

April 17, 2023

[REDACTED]
Commerce Township, MI [REDACTED]

Ford Motor Company

1 American Road
Dearborn, MI 48126

Attn: Jim Farley, CEO

RE: VIN #3FA6P0HD4J [REDACTED] Ford Fusion 1.5L
Customer Service Case [REDACTED]
Erskine Law

After numerous attempts to resolve the 2018 Engine Block issue with Ford Customer Service, Multiple Ford Dealerships, Numerous Automotive Repair Shops and Erskine Law, I am writing to you and others for help with the following power points in front of you:

- Disabled vehicle for more than 18 months car began smoking and became a fire hazard
- Technical Service Bulletin(s) parts for repair equate to engine/engine block replacement (TSB19-2139)
- Law suits for "Dangerous Engine Defect"
- Ford's requirement of "Ford Dealership" evaluation of the 1.5L Ecoboost engine issue, and only refers to the dealership diagnosis
- Federal National Highway Traffic Safety Administration, Mark Rosekind, prioritizing removal of defective vehicles from the Highways
- Ford's Dealership ultimatum in order to sell Model-e vehicles between 2024-2027

Ford's issues with sales and service of internal combustion engine (Gas) and the Model-e (Electric) vehicles is looking much like the hidden customer issues similar to the Pacific Gas & Electric legal issues around the water in Hinkley, California where the rampant cancer cases were dismissed by utilizing medical facilities that were paid by PG&E. Ford is operating in the same manner with its requirement of Ford Dealership documentation, of which the dealership must be cautious how it provides information or risk their supply of "allotted vehicles" at minimum. Isn't that the ultimatum in the electric vehicle deal? If the dealership pays the minimal, they are allotted only a few vehicles, but million dollar investment is allotted more, while those who don't participate in the Model-e upgrade face reduced auto allotments and potentially risk losing their business.

The dealerships know the consequences of documentation of manufacturing defects in their diagnosis. At some point, someone in charge of production knew it wasn't ready and there was a defect that would require engine replacement, but went ahead with production anyway.

From second hand experience, I learned through the Merkur XR4Ti's short run from 1985-1989 that it wasn't safe. You see, my father worked for your company for 30 years, dedicating our automotive purchases for family AND extended family to the Ford product he believed in. He was reprimanded for standing up for the safety standards, in a managerial capacity. I believe

the same has happened with the Ford Fusion in 2018 with the 1.5L engine – it wasn't ready, yet put into production anyway. This caused safety and financial issues across the nation. You can choose to do the right thing Mr. Farley.

Your chosen target market for the Ford Fusion is one of a particular class, culture and income level who are typically unaware that a trusted manufacturer would saddle full engine replacement expenses upon unsuspecting buyers. Much like the cancers of the water in Hinkley, California, there is harm and impact on families across the nation because of Ford's reluctance to do the right thing. In some instances, people were deceived, yet excited that Ford would "help them partially cover the expense" for the engine replacement. This assistance when Ford was fully aware of the manufacture defect AND that may present itself again after only 6 months. When it fails again, Ford refuses to help. This is also the case for numerous unsuspecting women who trusted the dealership for the repair,

Mr. Farley, if I were to interview Automotive repair shops across the nation, what do you think their perspective and diagnosis would be for the repair of the 1.5L Ecoboost engine used in the 2018 Ford Fusion, and numerous other models manufactured until the mid 2019, engine correction? Verbally, the Ford dealerships will explain to you that you're 'probably going to need a new engine', and 'I personally wouldn't put more money into the repair', only to find the written documentation differs from the verbal explanation. The Automotive Repair shops provided verbal and written estimates based on their Training, Experience, Knowledge of the Industry and Manufacture defect and their ability to warranty their work. What do you think the magnitude of responses from Automotive Repair facilities would be?

With all the information that I and my attorney have provided Ford Motor Company and your deferred attorney firm, Erskine Law, there has been no resolution. In fact, Erskine Law has ignored my attorney after our refusal to accept a one thousand dollar offer to settle and remain silent about the issue at hand. His numerous attempts to resolve the issue with Erskine has been met with neglect. This is a direct reflection of the operations of Ford Motor Company and it's concern for safety and customers.

Please respond to myself at the above address, and my attorney for resolution at the following:

[REDACTED]
[REDACTED], Henderson, Nevada [REDACTED]
[REDACTED]

Looking forward to breaking through.

Sincerely

[REDACTED]

cc: Raquel Hernandez, Elena Ford, Mark Rosekind, Steven Croley, Beth Rose, Richard J. Klampka

Commerce Township MI



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\$7.50

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RETURN RECEIPT
REQUESTED

NATIONAL HighwaL
1200 New JERSE
WEST Building
WASHINGTON, DC

ATTN: MARK ROSEKIND

Department of Transportation

To: W41-306

Building: DOT

Mailstop: 4 West

Rtg Symbol: NEC, NOA, NIA

External Carrier: PRIORITY

Sender:

DOT

4/25/2023 9:55:17 AM



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