



Ford Escape Flat Towing Problems:

Remco Auxiliary Cooling Pump

[Remco Lube Pump Website](#)

I started hearing about this accessory after-market part that may help the transmission overheating issue. At first, though, according to [TSB 11-7-15](#), Ford's position was that it: *"may provide an alternative to the Owner Guide Flat Tow guidelines...however, Ford does not warrant this aftermarket product. further, the use of an aftermarket product may void your ... warranty..."*

So big ole' Catch 22 from Ford - basically in my mind they're saying *"We haven't figured out how to make the car do what we said it would do in order to get you to buy it - or at least not so that it doesn't mess with our profits too much. And if you find a fix from somebody else (after spending money you shouldn't have to spend if the car towed like we said it would) - you're totally on your own after that and we won't even keep putting our little band aids on the gaping wound anymore."* And I can hear the last remark under their breath, *"...and good riddance to you, too!"*

They continue to recommend that customers follow the Owners Guide Flat Tow guidelines, *even though they're obviously not working!*

When I asked the Service Director at the dealership who fixed my [broken axle](#) what he knew about the Remco pump, he said, "The way I read it is the auxiliary part would help because that would remedy the fact that the original equipment transmission doesn't circulate the fluid, so that pump would help."

My question to Ford: so why can't Ford come up with something like this that they can warranty??? I'm sure the engineers are working on it but that doesn't make people who are towing the car they bought for that purpose feel any safer on the road right now. Nor can most afford to just take our lumps, get rid of the Escape and go buy another car for towing – especially when taking into consideration the expenses associated with new base plates and prepping the new car for towing.

Also see [5/30/11 comment on RV.net Forum](#): Remco says they will be shipping the part starting June 15, and that they have a big demand...

Conflicting Information re: Ford's Position on who pays for the Remco pump:

2012: I started hearing comments from people that Ford was now installing the Remco pump. [See comment on 8/3/11 blog post](#). "After installing 3rd tranny since new Dec 2011 (2011 Mercury Mariner) Ford installed Remco pump at Ford's expense. I still follow all Ford procedures and have towed 5500 miles since pump installation. No problems so far."

However, on 7/26/11 in this [RV.net forum discussion](#), the Ford owner says, "I had my dealer check to see if Ford would pay for the Remco pump - the answer was "no".

On 3/10/12, I received an email from a fellow RVer: "We too have a 2009 Ford Escape that we bought specifically to flat tow. Unfortunatley, we too have been burning up transmissions and having them replaced at various Ford dealerships." After their 3rd transmission, "Again Ford replaced it but they're really giving us a hard time now. Wanted us to have the Remco pump installed but we wouldn't since they wouldn't guarantee it & could void our warrantee." So this is their 4th transmission and even after that, "We barely made it back to FL – stopped at a campground after having only driven for about 3 hours & the transmission was really hot & we had fluid on the back of the Escape again."

Information From Remco:

3/9/12: I spoke with Heather at Remco (800-228-2481). She said they are definitely installing a lot of these lube pump kits in the Escapes, but she could not confirm if Ford or the customers were paying for them. To get the information, you go to the [Remco website](#), click on Application Charts and enter your model to get the part you need. For my 2009 Escape, the part number is LP-BK01-004 at a cost of \$995.

As for Ford's [TSB 11-7-15](#) saying installation of this part would may void the Ford warranty, she pointed me to a legal opinion solicited by Remco in 2000 that quotes the "Magnuson-Moss Warranty Act" and says:

"the Act prohibits motor vehicle manufacturers from canceling motor vehicle warranties solely because the owner has installed the products of 'outside vendors' on the motor vehicles."

But I guess if Ford can make you believe them and go away and pay for expensive retrofits for things that shouldn't be required if their products worked the way they represented, that's what they prefer...

Need I say again (as echoed by other Escape owners): *"If I had known all this before I bought the Escape, I never would have bought it! I believed Ford's representations and they should honor them!"*

Oh, and still absolutely no peep in response to my [two certified letters to Mr. William Clay Ford, Jr.](#)... I actually thought he might at least have someone on his staff answer since he was quoted in a 2009 press release saying, "I want us to be a company that makes a difference in people's lives; one that delights its customers... to do that we are focused on delivering desirable products." I say you most definitely *have* made a difference in people's lives, Mr. Ford - but one that most definitely is *not* delightful!