



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

1200 New Jersey Avenue SE.
Washington, DC 20590

August 14, 2020

The Honorable Pete Olson
Member, U.S. House of Representatives
6117 Broadway Street
Pearland, TX 77581

NEF-109 rrr
Ref. No. 11329489

Dear Congressman Olson:

Thank you for the letter on behalf of your constituent, [REDACTED], concerning her model year (MY) 2017 Ford Fusion. Your letter was forwarded to the National Highway Traffic Safety Administration (NHTSA). I am pleased to respond.

NHTSA is the Federal agency responsible for improving motor vehicle safety on our Nation's roadways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects, such as in their design, construction, or performance. Among other activities, we also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided, as well as the information previously provided by [REDACTED] through our www.nhtsa.gov website on June 17, 2020 (Ref. No. 11327890). The campaign [REDACTED] references appears to be a Ford Customer Satisfaction Campaign (Bulletin No. 19B37), which was issued by Ford on December 12, 2019, for certain MY 2017 through MY 2019 Ford Fusion vehicles equipped with 1.5L engines. Ford's bulletin indicates that the affected vehicles may exhibit coolant intrusion into the cylinder bores. Symptoms include coolant loss, excessive tailpipe smoke, or illuminated malfunction indicator lights (MIL) due to engine misfire. Over time, this condition may damage the engine, requiring the replacement of the engine short block. [REDACTED] states that her MY 2017 Fusion is equipped with a 2.0L engine, which we confirmed by reference to the vehicle identification number she previously provided the agency. As Ford limited the customer service campaign in question to 1.5L engines, [REDACTED] MY 2017 Fusion with a 2.0L engine does not appear to qualify for the campaign.

Please note that the campaign at issue is a customer service campaign initiated by Ford and not a safety recall. The issuance of a Customer Satisfaction Campaign by a manufacturer does not necessarily mean that a vehicle contains a safety-related defect in accordance with our statute, the National Traffic and Motor Vehicle Safety Act. Manufacturers may issue these types of actions at their discretion to address a known problem unrelated to motor vehicle safety and to

restore customer satisfaction. While NHTSA continuously monitors manufacturer customer satisfaction campaigns to identify potential vehicle safety issues for which a recall is necessary, the agency does not otherwise regulate customer service campaigns. Thus, the manufacturer remains responsible for all aspects of such campaigns, including the nature and scope of the repair, the vehicles and model years at issue, and all associated campaign timing and owner notifications.

At this time, our review of this issue has not identified sufficient evidence to support the opening of a safety defects investigation or to initiate a recall. However, we entered [REDACTED] information into NHTSA's database. It will be used with other reports to identify any safety defect trends that may require our attention. [REDACTED] can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

In addition, we encourage [REDACTED] to continue to work with Ford and her dealer to explore the potential for an amicable resolution to her problem. She may also ask her dealership for a meeting with a Ford representative regarding her problem. [REDACTED] may also consider contacting her local Consumer Protection Agency or the Texas Attorney General's Office regarding her problem and rights under state law. In addition, the Federal Trade Commission (FTC) regulates and investigates warranty and dealership problems, reimbursement matters, and fair trade practices. Therefore, if [REDACTED] believe this issue potentially relates to such a practice, she may contact the FTC to discuss the matter. There are three ways to contact the FTC: by toll free telephone at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

Finally, [REDACTED] 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. [REDACTED] can visit their website at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

I hope this information is helpful. If you have any questions, please feel free to contact me at 202-366-8849.

Sincerely,



Sara Peters
Deputy Director, Governmental Affairs,
Policy and Strategic Planning

cc: The Washington Office