

[REDACTED]
Greenville, IL [REDACTED]

June 9, 2022

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-210)
1200 New Jersey Ave. SE
Washington DC 20590

RE: Ford 1.5 EcoBoost Engine [REDACTED]
VIN 1FMCU9GD7J [REDACTED]

Dear Reader:

Please lend our voice to the growing number of Ford 1.5 EcoBoost engine customers who have been unfortunate to experience Ford's inability to repair a design flaw reportedly dating back to 2013. We have been without our Ford Escape for over two months due to the flaw in the short block engine which allowed coolant to leak and interfere with the engine. Additionally, when the replacement short block engine arrived, it was not manufactured correctly! We are one of the lucky ones. Ford has agreed to pay for the cost of the repairs, but still the dissatisfaction with Ford exists, because this should not have happened or be continued unanswered.

We look to you, as well as other consumer agencies, to look out for us. Your website describes when a recall is necessary. Among other criteria, is the statement "when there is a safety-related defect in the vehicle or equipment...existing in a group of similar design..". The 1.5 Ford engine seems to fit the criteria. My question to you is when will a recall be issued? There was a service bulletin issued to the dealers, but we, the Everyman, were left in the dark. When should consumers be alerted? We were oblivious about the dangers with this engine until it happened to us.

Ford has issued recalls for Escapes after 2020, but customers with older vehicles are left to handle this issue with the dealers with varied results. Hence a class action suit, which again, as Illinoisan, we were not unaware of until we started our research. Illinoisans are not, yet, party to this suit.

Please explain why the 2013 – 2019 vehicle owners with the 1.5 EcoBoost engine are being treated differently than the 2020-2022 vehicle owners?

Thank you for your help in this matter.

Sincerely,
[REDACTED]

Greenville, IL

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