

CL-11519755-2000

June 22, 2023

[REDACTED]
Commerce Township, MI [REDACTED]

National Highway Traffic Safety Administration
1200 New Jersey Ave, SE
West Building
Washington, DC 20590

Attn: Appropriate Personnel

RE: Case Id: [REDACTED] (Office of Investigative Services, State of Michigan)
AG No: [REDACTED]-A (State of Michigan, Attorney General)
VIN #3FA6P0HD4JF [REDACTED] (2018 Ford Fusion 1.5L)
CAS: [REDACTED] (Ford Customer Service Case Number)
Erskine Law (Ford Motor Company deferred lawyer)

Recent media is actually supporting the complaint regarding faulty, deceptive manufacturing. In an effort to support strategic relationships between Ford Motor Company (FMC) and Investors and Ford Motor Company (FMC) and its Dealerships, details in the manufacturing process are also strategic so production does not miss the deadline, dealership business gains, and customers take delivery of product. Sounds like standard business until those strategic details involve attack on personnel who stand up for safety, report serious design/function flaws, expose corruption or more. Much like whistleblowers not being truly protected, company open-door business policies are flawed in like manner.

This is my second letter to the National Highway Traffic Safety Administration (NHTSA) to address the neglect by FMC, its attorneys and dealerships, to resolve a defective 1.5L Eco-boost engine.

In the first letter, I mentioned that this cannot be the first time you are hearing this. More research and attempts to resolve revealed that documentation out there is in fact on your website. For this I am grateful, yet more attention and repairs are needed. The documents mentioned above and included with this letter are located at:

[REDACTED]

Also enclosed are the letters previously sent, along with the documentation from the **State of Michigan, Office of Investigative Services** and the **State of Michigan Attorney General Office**, both directing the issue to your agency. Therefore, I bring this issue to your attention once more in an effort to have FMC do the right thing. In their documents they share extended warranties, diagnostic and programming codes that "may be due" to a particular issue, and so forth. This is an indication that they are seemingly addressing a problem, but they are not stating that it is in fact due to that one issue. They have a repair process previously utilized (dongle) that they

were notified to refrain from because it "may error". The documentation, extended warranties and lack of response from a legal team are just more indications that FMC knows the 1.5L is bad engine yet doesn't fully have the answer, solution, or desire to take responsibility.

Since FMC did make manufacturing adjustments to this particular engine in mid-2019, it verifies there was indeed an engine block problem, yet there isn't a recall, and FMC is only offering **partial support** to its affected customer base.

You and I both know the strategic relationship between FMC and its Investors, as well as FMC and its Dealerships are based on mutual financial gain. Most would agree, that's just business. What is being exposed is people tasked with carrying out Faulty Design/Function into production having no option but to 'just do the job'.

Ponder the current FBI situation and others under investigation at the top levels of governance. There are people below them tasked with carrying out top secret level invasions, trusting that those in authority above them have done all the preliminary work required before it gets to the actionable steps. This is just a matter of time before the high levels of corruption expose the manufacturers and their strategic relationships and their associated gains.

Your agency has authority to deal with the issues of manufacturers' mass-producing faulty products. You have been successful with so many manufacturers, and getting FMC to make adjustments to the engine that came out in mid-2019, but now they need to fully address those they sold the faulty engines too. American families are suffering all across the nation.

Families are being led to foreign products because they seem to have less repair issues, last longer, and the list goes on. **Even the dealership who sold me the car pointed me to an outside, non-Ford, repair shop. Yes, the dealership representative recommended a non-Ford shop to repair my car because of the high cost and the extreme delay in repair, accentuating the problem.**

This is another indication of FMC manufacturing and Dealership issues. When I walked the process of complying with the request for diagnostics, the selected Dealership was hesitant because I did not purchase it at their location and hadn't come to them with any repairs. That should not have been an issue, but it was. I had recently moved back to Michigan from another state, where I had purchased the vehicle as new, and I selected a Dealership based on towing distance and recommendations.

As you can see in the enclosed letters with highlighted details, I and my attorney have provided FMC with details needed on this subject. This could truly lead to a very costly lawsuit for FMC, although I don't believe that is the battleground where this needs to be fought. As any person of prayer knows, we do our part, and God will show up and do what only He can do. Remember the story of David & Goliath. David trusted in the strength of what God can do, not in his own power behind that stone that took down the tormenting giant.

There is freedom in communicating this second letter to you, the agency that the State of Michigan believes can provide a solution. As you are well aware, FMC world headquarters is located in this very state. I am confident this will be resolved, and at minimum, I will have a new, safe on the road vehicle of my choosing, with clearing resolution for the vehicle that has been inoperable for more than 18 months. I am also confident that this will drive the initiative for so many others across America who are hurting from vehicle's manufacture defects.

With recent media addressing the detrimental errors of governing agencies, whistleblowers, missing submarine with reports of safety issues, and so much more, I believe you know Ford Motor Company needs to do the right thing and accept their responsibility, address the repair, replacement and financial compensation necessary to the American people. This is not an issue to make more lawyers wealthy, although they need to get paid, it's an issue that can contribute to the healing a nation, one step at a time.

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

[REDACTED]
Henderson, Nevada
[REDACTED]

Looking forward to freedom in every step.

Sincerely,

[REDACTED]

cc [REDACTED]

Enclosures:

June 09, 2022 - FMC Letter – Customer Satisfaction Program 19B37

June 09, 2022 - FMC Letter – Customer Satisfaction Program 21N12

April 17, 2023 - Letter to FMC – with multiple cc

May 10, 2023 – State of Michigan, Office of the Attorney General, Consumer Protection Division

May 17, 2023 – State of Michigan, Regulatory Monitoring Division

May 18, 2023 – State of Michigan, Attorney General, Consumer Protection Case letter

May 24, 2023 – State of Michigan, Office of Investigative Services Case letter



David J. Johnson
Director
Service Engineering Operations
Ford Customer Service Division

Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

June 09, 2022

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 19B37 - Supplement #4**
Certain 2017-2019 Model Year Fusion and Escape Vehicles Equipped with a 1.5L
GTDI Engine - Powertrain Control Module Reprogramming

REF: **Customer Satisfaction Program 19B37 – Supplement #3**
Dated May 6, 2020

REF: **Customer Satisfaction Program 21N12**
Dated: June 09, 2022

New! REASON FOR THIS SUPPLEMENT

- **Program Terms:** This program has been extended until November 30, 2022.
- **Service Action:**
 - 21N12 requires 19B37 to be completed in OASIS first, then 21N12 will activate.
 - Do NOT use the Dongle to reprogram vehicles.
- **Owner Notification:** Owners who have not completed 19B37 will be mailed an updated letter.
- **Attachments:**
 - A new Owner Letter with updated program terms (program extension).
 - Updated Mobile Repair Recommendations.
 - Attachment IV, Service Advisor to Customer Interaction Video Link, was removed.
- **Owner Refunds:** Updated refund date.
- **Labor Allowances:** Labor OP C, Dongle tool / process has been removed.

New! PROGRAM TERMS

This program will be in effect through November 30, 2022. There is no mileage limit for this program.

URGENCY

We recommend dealers utilize their FSA VIN Lists name and address (available on January 31, 2020) to contact customers with affected vehicles. This will help minimize the number of vehicles that may exhibit coolant intrusion into the cylinder bores, which may require a more extensive repair.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Escape	2017-2019	Louisville	September 17, 2015 through April 8, 2019
Fusion	2017	Flat Rock	October 1, 2015 through October 16, 2015
Fusion	2017-2019	Hermosillo	October 6, 2015 through June 10, 2019

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

Some of the affected vehicles may exhibit coolant intrusion into the cylinder bores. Customer 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 replacement of the engine short block.

New! SERVICE ACTION

Dealers are to reprogram the Powertrain Control Module (PCM) using the Integrated Diagnostic Software (IDS) release 116.04 or higher. The new PCM calibration will improve cooling and reduce the potential for coolant intrusion into the cylinders by operating the external coolant pump for a period of time following engine shut down. This service must be performed on all affected vehicles at no charge to the vehicle owner.

NOTE: 19B37 must be completed in OASIS before 21N12 is available for a vehicle.

NOTE: To avoid programming errors, do NOT use the dongle for the remainder of this program.

- The dongle service tool was requested back from dealers and repurposed for other FSAs.

New! OWNER NOTIFICATION MAILING SCHEDULE

Owner letters were mailed the week of January 13, 2020. Owner letters for the additional 2019 Fusion population were mailed the week of February 4, 2020. Owner Letters informing of program extension will be mailed the week of June 20, 2022. Vehicle owners will receive one letter for both 19B37 and 21N12. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

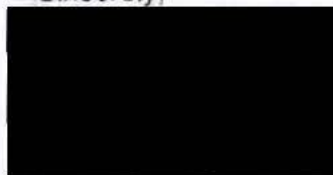
New! ATTACHMENTS

Attachment I:	Administrative Information
Attachment II:	Labor Allowances and Parts Ordering Information
Attachment III:	Technical Information
Attachment V:	19B37 Mobile Repair Recommendations
Attachment VI:	19B37 Vehicle Pick-up and Delivery Record
Owner Notification Letter – Program Extension	

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician Society (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,



Customer Satisfaction Program 19B37 – Supplement #4
Certain 2017-2019 Model Year Fusion and Escape Vehicles Equipped with a 1.5L GTDI Engine
Powertrain Control Module Reprogramming

OASIS ACTIVATION

OASIS was activated on December 12, 2019. The Supplement #1 additional 2019 Fusion VIN population was activated by January 21, 2020.

FSA VIN LISTS ACTIVATION

FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> on December 12, 2019. The Supplement #1 additional population FSA VIN Lists were available on January 21, 2019. Owner names and addresses were available by January 31, 2020.

NOTE: Your FSA VIN Lists may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this program is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this service action.

SOLD VEHICLES

- Use OASIS to verify affected VINs, as certain 2019 Fusion vehicles were added to this program.
- Owners of affected vehicles will be directed to dealers for repairs.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES

- Use OASIS to verify affected VINs.
- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this service action.

New! OWNER REFUNDS

Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed before the date of the *Owner Notification Letter – Program Extension*.

- This refund offer expires *November 30, 2022*.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the date of the Owner Notification Letter. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with an engine short block and/or head gasket replacement due to coolant intrusion into the cylinder bores.

Customer Satisfaction Program 19B37 – Supplement #4
Certain 2017-2019 Model Year Fusion and Escape Vehicles Equipped with a 1.5L GTDI Engine
Powertrain Control Module Reprogramming

NON-TRADITIONAL REPAIR APPROACHES

- **MOBILE REPAIRS:** Mobile repairs are approved and encouraged for this action. By offering mobile repair services, dealers can:
 - Increase customer base by reaching customers that may otherwise not do business with the dealership.
 - Improve customer satisfaction by offering a more convenient and timely service solution.
 - Free up service department space to accommodate retail work.
 - Conveniently service affected fleets.
 - Effective May 06, 2020, dealers are eligible to claim one-half labor hour per repair to cover costs associated with completing a mobile repair.
 - Dealers must retain a Mobil Repair Record with the repair order documentation. Refer to the Claims Preparation and Submission section and Attachment VI for details.
 - Dealers are encouraged to combine multiple repairs on the same trip for efficiencies.
- **VEHICLE PICK-UP AND DELIVERY**
 - Effective May 06, 2020, dealers are authorized to claim one-half labor hour per repair for vehicle pick-up and delivery services.
 - Dealers must retain a Vehicle Pick-up and Delivery Record with the repair order documentation. Refer to the Claims Preparation and Submission section and Attachment VI for details.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSA's / Related Damage.
- For vehicles within new vehicle powertrain warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the "Related Damage" radio button checked.
 - Ford vehicles – 5 years or 60,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

Customer Satisfaction Program 19B37 – Supplement #4
Certain 2017-2019 Model Year Fusion and Escape Vehicles Equipped with a 1.5L GTDI Engine
Powertrain Control Module Reprogramming

CLAIMS PREPARATION AND SUBMISSION

- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims, select claim type 31: Field Service Action. The FSA number (19B37) is the sub code.
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with same claim type and sub code as described in Claim Entry above.

IMPORTANT: Click the Related Damage Indicator radio button.
- **Special Allowances**
 - All Special Allowances must be claimed on the same RO line as the repair.
 - Mobile repair allowances can be claimed for dealer-performed mobile repairs. Dealers that are working with Ford-contracted mobile repair companies should refer to those companies for claiming instructions.
 - For dealer-performed mobile repairs and/or dealer pick-up and delivery, retain a copy of the Service Management signed record (see Attachment VI), with the repair order documentation.
 - Claim the mobile repair or vehicle pick-up and delivery allowance Labor Operation Code 19B37D along with the applicable Labor Operation Code for the repair (refer to the Labor Allowances table in Attachment II).
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 19B37 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND - Misc. Expense: 0.2 Hrs.
 - Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.

Customer Satisfaction Program 19B37 – Supplement #4
Certain 2017-2019 Model Year Fusion and Escape Vehicles Equipped with a 1.5L GTDI Engine
Powertrain Control Module Reprogramming

New! **LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Reprogram the PCM and clear DTCs using IDS release 116.04 or higher	19B37B	0.3 Hours
Mobile Repair or Vehicle Pick-up and Delivery Allowance – Claim with applicable repair labor operation above. For all 19B37 reprogramming repairs. NOTE: This allowance is for dealer-performed mobile repairs or vehicles pick-up/delivery for dealership repairs only. <i>If additional time is required due to travel, please submit an SSSC Approval Form.</i>	19B37D	0.5 Hours

NOTE: Labor Operation C – Dongle tool / process – has been removed. Dongles were returned to the SSSC and repurposed for different programs.

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

CERTAIN 2017-2019 MODEL YEAR ESCAPE AND FUSION VEHICLES EQUIPPED WITH A 1.5L GTDI ENGINE — POWERTRAIN CONTROL MODULE (PCM) REPROGRAMMING

NEW! SERVICE PROCEDURE

Module Reprogramming

NOTE: All vehicles are to have the PCM reprogrammed regardless of symptoms.

NOTE: To avoid programing errors, do NOT use the dongle for the remainder of this program.

1. Using the Integrated Diagnostic Software (IDS), check the Powertrain Control Module (PCM) for DTC's. Are any of the following DTC's present in the PCM:

- P0300-P0304
- P0316
- P0217
- P1285
- P1299

And/or with or without an illuminated Malfunction Indicator Lamp (MIL) the customer has a complaint of coolant issues such as:

- Low coolant level.
- Excessive white exhaust smoke.
- Runs in a rough condition.

YES - Continue to Steps 2 through 5 for PCM reprogramming.

- Then refer to Field Service Action (FSA) 21N12 for further instructions and diagnostics.

NO - Proceed directly to Steps 2 through 5 if there is no coolant intrusion evidence as described.

NOTE: If any other DTC's are present in the PCM and the engine light is illuminated, record them on the repair order and advise the customer that this update will not repair these issues and that the DTC's will be cleared but will return again after this update.

2. Connect a battery charger to the 12 volt battery.

NOTE: Verify that the negative cable of the charger is installed on a chassis or engine ground, and not the 12 volt battery negative terminal to prevent the battery saver mode from activating on the vehicle.

NOTE: Make sure the Integrated Diagnostic Software (IDS) computer does not enter sleep mode during programming.

3. Reprogram the Powertrain Control Module (PCM) using the latest IDS release. Make sure you are connected to the Internet prior to reprogramming.

NOTE: Calibration files may also be obtained at www.motorcraftservice.com.

NOTE: Follow the IDS on-screen instructions to complete the reprogramming procedure.



4. Clear all Diagnostic Trouble Codes (DTC's).

5. Disconnect the battery charger from the 12 volt battery once the reprogramming has completed.

NOTE: Advise the customer that this vehicle is equipped with an adaptive transmission shift strategy which allows the vehicle's computer to learn the transmission's unique parameters and improve shift quality. When the adaptive strategy is reset, the computer will begin a re-learning process. This re-learning process may result in firmer than normal upshifts and downshifts for several days.

Important Information for Module Programming

NOTE: When programming or reprogramming a module, use the following basic checks to ensure programming completes without errors.

- Make sure the 12V battery is fully charged before carrying out the programming steps and connect IDS/scan tool to a power source.
- Inspect Vehicle Communication Module (VCM) and cables for any damage. Make sure scan tool connections are not interrupted during programming.
- A hardwired connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, headlamps, interior lamps, HVAC system, etc.) and close doors.
- Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio, etc.).
- Follow all scan tool on-screen instructions carefully.
- Disable IDS/scan tool sleep mode, screensaver, hibernation modes.
- Create all sessions key on engine off (KOEO). Starting the vehicle before creating a session will cause errors within the programming inhale process.

Recovering a module when programming has resulted in a blank module: NEVER DELETE THE ORIGINAL SESSION!

- a. Obtain the original IDS that was used when the programming error occurred during module reprogramming (MR) or programmable module installation (PMI).
- b. Disconnect the VCM from the data link connector (DLC) and the IDS.
- c. Reconnect the VCM to IDS and then connect to the DLC. Once reconnected, the VCM icon should appear in the corner of the IDS screen. If it does not, troubleshoot the IDS to VCM connection.
- d. Locate the original vehicle session when programming failed. This should be the last session used in most cases. If not, use the session created on the date that the programming failed.

NOTE: If the original session is not listed in the previous session list, click the Recycle Bin icon at the lower right of the previous session screen. This loads any deleted sessions and allows you to look through them. Double-click the session to restore it.

- e. Once the session is loaded, the failed process should resume automatically.
- f. If programming does not resume automatically, proceed to the Module Programming menu and select the previously attempted process, PMI or MR.
- g. Follow all on-screen prompts/instructions.
- h. The last screen on the IDS may list additional steps required to complete the programming process. Make sure all applicable steps listed on the screen are followed in order.



Customer Satisfaction Program 19B37 – Supplement #4
Certain 2017-2019 Model Year Fusion and Escape Vehicles Equipped with a 1.5L GTDI Engine
Powertrain Control Module Reprogramming

19B37 Mobile Repair Additional Information

NOTE: To avoid programming errors, do NOT use the dongle for the remainder of this program.

- *The dongle service tool was requested back from dealers and repurposed for other FSAs.*

Before reprogramming the vehicle:

- Refer to Attachment III Technical Instruction- Supplement #4 first.
- Confirm with customer about the condition of their vehicle (dash lights/battery issues/signs of coolant issues, etc.).

Common issues that may cause vehicle programming to fail:

- Low battery: Vehicle has been sitting unused for an extended period of time.
- Programming is interrupted.

Mobil Repair Recommendations with 19B37

- Confirm condition of customer's vehicle before traveling to determine if mobile repair is feasible.
- Service Manager Signature – mobile repair record (see Attachment VI).
- Check OASIS prior to going to the customer's home or business to confirm if any other outstanding FSA needs to be completed.
- Transportation – due to the simplicity of these repairs, a specialty vehicle is not required.
- Printed Technical Instructions.
- Printed Repair/Work Order or any other necessary documentation as customer copy(s)
 - Documents could also be emailed to the customer.
- Battery charger jump pack to charge vehicle if needed.
- Charged cell phone.
- Charged Laptop.
- Integrated Diagnostic Software (IDS) release 116.04 or higher.
- Shirt/uniform and vehicle graphic with dealership or Ford logos are recommended.

QUESTIONS & ASSISTANCE

- For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. Work with Dealership warranty administrator to create a SSSC contact ID#.
- Once an SSSC agent responds to the new contact ID#, you may opt to call the SSSC hotline: (800) 325-5621.

Customer Satisfaction Program 19B37 – Supplement #4
Certain 2017-2019 Model Year Fusion and Escape Vehicles Equipped with a 1.5L GTDI Engine
Powertrain Control Module Reprogramming

**MOBILE REPAIR / VEHICLE PICK-UP AND DELIVERY
RECORD**

VIN _____ received (check one):

- ☐ Mobile Repair
☐ Pick-up and/or delivery service

As outlined below for the 19B37 Field Service Action program.

☐ Mobile Repair – Date: _____

OR

☐ Pick-up – Date: _____

☐ Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date



Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
Dearborn, Michigan 48121

Customer Satisfaction Programs 19B37 and 21N12

Mr. John Sample
123 Main Street
Anywhere, USA 12345

June 2022

Your Vehicle Identification Number (VIN): 12345678901234567

At Ford Motor Company, we are committed not only to building high quality, dependable products, but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing no-charge Customer Satisfaction Programs for your vehicle with the VIN shown above.

Why are you receiving this notice?

On your vehicle, it may be possible for coolant to intrude into the cylinder bores.

What is the effect?

Coolant intrusion into the cylinder bores can lead to coolant loss, excessive tailpipe smoke, or illuminated malfunction indicator lights (MIL) due to engine misfire and could potentially lead to engine damage.

What will Ford and your dealer do?

In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to reprogram the powertrain control module (PCM) free of charge (parts and labor) under the terms of Customer Satisfaction Program 19B37. Receiving this service will improve engine cooling and may help avoid additional engine repairs. Customer Satisfaction Program 19B37 will be in effect until November 30, 2022, regardless of mileage. Coverage is automatically transferred to subsequent owners.

Additionally, if engine damage has occurred due to coolant intrusion, Ford Motor Company is providing a one-time repair of the engine short block. The short block one-time repair is covered under Customer Satisfaction Program 21N12.

In order to qualify for Customer Satisfaction Program 21N12, Customer Satisfaction program 19B37, PCM reprogram, must be completed on the vehicle first before program 21N12 will take effect.

What will Ford and your dealer do?
(continued)

If your vehicle exhibits coolant leakage into the cylinder bores causing engine damage within 7 years or 84,000 miles from the warranty start date and the engine short block is no longer covered under the powertrain warranty, Ford Motor Company has authorized your dealer to replace the engine short block free of charge (parts and labor) under Customer Satisfaction Program 21N12. This is a one-time repair program dependent upon program 19B37 completion.

If your vehicle has already exceeded either time or mileage limits listed above, this one-time repair offer will last through November 30, 2022. Coverage is automatically transferred to subsequent owners.

How long will it take?

The time needed for the 19B37 repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

If the engine short block requires replacement under 21N12, the time needed for this repair is less than three (3) days. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. In addition, your vehicle will require an inspection to determine if parts need to be ordered.

What should you do?

Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 19B37. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.

Please also keep this letter as a reminder of the service warranty coverage for your vehicle's engine short block under Customer Satisfaction Program 21N12. If the engine short block requires replacement, and your vehicle is within the indicated time/mileage limitations, contact your dealer to schedule a service appointment.

Ford Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this service action performed on a timely basis. Therefore, please have this service action performed as soon as possible.

If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition there are other features such as reserving parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

**COVID-19
(CORONAVIRUS)**

Ford dealerships have implemented enhanced protocols to ensure both your safety and the safety of dealership employees. This includes specific procedures for cleaning and disinfecting customer vehicles before and after each vehicle is serviced. In most places, vehicle service has been deemed a critical service. Please contact your local dealer to confirm current service hours. For more information on how Ford and your local dealer are working hard to keep you on the road during these challenging times, please visit ford.com/support.

Do you need a rental vehicle?

If your dealer determines that engine short block replacement is required and needs your vehicle overnight, your dealer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel, insurance, and tax) while your vehicle is at the dealership for repairs. Please see your dealer for guidelines and limitations.

Have you previously paid for this repair?

If you paid to have this service done before the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to an engine short block or head gasket replacement due to coolant intrusion into the engine cylinder bores. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before November 30, 2022. To avoid delays, do not send receipts to Ford Motor Company.

What if you no longer own this vehicle?

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner. You received this notice because our records indicate that you are the current owner.

Can we assist you further?

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: ford.com/support

For the hearing impaired, call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

FLEET OWNERS: If you have questions or concerns, please contact our **Ford Pro Contact Center at 1-800-34-FLEET**, choose Option #1, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: fleet.ford.com.

Representatives are available Monday through Friday: 7:00AM - 11:00PM and Saturday 7:00AM - 5:00PM (Eastern Time).

As part of the Ford community, we appreciate your attention to this important matter and your continued loyalty.

Ford Customer Service Division



David J. Johnson
Director
Service Engineering Operations
Ford Customer Service Division

Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

June 09, 2022

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 21N12**
Certain 2017-2019 Model Year Fusion and Escape Vehicles Equipped with a 1.5L GTDI Engine – Short Block Replacement After Coolant Intrusion

REF: **Customer Satisfaction Program 19B37 - Supplement #4**
Dated: June 09, 2022

REF: **Technical Service Bulletin (TSB) 22-2134**
Dated: December 19, 2019

PROGRAM TERMS

This program provides a no-cost, one-time repair (if needed) to the 1.5L short block, due to coolant intrusion to the cylinder bores, for 7 years of service or 84,000 miles from the warranty start date of the vehicle, whichever occurs first.

This is a one-time repair program.

If a vehicle has already exceeded either the time or mileage limits, this no-cost, one-time repair will last through November 30, 2022.

Coverage is automatically transferred to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

Vehicle	Model Year	Assembly Plant	Build Dates
Escape	2017-2019	Louisville	September 17, 2015 through April 8, 2019
Fusion	2017	Flat Rock	October 1, 2015 through October 16, 2015
Fusion	2017-2019	Hermosillo	October 6, 2015 through June 10, 2019

Affected vehicles are identified in OASIS.

REASON FOR PROVIDING A NO-COST, ONE-TIME REPAIR

In some of the affected vehicles the 1.5L EcoBoost engine may exhibit a low coolant level, white exhaust smoke and/or may run in a rough condition with or without an illuminated malfunction indicator light (MIL) with only diagnostic trouble codes (DTCs) P0300, P0301-P0304, P0316, P0217, P1285 and/or P1299 stored in powertrain control module (PCM). This may be due to coolant intrusion into a cylinder bore.

SERVICE ACTION

Dealers are to inspect for DTCs P0300, P0301-P0304, P0316, P0217, P1285 and/or P1299 stored in the PCM, and confirm presence of coolant intrusion into one or more cylinder bores. If the above criteria are met, replace the short block using the provided kit listed in the parts table. This service must be performed at no charge to the vehicle owner.

NOTE: 19B37 must be completed in OASIS prior to 21N12 being available.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of June 20, 2022. Dealers should repair any affected vehicles that experience coolant intrusion into the cylinder bores, whether or not the customer has received a letter.

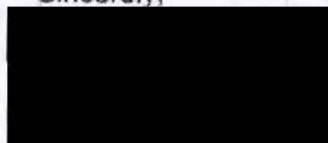
ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Owner Notification Letter

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,



Customer Satisfaction Program 21N12

Certain 2017-2019 Model Year Fusion and Escape Vehicles Equipped with a 1.5L GTDI Engine
Short Block Replacement After Coolant Intrusion

OASIS ACTIVATION

OASIS will be activated on June 9, 2022.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will not be activated for this service action.

SOLD VEHICLES

- Only owners with affected vehicles that exhibit the covered condition will be directed to dealers for repairs.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES

- Do not perform this program unless the affected vehicle exhibits the covered condition.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this service action.

OWNER REFUNDS

- Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed before the date of the Owner Notification Letter. This refund offer expires November 30, 2022.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the date of the Owner Notification Letter. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with a short block and/or head gasket replacement due to coolant intrusion.

RENTAL VEHICLES

Dealers are pre-approved for up to 3 days for a comparable rental vehicle. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than 3 rental day(s) is required from the SSSC via the SSSC Web Contact Site.

Customer Satisfaction Program 21N12

Certain 2017-2019 Model Year Fusion and Escape Vehicles Equipped with a 1.5L GTDI Engine
Short Block Replacement After Coolant Intrusion

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual – Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSA's / Related Damage.
- For vehicles within new vehicle powertrain warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the Related Damage radio button checked.
 - Ford vehicles – 5 years or 60,000 miles
- For vehicles outside new vehicle powertrain warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

CLAIMS PREPARATION AND SUBMISSION

- **Note:** All repairs for this program should be claimed using the claim entry direction below regardless if the vehicle is still under the New Vehicle Limited Warranty.
 - Service Part Warranty (SPW) and/or Ford/Lincoln Loyalty Plans (ESP) eligible vehicles – Claim repairs to FSA 21N12 if vehicle is still within time and mileage limits.
- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims:
 - Claim type 31: Field Service Action. The FSA number 21N12 is the sub code.
 - Customer Concern Code (CCC): L87 - Coolant Leak
 - Condition Code (CC): D8 - Failed Gasket/Seal
 - Causal Part Number: 6009
 - Part Quantity: 0
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with same claim type and sub code as described in Claim Entry above.

IMPORTANT: Click the Related Damage Indicator radio button.

Customer Satisfaction Program 21N12

Certain 2017-2019 Model Year Fusion and Escape Vehicles Equipped with a 1.5L GTDI Engine
Short Block Replacement After Coolant Intrusion

- **Rentals:** For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code RENTAL.
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 21N12
 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND
 - Misc. Expense: 0.2 Hrs.
 - Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.
- **Provision for Locally Obtained Supply:** Includes flange sealant, Loctite® anaerobic flange sealant 51031, distilled water and the following Motorcraft® products - SAE 5W-20 synthetic blend motor oil, threadlock 262, high performance engine RTV silicone, silicone gasket remover, metal surface prep wipes, engine shampoo/degreaser, metal brake parts cleaner (Low VOC), high temperature nickel anti-seize lubricant, multi-purpose grease spray, threadlock and sealer, MERCON® LV automatic transmission fluid, R-1234yf (or R-134a where applicable) refrigerant PAG oil, and orange concentrated antifreeze/coolant. Most consumables are expected to be used on multiple vehicles.
 - Program Code: 21N12
 - Misc Expense: OTHER
 - Amount: Actual cost up to \$350

Parts Handling Allowance: A handling allowance of \$600 is being provided unless otherwise notified by the Company or as provided by state law.

- To claim the allowance, enter \$600 as HANDLG in the Misc. Expense area of the claim form.

Customer Satisfaction Program 21N12

Certain 2017-2019 Model Year Fusion and Escape Vehicles Equipped with a 1.5L GTDI Engine
Short Block Replacement After Coolant Intrusion

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Escape FWD - For Coolant Intrusion - Replace the Short Block and Cylinder Head Gasket. Includes Inspection. (Can be claimed with E)	21N12B	19.7 Hours
Escape AWD - For Coolant Intrusion - Replace the Short Block and Cylinder Head Gasket. Includes Inspection. (Can be claimed with E)	21N12C	21.2 Hours
Fusion - For Coolant Intrusion - Replace the Short Block and Cylinder Head Gasket. Includes Inspection. (Can be claimed with E or F)	21N12D	19.2 Hours
Fusion or Escape <u>Without</u> Lane Departure: - Additional Time To Check And Correct Front Toe (Can be claimed with B,C or D)	21N12E	0.6 Hours
Fusion <u>With</u> Lane Departure: - Additional Time To Check And Correct Front Toe (Can be claimed with D)	21N12F	0.8 hours

PARTS REQUIREMENTS / ORDERING INFORMATION**SSSC Web Contact Site:**

To place an order for **short block kits**, submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

Reference TSB 22-2134 for part ordering and claiming information.

Order your parts requirements through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

DEALER PRICE

For latest prices, refer to DOES II.

HANDLING ALLOWANCE

A handling allowance of \$600 is being provided unless otherwise notified by the Company or as provided by state law.

PARTS RETENTION, RETURN, & SCRAPPING

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES. If a replaced part receives a scrap disposition, the part must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations.

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

Customer Satisfaction Program 21N12

Certain 2017-2019 Model Year Fusion and Escape Vehicles Equipped with a 1.5L GTDI Engine
Short Block Replacement After Coolant Intrusion

REPLACED FSA PARTS INSPECTION AND SIGN OFF

Effective March 1st 2021 all parts replaced as part of an FSA repair with a repair order open date of March 1st 2021 or later must be inspected and signed off on the repair order by a member of your dealers fixed operations management team or an employee the task has been delegated to. If the task is to be delegated to a non-management employee, the employee needs to be someone other than the technician who completed the repair and needs to understand the importance of completing this task consistently and accurately.

- All parts replaced as part of an FSA repair should be returned to the parts department following the Warranty Parts Retention and Return Policies.
- Inspect the replaced parts to verify the FSA repair was completed.
- If the FSA repair is found to be complete, the designated employee signs the repair order line or parts return stamp area (electronic or hand signed) for the FSA repair indicating the parts were inspected and validated to have been replaced.
- After the parts have been inspected, they should be handled based on the guidance in the parts status report in the Online Warranty System (Hold, Return, CORE, Scrap, etc.).
- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1st 2021 or later. Any eligible FSA claims requiring parts replacement, found not to have been inspected and signed off during a warranty audit will be subject to chargeback and consideration for enrollment into the Dealer Incomplete Recall Repair Process.

Note: Other approvals (electronic or handwritten) for add-on repair lines, dealer owned vehicle repairs, and repeat repairs do not qualify as FSA parts inspection approvals. The post repair FSA parts inspection process (electronic or handwritten) is independent from other warranty approval requirements. The approval by the designated employee implies that the FSA parts were found to be replaced and must be able to be clearly identified on the Repair Order. If multiple FSA's require approval on a single Repair Order, each applicable occurrence will require individual post repair approval by the designated employee.

CERTAIN 2017-2019 MODEL YEAR ESCAPE AND FUSION VEHICLES EQUIPPED WITH A 1.5L GTDI ENGINE — SHORT BLOCK REPLACEMENT AFTER COOLANT INTRUSION

SERVICE PROCEDURE

1. Using the Integrated Diagnostic Software (IDS), check the Powertrain Control Module (PCM) for DTC's. Are any of the following DTC's present in the PCM P0300-P0304, P0316, P0217, P1285 and/or P1299?

YES - Proceed to Step 2.

NO - This program does not apply. Follow normal diagnosis to determine the root cause.

NOTE: If any other DTC's are present in the PCM and the engine light is illuminated, record them on the repair order and advise the customer that this update will not repair these issues and that the DTC's will be cleared but will return again after this update.

2. With the engine at normal operating temperature, pressurize the cooling system to 138 kPa (20 psi) and hold for 2 hours. Please follow the Workshop Manual (WSM) procedures in Section 303-03A and check for cooling system combustion gases. Did coolant system pressure drop more than 27.57 kPa (4 psi) after 2 hours or is there combustion gasses in the coolant?

For Combustion Gasses in the Coolant - Proceed to Step 5.

For Coolant Pressure Drop - Proceed to Step 3.

For a vehicle that does not have a coolant pressure drop nor combustion gasses in the coolant - This program does not apply. Follow normal diagnosis to determine the root cause.

3. Remove the spark plugs. Please follow the WSM procedures in Section 303-07A.
4. Using a borescope or equivalent, inspect and determine if coolant has entered the cylinders. Is coolant present in any cylinder?

YES - Proceed to Step 5.

NO - Reinstall the spark plugs. Please follow the WSM procedures in Section 303-07A. This program does not apply. Follow normal diagnosis to determine the root cause.

5. Remove the engine and replace the short block. Please follow the WSM procedures in Section 303-01.

NOTE: Advise the customer that some odor may be present after the repair has been completed until the residual coolant dissipates from the exhaust.

IMPORTANT NOTE: Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.





Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
Dearborn, Michigan 48121

Customer Satisfaction Programs 19B37 and 21N12

Mr. John Sample
123 Main Street
Anywhere, USA 12345

June 2022

Your Vehicle Identification Number (VIN): 12345678901234567

At Ford Motor Company, we are committed not only to building high quality, dependable products, but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing no-charge Customer Satisfaction Programs for your vehicle with the VIN shown above.

Why are you receiving this notice?	On your vehicle, it may be possible for coolant to intrude into the cylinder bores.
What is the effect?	Coolant intrusion into the cylinder bores can lead to coolant loss, excessive tailpipe smoke, or illuminated malfunction indicator lights (MIL) due to engine misfire and could potentially lead to engine damage.
What will Ford and your dealer do?	In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to reprogram the powertrain control module (PCM) free of charge (parts and labor) under the terms of Customer Satisfaction Program 19B37. Receiving this service will improve engine cooling and may help avoid additional engine repairs. Customer Satisfaction Program 19B37 will be in effect until November 30, 2022, regardless of mileage. Coverage is automatically transferred to subsequent owners.

Additionally, if engine damage has occurred due to coolant intrusion, Ford Motor Company is providing a one-time repair of the engine short block. The short block one-time repair is covered under Customer Satisfaction Program 21N12.

In order to qualify for Customer Satisfaction Program 21N12, Customer Satisfaction program 19B37, PCM reprogram, must be completed on the vehicle first before program 21N12 will take effect.

**What will Ford and
your dealer do?**
(continued)

If your vehicle exhibits coolant leakage into the cylinder bores causing engine damage within 7 years or 84,000 miles from the warranty start date and the engine short block is no longer covered under the powertrain warranty, Ford Motor Company has authorized your dealer to replace the engine short block free of charge (parts and labor) under Customer Satisfaction Program 21N12. This is a one-time repair program dependent upon program 19B37 completion.

If your vehicle has already exceeded either time or mileage limits listed above, this one-time repair offer will last through November 30, 2022. Coverage is automatically transferred to subsequent owners.

How long will it take?

The time needed for the 19B37 repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

If the engine short block requires replacement under 21N12, the time needed for this repair is less than three (3) days. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. In addition, your vehicle will require an inspection to determine if parts need to be ordered.

What should you do?

Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 19B37. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.

Please also keep this letter as a reminder of the service warranty coverage for your vehicle's engine short block under Customer Satisfaction Program 21N12. If the engine short block requires replacement, and your vehicle is within the indicated time/mileage limitations, contact your dealer to schedule a service appointment.

Ford Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this service action performed on a timely basis. Therefore, please have this service action performed as soon as possible.

If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition there are other features such as reserving parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

**COVID-19
(CORONAVIRUS)**

Ford dealerships have implemented enhanced protocols to ensure both your safety and the safety of dealership employees. This includes specific procedures for cleaning and disinfecting customer vehicles before and after each vehicle is serviced. In most places, vehicle service has been deemed a critical service. Please contact your local dealer to confirm current service hours. For more information on how Ford and your local dealer are working hard to keep you on the road during these challenging times, please visit ford.com/support.

Do you need a rental vehicle?

If your dealer determines that engine short block replacement is required and needs your vehicle overnight, your dealer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel, insurance, and tax) while your vehicle is at the dealership for repairs. Please see your dealer for guidelines and limitations.

Have you previously paid for this repair?

If you paid to have this service done before the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to an engine short block or head gasket replacement due to coolant intrusion into the engine cylinder bores. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before November 30, 2022. To avoid delays, do not send receipts to Ford Motor Company.

What if you no longer own this vehicle?

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner. You received this notice because our records indicate that you are the current owner.

Can we assist you further?

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.
RETAIL OWNERS: If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: ford.com/support
For the hearing impaired, call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).
FLEET OWNERS: If you have questions or concerns, please contact our **Ford Pro Contact Center at 1-800-34-FLEET**, choose Option #1, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: fleet.ford.com.
Representatives are available Monday through Friday: 7:00AM - 11:00PM and Saturday 7:00AM - 5:00PM (Eastern Time).

As part of the Ford community, we appreciate your attention to this important matter and your continued loyalty.

Ford Customer Service Division

April 17, 2023

[REDACTED]
Commerce Township, MI [REDACTED]

Ford Motor Company
1 American Road
Dearborn, MI 48126

Attn: Jim Farley, CEO

RE: VIN #3FA6P0HD4JR [REDACTED] Ford Fusion 1.5L
Customer Service Case Number: CAS [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:

Richard J. Klampka, P.L.L.C.
2505 Anthem Village Drive
Suite ##284, Henderson, Nevada 89052
702-556-8949

Looking forward to breaking through.

Sincerely,



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

May 10, 2023

[REDACTED]
Commerce Township, MI [REDACTED]

Office of the Attorney General
Consumer Protection Division
P.O. Box 30213
Lansing, MI 48909

Attn: Dana Nessel

RE: Ford Fusion 1.5L Engine - VIN #3FA6P0HD4JR [REDACTED]
Ford Customer Service Case Number: CAS-[REDACTED]
Erskine Law (Ford Lawyers assigned to case)

After numerous attempts to resolve the 2018 1.5L Engine issue with Ford Customer Service, 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 with engine codes, car smoking and fire hazard
- Technical Service Bulletin(s) parts for repair equate to engine/engine block replacement (TSB19-2139)
- Numerous Law suits for "Dangerous Engine Defect"
- Ford's requirement of 'Ford Dealership' evaluation of the 1.5L Eco-boost engine issue, and only refers to the dealership diagnosis despite other evidence from non-Ford Automotive Repair shops
- Federal National Highway Traffic Safety Administration, Mark Rosekind, prioritizing removal of defective vehicles from the Highways (sent correspondence to him in April)
- Ford's Dealership ultimatum in order to sell Model-e vehicles between 2024-2027 – indicative of 'requirements' by Ford to maintain active dealership status and allotment of cars to sell

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 requirements** of Ford Dealership documentation, of which the dealership must be cautious how it provides information or risk their supply of "allotted vehicles" at minimum and potentially risk losing their business. It is very concerning

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

From second hand experience, I learned through the Ford's production of the *Mercury XR4Ti's* from 1985-1989 that it wasn't safe. My father worked for Ford Motor Company for 30 years, dedicating our automotive purchases for family AND extended family to the Ford products he believed in. As upper management, he was reprimanded, even demoted, for standing up for the safety standards during production evaluation. 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 defect has caused safety and financial issues to consumers across the nation. I had written to Mr. Farley, CEO of Ford Motor Company, along with various departments connected to the 2018 1.5L Eco-boost engine.

With the information they already have, they still responded by having the lowest level customer service reach out through a form letter with yet another case number, noting I would need diagnostics from a Ford Dealership within the last 30 days. This has already reached the lawyer neglect level and they responded in this manner. They are not taking this issue seriously.

The 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. This begins looking more like discriminatory targeting. Typical marketing for many products/price points, but with defective engines, it looks a lot like discriminatory deception to those who probably can't spend the resources to do something about it. {African Americans, Hispanic, Women and Millennials – according to the Focus/Fusion Brand Manager in 2018} Much like the cancers of the water in Hinkley, California, there is harm and impact on families, but this is across the nation because of Ford's reluctance to do the right thing. With the Customer Service department, people are deceived, and Ford would "help them partially cover the expense" for the engine replacement. This assistance **though Ford is fully aware of the manufacture defect** AND that it may present itself again 6 months after replacement is not only insulting, but looking like a coverup for the vast issue that exists. **When the engine fails again once replaced, Ford refuses to help.** This has happened, that's how I can share it. It's also information provided verbally as to why I was only offered \$5000 trade-in value. This is also the case for numerous unsuspecting women who trusted the dealership and Ford Customer Service and Customer Relationship for the repair.

If I were to interview more Automotive repair shops across the nation, what do you think their perspective and diagnosis would be for the repair of the 1.5L Eco-boost 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 that were consulted provided verbal and written estimates based on their Certified Training, Experience, Knowledge of the Industry and Manufacture defect and their ability to warranty their work. Again, what do you think the magnitude of responses from Automotive Repair facilities would be across the nation?

I began to call more repair shops to get answers, when I realized it's not going to help unless I have more support. In one of the calls, the Representative inquired about the issues with the car and that they would need to actually look at the vehicle and diagnose it, which they are happy to do **for \$90**. This particular shop listened and would not give a verbal diagnosis 'without looking at the vehicle', which is something I would expect, but the conversation included his stating that 'those cars do have bad engines'.

With all the information that I and my attorney have provided Ford Motor Company, their Dealership and their 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 which my attorney says usually comes with a clause about remaining silent about the issue. My attorney's 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 its **lack of concern for consumer safety while deceiving buyers** about the condition of the engine direct from the factory. According to my VIN, they brought it across the border from Mexico for sale in the United States. Are you getting a bigger picture for consumer safety?

Your Consumer complaint form asks how I would like the issue resolved. At this point, it's a discussion with my attorney as I am exceeding 18 months dealing with Ford on this, plus the time and attempts to trade-in or get it repaired prior to being informed that it is the 1.5L engine with a manufacture defect. I had complied with their customer service request to have Dealership Diagnostics, paying to have the car towed into their dealership, paying to have it towed it back, **AND** paying their \$110 diagnostic fee required, only to be further insulted.

Prior to the customer service case, two Ford Dealerships only offered a low \$5000 trade-in value "**because it needs a new engine**". It is knowledge across various Ford Motor Company divisions/employees and its dealerships that the 2018 Ford Fusion engine is defective. It is almost two years that I have been patient, trusting the process laid out by the system, now I am reaching out to consumer safety agencies along with Ford executives and the National Highway Traffic Safety. This has come to you after lawyers, repair shops and then former employees acknowledge the issues along with 'secret warranties' that exist for some people because they don't want the public to know.

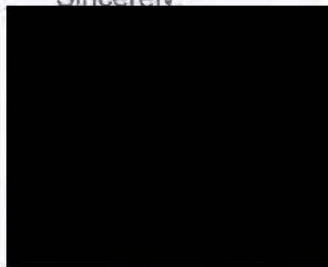
I am filling out your complaint form along with sending to the Post Office box specified on site for Michigan Department of Attorney General. This can't possibly be the first time you've been alerted to the deceptive business practices regarding hiding manufacture defects.

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

Richard J. Klampka, P.L.L.C.
2505 Anthem Village Drive, Suite #284
Henderson, Nevada 89052
702-556-8949

Looking forward to breaking through this issue.

Sincerely



cc: Richard J. Klampka

May 17, 2023

[REDACTED]
Commerce Township, MI [REDACTED]

Regulatory Monitoring Division

P.O. Box 30046

Lansing, MI 48909-7546

RE: Ford Fusion 1.5L Engine - VIN #3FA6P0HD4JR [REDACTED]
Ford Customer Service Case Number: CAS-[REDACTED]
Erskine Law (Ford Lawyers assigned to case)

After numerous attempts to resolve the 2018 1.5L Engine issue with Ford Customer Service, 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 with engine codes, car smoking and fire hazard, numerous parties shared the vehicle needs a new engine
- **Technical Service Bulletin(s) (TSB)** parts for repair equate to engine/engine block replacement (TSB19-2139) and **recently provided TSB 22-2134**.
- Numerous Law suits for "Dangerous Engine Defect"
- Ford's requirement of 'Ford Dealership' evaluation of the 1.5L Eco-boost engine issue, and **only refers to the dealership diagnosis despite other evidence** from non-Ford Automotive Repair shops despite numerous directives of "needs new engine", including Two dealerships when attempting to trade in vehicle.
- Federal National Highway Traffic Safety Administration, Mark Rosekind, prioritizing removal of defective vehicles from the Highways (sent correspondence to him in April), then found document on their site: [REDACTED]
- Ford's Dealership ultimatum in order to sell Model-e vehicles between 2024-2027 – **indicative of 'requirements' by Ford** to maintain active dealership status and allotment of cars to sell.

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 requirements of Ford Dealership documentation ONLY**, of which the dealership must be cautious how it provides information or risk their Ford relationship and possibly losing their business. It is very concerning

The dealerships know the consequences of documenting the manufacture defects in their diagnosis. At some point during the manufacturing process, someone in charge of production had to know it wasn't ready and that there was a defect which would require engine replacement, but went ahead with production anyway. There are TSB's with extended warranties (in a very small window of time in 2022).

From second hand experience, I learned through the Ford's production of the *Mercury XR4Ti's* from 1985-1989 that it wasn't safe. My father worked for Ford Motor Company for 30 years, dedicating our automotive purchases for family AND extended family to the Ford products he believed in. As upper management, he was reprimanded, even demoted, for standing up for the safety standards during

production evaluation. 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 defect has caused safety and financial issues to consumers across the nation. I had written to Mr. Farley, CEO of Ford Motor Company, along with various departments connected to the 2018 1.5L Eco-boost engine.

With the information they already have, they still responded by having the lowest level customer service reach out through a form letter with yet another case number, notating I would need diagnostics from a Ford Dealership within the last 30 days. This has already reached the lawyer neglect level and they responded in this manner. They are not taking this issue seriously.

The 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. This begins looking more like discriminatory targeting. Typical marketing for many products/price points, but with defective engines, it looks a lot like discriminatory deception to those who probably can't spend the resources to do something about it. {African Americans, Hispanic, Women and Millennials – according to the Focus/Fusion Brand Manager in 2018} Much like the cancers of the water in Hinkley, California, there is harm and impact on families, but this is across the nation because of Ford's reluctance to do the right thing. With the Customer Service department, people are deceived, and Ford would "help them partially cover the expense" for the engine replacement. This assistance **though Ford is fully aware of the manufacture defect AND** that it may present itself again 6 months after replacement is not only insulting, but looking like a coverup for the vast issue that exists. **When the engine fails again once replaced, Ford refuses to help.** This has happened, that's how I can share it. It's also information provided verbally as to why I was only offered \$5000 trade-in value. This is also the case for numerous unsuspecting women who trusted the dealership and Ford Customer Service and Customer Relationship for the repair.

If I were to interview more Automotive repair shops across the nation, what do you think their perspective and diagnosis would be for the repair of the 1.5L Eco-boost 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 that were consulted provided verbal and written estimates based on their Certified Training, Experience, Knowledge of the Industry and Manufacture defect and their ability to warranty their work. Again, what do you think the magnitude of responses from Automotive Repair facilities would be across the nation?

I began to call more repair shops to get answers, when I realized it's not going to help unless I have more support. In one of the calls, the Representative inquired about the issues with the car and that they would need to actually look at the vehicle and diagnose it, which they are happy to do for \$90. This particular shop listened and would not give a verbal diagnosis 'without looking at the vehicle', which is something I would expect, but the **conversation included his stating that 'those cars do have bad engines'.** I spoke to two dealerships to repair the vehicle, one pointing me back to the dealership that verbally told me not to put more money into vehicle. The dealership that told me that was bought out and is now in different hands. They informed me that the vehicle had to be 'repaired by 11/30/22' not just documented. When I called to get the car into their shop, it would be over 30 day due to heavy engine backup.

With all the information that I and my attorney have provided Ford Motor Company, their Dealership and their 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 which my attorney says usually comes with a clause about remaining silent about the issue. My attorney's

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 its **lack of concern for consumer safety** with an engine **defect direct from the factory**. According to my VIN, they brought it across the border from Hermosillo, Mexico for sale in the United States. Are you getting a bigger picture for consumer safety? The codes on my vehicle, numerous reports from repair shops and **dealer trade-in attempt**, they know it's a bad engine, yet won't stand up to Ford for full replacement, not to mention over 18 months without use of the car.

The Attorney General Consumer complaint form asks how I would like the issue resolved. At this point, it's a discussion with my attorney as I am exceeding 18 months dealing with Ford on this, plus the time and attempts to trade-in or get it repaired prior to being informed that it is the 1.5L engine with a manufacture defect. I had complied with their customer service request to have Dealership Diagnostics, paying to have the car towed into their dealership, paying to have it towed it back, **AND** paying their \$110 diagnostic fee required, only to be further insulted.

Prior to the customer service case, two Ford Dealerships only offered a low \$5000 trade-in value **"because it needs a new engine"**. It is knowledge across various Ford Motor Company divisions/employees and its dealerships that the 2018 Ford Fusion engine is defective. It is almost two years that I have been patient, trusting the process laid out by the system, now I am reaching out to consumer safety agencies along with Ford executives and the National Highway Traffic Safety. This has come to you after lawyers, repair shops and then former employees acknowledge the issues along with 'secret warranties' that exist for some people because they don't want the public to know.

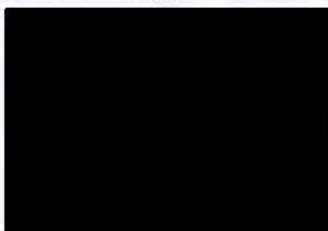
I have filled out your complaint form on the Attorney General site, along with sending it to the Post Office box specified on site for Michigan Department of Attorney General. It's evident that this is not the first time you have been alerted to the deceptive business practices regarding hiding manufacture defects and saddling consumers with hefty repair bills in a niche that wouldn't tend to know about forums and manufacture defects etc.

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

Richard J. Klampka, P.L.L.C.
2505 Anthem Village Drive, Suite #284
Henderson, Nevada 89052
702-556-8949

Looking forward to breaking through this issue.

Sincerely,



cc: Richard J. Klampka

STATE OF MICHIGAN
DEPARTMENT OF ATTORNEY GENERAL



DANA NESSEL
ATTORNEY GENERAL

P.O. Box 30213
LANSING, MICHIGAN 48909

May 18, 2023

Refer to AG No.: [REDACTED]

[REDACTED]
Commerce Township, MI [REDACTED]

Dear Consumer:

RE: Ford Motor Company

We have received the information you recently submitted to this office.

We are, by copy of this letter, referring your correspondence to:

National Highway Traffic Safety Administration
1200 New Jersey Ave. SE
West Building
Washington, DC 20590
(888) 327-4236

From the information you have submitted it appears that the above-named agency may have jurisdiction in the matter outlined in your correspondence and may be able to assist you.

Further communication regarding your correspondence should be forwarded directly to them at the address given in this letter.

Hopefully, this direct referral will expedite efforts toward a solution of your problem or provide you with the information you requested.

Sincerely,

Chad M. Canfield, Operations Manager
Consumer Protection
(877) 765-8388 - Toll Free in MI or (517) 335-7599
(517) 241-3771 - Fax

mfm



STATE OF MICHIGAN
JOCELYN BENSON, SECRETARY OF STATE
DEPARTMENT OF STATE
LANSING

[REDACTED]
COMMERCE TOWNSHIP MI [REDACTED]

Issue Date: 06-24-2023

Letter Id: [REDACTED]

Case Id: [REDACTED]

RE: Your Complaint Against FORD MOTOR CO

Dear [REDACTED]

The Department's jurisdiction is limited to vehicle sales made by Michigan dealers and repairs performed by Michigan repair facilities.

Your complaint is against the manufacturer. If your vehicle is still covered by manufacturing warranty you need to contact a dealer near you. If it is no longer covered by warranty you may wish to contact National Highway Traffic Safety Administration (NHTSA) at 1(800) 424-9393 to see if there is any recall action.

If we can be of assistance in the future, please contact our office Monday through Friday between 8:00 a.m. and 5:00 p.m. EST.

Sincerely,

Regulatory Monitoring Division
Michigan Department of State
(517) 335-1410

Office of Investigative Services
430 West Allegan Street, Lansing, MI 48918 - sos-rmd-800@michigan.gov
Phone 517-335-1410 - Fax 517-335-3192
Michigan.gov/SOS



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- When used international

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** See International Mail Manual

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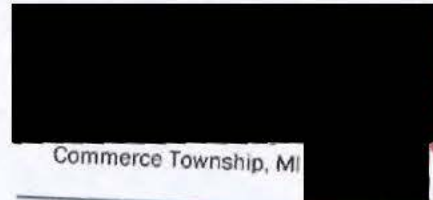


WASHINGTON DC 20590

USPS TRACKING® #



From:



Commerce Township, MI

W41-304

TO: NHTSA

National Highway Traffic Safety Administration
1200 New Jersey Ave, SE
West Building
Washington, DC 20590

EP14F May 2020
OD: 12 1/2 x 9 1/2

USPS.COM/PICKUP