

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [REDACTED]
To: [EVOO \(NHTSA\)](#)
Subject: RE: Follow up to ODI Complaint ----11509270
Date: Saturday, March 18, 2023 1:02:26 PM
Attachments: [REDACTED]

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Attached are the requested documents for our complaint.
We have attached the following documents:

Vehicle owners Questionnaire

A letter detailing our vehicle issue and actions we have taken to date

Our receipt from the original engine diagnosis from Karl Flammer Ford

Original invoice for Vehicle purchase

Please let us know if there are additional documents needed to support our complaint.

Thank you,
[REDACTED]

Sent from [Mail](#) for Windows

From: [EVOO \(NHTSA\)](#)
Sent: Wednesday, March 15, 2023 1:22 PM
To: [REDACTED]
Subject: Follow up to ODI Complaint ----11509270

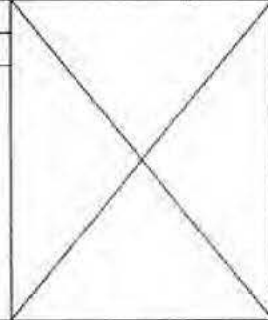
Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation

CHEVROLET

228-388-8000
11325 CEDAR LAKE RD
BILOXI, MISSISSIPPI 39532

DATE 05/29/2021

SALESPERSON ROBERT CULBERSON	BILOXI, MS
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POSTING REFERENCES		
POSTED BY:		
EXTENDED BY:		
CHECKED BY:		
SALES ACCT. NO.	COST	COST ACCT. NO.
ACCT. NO.		
		
	USED VEHICLE TRADE IN	
	ALLOW VALUE \$ _____	
	APPRAISAL VALUE \$ _____	
	COMM- SSION \$ _____	
	FINANCE INCOME \$ _____	
	INSURANCE INCOME \$ _____	

70455-1 RBC-FI

KARL FLAMMER FORD

www.karlflammerford.com

41975 U.S. HWY. 19 NORTH - TARPON SPRINGS, FLORIDA 34689

(727) 937-5131 - 1-888-901-KARL (5275)

FOR YOUR CONVENIENCE CALL DIRECT

PARTS: (727) 937-9230 - SERVICE: (727) 934-8675 - BODY SHOP: (727) 934-3828

P & A CODE: 04970
STATE REG. #: MV-01433

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. - 3:00 p.m. Saturday

R/O Open Date	R/O Number
02/16/23	
R/O Close Date	Status
02/17/23	Final
Mileage In	Mileage Out
127273	127273
Service Advisor / Tag #	
ANGELO CARDINAL/6688*W*	
Vehicle Identification Number	
3FA6P0HD2GR	
Delivery Date	In-Service Date
	02/16/23
Color	License Number
OTHER	

			Work Phone
			Home Phone
Year	Make	Model	Body
2016	FORD	FUSION	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [REDACTED]	
#1 - FCEL: WARNING LAMP DIAGNOSIS/ CHK ENG, ABS, TRAC CNTRL C/S: COOLANT LOW LIGHT COMES ON HAS FILLED COOLANT AT LEAST TWICE Tech: Jonathan Myers (524) VERIFIED CONCERN NO EXTERNAL LEAKS PRESENT PRESSURE TESTED THEN REMOVED SPARK PLUGS INSPECTED CYLINDER FOUND COOLANT IN CYLINDERS RECOMMEND ENGINE REPLACEMENT Sub Total: 169.95	169.95
#2 - 99PX: PERFORM ATW INSPECTION MULTI-POINT VEHICLE INSPECTION Sub Total: .00	
#3 - 99P: PERFORM ATW REPORT CARD INSPECTION MULTI-POINT VEHICLE INSPECTION Sub Total: .00	
Please Note: #6688 CREATED 2023-02-14 03:47:00PM TAKEN BY SEREN A DIFFENDERFER	
On behalf of the servicing dealer, I hereby certify that the information contained hereon is accurate. Unless otherwise shown, services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by representative of Ford.	
(SIGNED) _____ DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) _____	
DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.	
X	
	LABOR 169.95
	PARTS .00
	DEDUCTIBLE .00
	SUBLET .00
	SHOP SUPPLIES 17.00
	HAZARDOUS MATERIALS .00
	SALES TAX OR TAX I.D. 13.09
	SPECIAL ORDER DEPOSIT .00
	DISCOUNTS .00
	TOTAL DUE 200.04
	VI/MC/DIS/AMEX 200.04



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

27-FEB-2023

Repository ☐

Reference No.
11509270

OWNER INFORMATION (Type or Print)

Name

Address

City

New Port Richey

State

FL

ZIP Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
3FA6P0HD2G

MAKE
FORD

Model
FUSION

Model Year
2016

Date Purchased

Dealer's Name and Telephone Number
Karl Flammer Ford 7279375131

Engine:
No: Cylinders

Fuel Type:

Original Owner
☐

Dealer's City Tarpon Springs

STATE
FL

ZIP Code
34689

Transmission Type

☐ Antilock Brakes
☐ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)
20-FEB-2023

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 060000 ENGINE AND ENGINE COOLING

Failure Mileage
127273.0

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTMAL 9ABC036)

☐ Original Requirement
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), Injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police
N

Narrative Description of Incident(s), Crash(es), Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

The contact owns a 2016 Ford Fusion. The contact stated while driving at various speeds, the coolant warning light illuminated. The contact had taken the vehicle to an independent mechanic where the coolant was topped off; however, the failure returned soon after the repair. The contact took the vehicle to a dealer where it was discovered that coolant had leaked into an engine cylinder which led to engine failure. The contact was referred to the manufacturer and was informed that the vehicle was not under warranty. The vehicle was not repaired. The failure mileage was 127,273.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579. This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

To whom it may concern:

Our Ford Fusion was purchased 5-29-2021 from Ray Brandt Chevrolet 11325 Cedar Lake Rd. Biloxi, Mississippi 39532. We moved to Florida in May of 2022. We have had our vehicle serviced regularly. On February 13^h the coolant light came on so we drove to a service dealer and had the coolant checked, they said it was low and filled it. While driving the car over the next two days the light came on again, so we returned to the same dealer and had more coolant added. The next day February 15th, the light came on again and we immediately drove to the nearest Ford Dealership to have it checked out. This dealer was Karl Flammer Ford 41975 U.S. HWY 19 North Tarpon Springs, FL 34689. They ended up doing a five hour pressure test and we were told we would need to replace the engine. They quoted us \$9,000. For a short block and \$10,000. For a long block. We told them that it would not be possible for us to spend that kind of money for repairs on the car as we lived on Social Security and were on a fixed budget. We were told the car should not be driven any distance as it could fail at any time. We were also told by a mechanic that they have experienced this problem before and that the engine had a poor design with a split block that had thin walls that could crack. We then drove the car home and parked in our garage. The next morning the car would not start. We had power to the lights and interior, but the engine would not start.

We then called Ford Assist 800-392-3673 and were told that our vehicle was out of warranty and they could offer NO help. They gave us a case [REDACTED].

We then began calling dealers looking for a replacement engine and were told they would be very expensive as they were in short supply and would most likely have to replace it with a junk yard or used engine which would be anywhere from \$5,000. To \$7,000.

As of March 16, 2023 the car is parked non-running in our garage. We will continue to make our car payments until the \$10,000. Loan is paid off in 2026 at which time we will most likely have to sell it for next to nothing.

We purchased this vehicle thinking that it would last us until we quit driving which is not too far down the road as we are approaching our 80's. The mental stress that we are under not having a vehicle has not been easy for us to deal with. We feel that if Ford Motors new about this poor engine design and still sold this engine they should stand behind their product.

Thank you

[REDACTED]