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From: Ambrose, Ann-Marie L.  
To: EVOO (NHTSA); Robertson, Faith (NHTSA); Lewis, Br  
Cc: NHTSA ODI CED; Strasser-King, Marion C  
Subject: ODI-11546825  
Date: Friday, September 29, 2023 2:42:42 PM  
Attachments:

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From: [REDACTED]  
Sent: Thursday September 28 2023 10 13 AM  
To: nhtsa.webmaster@dot.gov  
Subject: 11546825 claim number

[External Email]

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Good morning my name is [REDACTED] I also wanted to add that under the customer satisfaction program my vehicle is exhibiting the same failures as stated under this program my car was manufactured 2 days June 12 2019 at the Hermosillo as the vehicle year model under this program.. my car is sitting at the ford dealership for 2 1/2 weeks now cause both my warranty won't approve because of this tsb bulletin i need help asap please thank you

8:18

Ford

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.

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**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**

static.nhtsa.gov

Sent from my iPhone

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