'. The main content area is titled '2011 Ford Escape Recalls'. Below the title is a search bar with the text 'Search for recalls by car'. The search bar has three dropdown menus: 'Make' (set to 'Ford'), 'Model' (set to 'Escape'), and 'Year' (set to '2011'). To the right of the dropdowns is a purple button labeled 'Search recalls'. Below the search bar, the text 'NHTSA safety recall results (2)' is displayed. At the bottom right, there is a link for 'Recall news & expert advice'. The footer of the page contains the text 'Recall information provided by National Highway Traffic Safety Administration'.

NHTSA safety recall results (2)

Recall information provided by National Highway Traffic Safety Administration

Fuel system, gasoline

Recall date	Recall no.
2016-10-26	16V777000

Ford Motor Company (Ford) is recalling certain model year 2010-2012 Ford Escape vehicles manufactured February 26, 2009, to April 29, 2012, and 2010-2011 Mercury Mariner vehicles manufactured February 25, 2009, to December 12, 2010. On vehicles with a 3.0L engine, the Fuel Delivery Module (FDM) may crack, causing a fuel leak.

[Hide details](#) ^

Recall consequence

A fuel leak in the presence of an ignition source increases the risk of a fire.

Recall action

Ford will notify owners, and dealers will replace the FDM flange with one that has a redesigned fuel supply port, free of charge. Remedy parts are currently unavailable. Interim notices were mailed to owners on December 13, 2016. Owners will receive a second notice when remedy parts become available. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 16S41.

Component not known

Recall date	Recall no.
2014-05-29	14V284000

Ford Motor Company (Ford) is recalling certain model year 2008-2011 Ford Escape and Mercury Mariner vehicles manufactured August 18, 2006, through September 11, 2010. The affected vehicles have a steering torque sensor that may not be able to properly detect driver steering input. As a result, the system could remove the Electric Power Steering (EPS) assist.

[Hide details](#) ^

Recall consequence

If power steering assist is lost, greater driver effort would be required to steer the vehicle at low speeds, increasing the risk of a crash.

Recall action

Ford will notify owners, and dealers will update the software for the power steering control module (PSCM) and the instrument cluster module, free of charge. If a vehicle shows a history of a loss of the torque sensor signal or fault codes relating to the PSCM when the vehicle is brought in for the recall remedy, the affected components will be replaced, free of charge. The recall is expected to begin by July 25, 2014. Owners may contact Ford customer service at 1-800-392-3673. Ford's number for this recall is 14S05.

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2011 FORD ESCAPE

Report Date: October 26, 2016

Campaign Number: 16V777000

Component: FUEL SYSTEM, GASOLINE:DELIVERY:FUEL PUMP

Summary: Ford Motor Company (Ford) is recalling certain model year 2010-2012 Ford Escape vehicles manufactured February 26, 2009, to April 29, 2012, and 2010-2011 Mercury Mariner vehicles manufactured February 25, 2009, to December 12, 2010. On vehicles with a 3.0L engine, the Fuel Delivery Module (FDM) may crack, causing a fuel leak.

Consequence Summary: A fuel leak in the presence of an ignition source increases the risk of a fire.

Corrective Summary: Ford will notify owners, and dealers will replace the FDM flange with one that has a redesigned fuel supply port, free of charge. Remedy parts are currently unavailable. Interim notices were mailed to owners on December 13, 2016. Owners will receive a second notice when remedy parts become available. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 16S41.

2011 FORD ESCAPE

2011 FORD ESCAPE

Report Date: May 29, 2014

Campaign Number: 14V284000

Component: STEERING:ELECTRIC POWER ASSIST SYSTEM

Summary: Ford Motor Company (Ford) is recalling certain model year 2008-2011 Ford Escape and Mercury Mariner vehicles manufactured August 18, 2006, through September 11, 2010. The affected vehicles have a steering torque sensor that may not be able to properly detect driver steering input. As a result, the system could remove the Electric Power Steering (EPS) assist.

Consequence Summary: If power steering assist is lost, greater driver effort would be required to steer the vehicle at low speeds, increasing the risk of a crash.

Corrective Summary: Ford will notify owners, and dealers will update the software for the power steering control module (PSCM) and the instrument cluster module, free of charge. If a vehicle shows a history of a loss of the torque sensor signal or fault codes relating to the PSCM when the vehicle is brought in for the recall remedy, the affected components will be replaced, free of charge. The recall began on July 18, 2014. Owners may contact Ford customer service at 1-800-392-3673. Ford's number for this recall is 14S05.

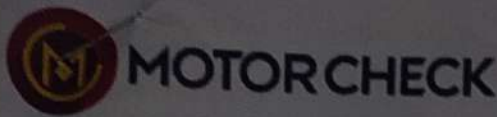
Please find attached the government regulated vehicle inspection report specific to our Ford Escape 2011, which in fact highlights “minor engine oil leak” and “ABS / PCSM fault – steering shaft position sensor malfunction”, this directly corresponds to the National Highway Traffic Safety Administration recall on the Ford Escape (including our 2011 vehicle manufactured specifically during that time period).

Pertinent to note that these specific recalls which are inspected to be found in our Ford Escape vehicle as evidenced by the attached inspection report, could lead to “a fuel leak in the presence of an ignition source increases the risk of fire” and the PCSM sensor recall could result in “increasing the risk of a crash” as identified by the National Highway Traffic Safety Administration.

This is not withstanding the fact that we have not even begun to discuss the transmission manufacturing defect. Ford have directly placed human lives at risk, and I am shocked by the casual and dismissive email from Ms Diyana who “ *wish to advise that the current issues are entirely unrelated to the recall.*” When the facts prove otherwise, had we heeded her advise as a representative of Ford, our safety would be put in further risk.

I cannot believe that such a serious issue is taken so lightly and casually by Ford, and with the pending lawsuits where Ford has been identified to be concealing key facts, provide further evidence to regulatory bodies within the MENA region to take action against such practices.

Please take action and avoid Ford putting other customers lives at risk. Please see attached vehicle inspection report which correlates to the manufacturing defects.



Motor Check

URL: www.motorcheck.ae Email: info@motorcheck.ae Shop #801 / 288 & 279 Souq Al Haraj, Sheikh Mohammed Bin Zayed Road, Sharjah, PO Box 4648 +971 6 532 4600

Repair Order #
44145

Certified Time of Upload
31.03.2022 20:15

Technician Name
Shamim Ibrahim - Technician

Summary of Inspection



Additional Information

Name: ANAM
VIN: 1FMCU9C76BKA35921

Mobile: 508354827

Vehicle: Ford Escape 2011

Urgent Service:

Recommend immediate action.



Spare Tire

Comments: Spare tire expired



Tires Condition \

حالة الاطارات

Comments: Rear both side tire expired

Service Soon:

Recommend future action.



Instrument Panel and
Warning Lights \

لوحة أجهزة القياس
وأضواء التحذير

Comments: ABS Warning lights on,
Parking brake light always on, Traction
control light always on



Body Panel Inspection \

فحص لوحة
الجسم

Comments: Dents and scratches on body



Paint Check \

فحص الطلاء

Comments: Trunk door repainted, Left
side fender and both doors repainted



Engine Oil/Filter

الفلتر وزيت

Change and Chassis

زيت الشاسيه

Lube \

المحرك

Comments: Minor engine oil leak



Engine Mounts \

قوة المحرك تردد

Comments: Engine mounting weak



Chassis Condition \

حالة الشاسيه

Comments: Rear right side chassis
extension end minor dent



Differential/Drive Axle \

محور العجلة

Comments: Front left side outer axle boot
cracked



Tie-Rods and Idler Arm \

Comments: Both side tie rod end boots
cracked



Struts and Shocks \

الدعامات والصدمات

Comments: Rear both side shock absorber
minor leak



Floor Inspection \

فحص الأرضية

Comments: Back panel repaired and still
minor dent

Vehicle information

Ford 2011 MY(Model Year) Escape /Tribute / Mariner
VIN: 1FMCU9C76BKA35921
Diagnostics time: 2022/03/31 19:33

Mileage: 187351.7 km

Path: Automatic selection > Not equipped > Diagnosis > Auto scan >

Status report

System name	DTC counts	Status
PCM(Powertrain Control Module)	0	Pass
ABS(Antilock braking system)	1	Fault
RCM(Restraint Control Module)	0	Pass
OCSM(Occupant Classification System Module)	0	Pass
IC(Instrument Cluster)	0	Pass
4X4(4X4 Control Module)	0	Pass
ACM(Audio Control Module)	0	Pass
FCIM(Front Controls Interface Module)	0	Pass
FDIM(Front Display Interface Module)	0	Pass
GEM / SJB(Generic Electronic Module / Smart Junction Box)	0	Pass
HVAC(Heating Ventilation Air Conditioning)	0	Pass
PSCM(Power Steering Control Module)	1	Fault

1. ABS(Antilock braking system) —— (1)

- 1.1. B1342:E0 ECU(Electronic control unit) internal fault
CMDTCs

2. PSCM(Power Steering Control Module) —— (1)

- 2.1. B227B:6F Steering Shaft Position Sensor Malfunction
CMDTCs