

2/16/24

Hello,

I am inquiring about the status of our case # ODI 11557825 for a Ford Escape (2018) Titanium. The car needs a new engine due to a design flaw that allows coolant to leak through the head gasket into the cylinders. This problem began 4 months ago.

Ford paid for one engine replacement in our other Ford escape (2017) but says we're on our own for this car - exactly the same defect but manufactured in a different Ford plant - Ford says.

Please let us know the status of your investigation.

[REDACTED] (c) [REDACTED]
[REDACTED] (c) [REDACTED]

[REDACTED]

Thank you!

[REDACTED]

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[REDACTED]

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Venice FL [REDACTED]

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