



GEORGIA DEPARTMENT OF LAW
Consumer Protection Division

2 Martin Luther King, Jr. Drive SE
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Atlanta, Georgia 30334

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CHRISTOPHER M. CARR
ATTORNEY GENERAL

July 28, 2022

[REDACTED]

Marietta, Georgia [REDACTED]

Re: Reference File Number [REDACTED]
Business Name: Ford Motor Company Tires Plus Total Car Care

Dear [REDACTED]

The Georgia Department of Law, Consumer Protection Division received your complaint regarding Ford Motor Company Tires Plus Total Car Care. Upon review of this matter, it appears to be the type of allegation handled by the National Highway Traffic Safety Administration (NHTSA).

We have forwarded a copy of your complaint to the NHTSA for review. Please direct all future correspondence to that agency at the following address:

National Highway Traffic Safety Administration
1200 New Jersey Avenue SE, West Bldg.
Washington, DC 20590
Phone: 888-327-4236
TTY: 800-424-9153
Website: <http://www.nhtsa.gov>

Thank you for bringing this situation to our attention.

Sincerely,

C. Hanna
Administrative Generalist

cc: National Highway Traffic Safety Administration (w/attachment) ✓



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SUMMARY OF COMPLAINT

AGCPD reference file number: [REDACTED]

Date complaint received: 6/4/2022

Consumer name: [REDACTED]

Address: [REDACTED], Marietta, Georgia [REDACTED]

Phone(s): [REDACTED]
[REDACTED]

Name of business: Ford Motor Company and Tires Plus Sandy Plains, Marietta GA

Address: Ford Motor Company, Customer Relationship Center P.O. Box 6248, Dearborn, MI 48126

Phone: 800-392-3673

Month / Year of transaction: March 2022

Complaint details as submitted:

To Whom It May Concern,

I am without a car! My 2018 Ford Escape was denied a warranty recall claim because its specific VIN was not on the Ford Motor companies list of recall vehicles. My car falls into the following class action suit as it has is a 2018 Ford Escape with the ECOBOOST engine and based on the mechanics from Tires Plus, code reader the error codes are exactly what is in the recall information.

March 28, 2021 - A Ford class action lawsuit alleges EcoBoost engine problems exist in 2013-2019 Ford Escape, 2015-2019 Ford Edge, 2017-2019 Lincoln MKC and 2017-2019 Lincoln MKZ vehicles. The alleged Ford EcoBoost engine issues allegedly occur in 1.5L, 1.6L and 2.0L vehicles which cause engine coolant to leak into the cylinders.

EcoBoost engine problems are caused by the design of the engine block and cylinder head, as well as a faulty cylinder head seal. The coolant allegedly remains in the engine instead of circulating from the engine to the radiator.

The EcoBoost engine coolant allegedly pools in the engine and damages components, reducing the amount of coolant which causes the engines to overheat.

The class action lawsuit also says the EcoBoost engine components wear down prematurely, something Ford has allegedly known since 2010.

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The EcoBoost class action alleges the recall was inadequate because:

"[I]t did not address the true source of the problem or fix the problem. It also did not encompass the full range of Vehicles affected by the defect. It did not apply to the 1.5L and 2.0L EcoBoost Engines with the same engine block design, which are made from the same materials, and likewise suffer from the Engine Defect. Likewise, it did not apply to all of the Vehicle models and model years with the defective EcoBoost Engines." Neither FORD or Tires Plus will correct the recall issues and I am stuck with a 4 year old car that has been regularly maintained (It was a company car that I purchased) I have owned it for 9 months and have 4 years of payments left

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Consumer Protection Unit

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PRESORT

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National Highway Traffic Safety Administration
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