



**COMPANY CONTEXT / FORD MOTOR COMPANY**

**\$17.028bn**

Closing warranty & field service  
action liability

31 Mar 2026 | \$17.190bn at FY25

**60,900**

Complaint records  
Ford + Lincoln, all model years

Received 1 Jan 2022 - 16 Jun 2026

**4,937**

Cumulative base trajectories  
Ford + Lincoln

Observed by 16 Jun 2026

Finance: global consolidated group, net of estimated supplier recoveries. Complaints above: Ford + Lincoln in the U.S. dataset; SCM KPIs below: Ford brand only. No liability is allocated to Escape. [1, 2]

**SCM KPIs / FORD BRAND / ALL MODELS**

**Complaint activity | 3 x 30 days**

**1,139 → 1,112 → 1,090**

Changes: -27, then -22

Both windows decline.

**Failure architecture | review sample**

**32 / 174 | 18.4%**

Largest family: unspecified powertrain.  
23 categories; diffuse evidence structure.  
Separate review sample; no Escape attribution.

Windows: 19 Mar-17 Apr | 18 Apr-17 May | 18 May-16 Jun 2026. Unique complaint IDs. [2]

# Ford Escape 2020

Cost of Poor Quality | Remedy availability

**KEY TAKEAWAY**

The selected Escape trajectory rose from **3 to 11 records** in the latest 30-day window. Three current reports describe **unavailable fuel-injector remedies or parts**. These support a focused service-availability review within a mixed trajectory. A reported engine-area fire requires a separate review. [2, 3]

**CASE INDICATORS / SELECTED TRAJECTORY**

**Complaint records**

**777**

Model-year total: 1,437

**Reported outcome flags**

**14 / 777**

Records with ≥1 positive flag

**Case activity | 3 x 30 days**

**8 → 3 → 11**

Same windows as OEM above

**OPERATIONAL REVIEW QUESTION**

Which of the three reported remedy delays reflects remedy readiness, parts availability, vehicle eligibility or a service-access issue? Verify service and order records before planning a response.

COPQ is the review perspective. Financial balances retain their stated accounting scope.  
These reports do not calculate total COPQ, parts demand or vehicle failure rates.



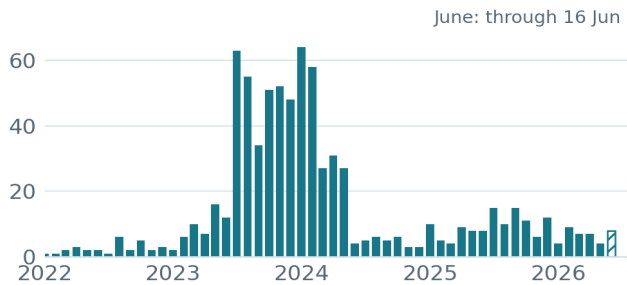
CASE EVIDENCE / FORD ESCAPE 2020

# Activity, component categories & location

All four views use the same 777 unique complaint IDs. Time is the complaint receipt date, from 2022 through 16 June 2026; the vehicle model year is 2020. [2]

## Calendar-month complaints

Unique complaint records



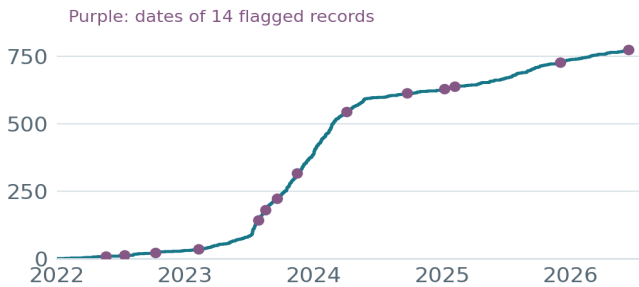
## Trailing 30-day complaints

Unique complaint records



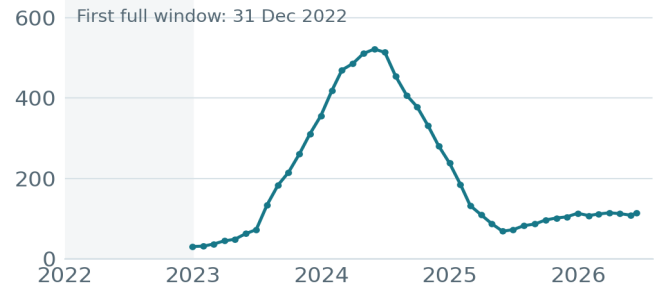
## Cumulative complaints / outcome dates

Unique complaint records



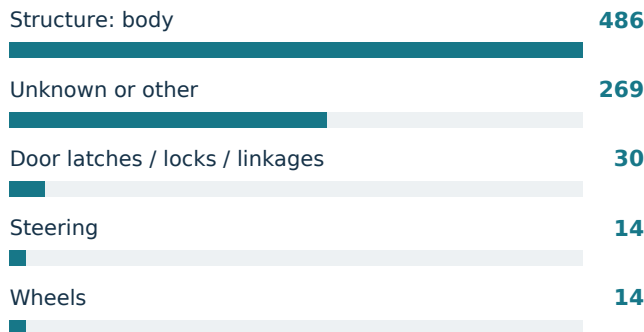
## Rolling 365-day complaints

Unique complaint records



## COMPONENT CATEGORIES

Unique IDs | selected trajectory



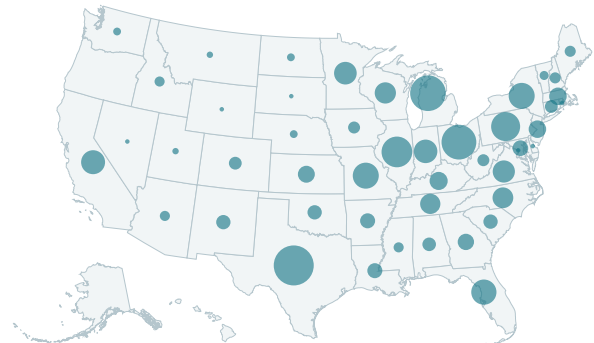
Top five categories; assignments can overlap.

Parts relevance is an estimate; no SKU / quantity inferred.

**How to use this view.** Texas 78, Michigan 62 and Ohio 59 have the largest counts. One Puerto Rico record is retained outside the map. Body-related labels dominate the full path, while recent remedy-delay reports require narrative review.

## GEOGRAPHIC CONTEXT

Recorded consumer state | same trajectory



776 mapped IDs | circle area  $\propto$  count

State summaries; no exposure or climate adjustment.

Map: US Atlas 3.0.1 (Census-derived boundaries).



OPERATIONAL EVIDENCE / 11 CURRENT-WINDOW RECORDS

## From reported symptoms to a service question

**ODINO** is the individual complaint record number in NHTSA's **Office of Defects Investigation (ODI)** database. Entries below paraphrase the frozen source narratives; descriptions remain complainant reports. [3]

**Service-availability review:** 11739963, 11741841 and 11744505 describe fuel-injector remedy or parts delays. The fire report, 11744261, is a separate priority record; neither its cause nor a link to those delays is established.

| RECEIVED    | COMPLAINT ID    | REPORTED ISSUE                                              |
|-------------|-----------------|-------------------------------------------------------------|
| 20 May 2026 | <b>11738946</b> | Wiper malfunction and tire-pressure sensor problems.        |
| 25 May 2026 | <b>11739963</b> | Fuel-injector remedy unavailable; hesitation also reported. |
| 30 May 2026 | <b>11741042</b> | Panoramic roof shade detaches; visibility concern.          |
| 02 Jun 2026 | <b>11741558</b> | AWD warning; module replacement and assistance dispute.     |
| 03 Jun 2026 | <b>11741841</b> | Recall parts reportedly on order for almost a year.         |
| 05 Jun 2026 | <b>11742320</b> | Temporary loss of steering control while driving.           |
| 05 Jun 2026 | <b>11742324</b> | Rear-wheel lockup; intermittent parking-brake application.  |
| 05 Jun 2026 | <b>11742400</b> | Tire-pressure monitoring and electrical door-lock problems. |
| 06 Jun 2026 | <b>11742495</b> | Panoramic roof trim falls or catches in shade mechanism.    |
| 15 Jun 2026 | <b>11744261</b> | Engine-area fire and extensive front-end damage reported.   |
| 16 Jun 2026 | <b>11744505</b> | No fuel-injection remedy; inspection difficulty reported.   |

### NEXT INTERNAL DATA PULL

- 1. Warranty / service:** confirm applicable remedy and repair eligibility for the three delay reports.
- 2. Parts / service operations:** check order status, availability dates and appointment constraints.
- 3. Field Quality:** review fire, steering and braking records separately; monitor the same windows.

### SCOPE, DEFINITIONS & SOURCES

**Evidence boundary.** No verified campaign, part-number, supplier or inventory linkage is established. Reported waiting times do not establish a measured Time-to-Remedy KPI. The next data pull is a review question, not an inventory instruction.

**[1]** Ford 2025 Form 10-K, Note 24; Q1 2026 Form 10-Q, Note 17. Net closing warranty / field service liability. [FY25 filing](#) | [Q1 2026 filing](#).

**[2]** NHTSA consumer complaints received 1 Jan 2022-16 Jun 2026. Counts use distinct complaint IDs. Manufacturer totals, selected trajectories and the fixed review sample have separate populations.

**[3]** Complaint narratives matched by ID and receipt date. Indicators cover reported crash, fire, injury, death, medical, police or towing information. Absence of a positive indicator is not a safety finding.