

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: OID# 11560318
Date: Friday, February 16, 2024 9:06:15 AM

From: [REDACTED]
Sent: Friday, February 16, 2024 8:22 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Cc: [REDACTED]
Subject: OID# 11560318

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

To Whom It May Concern,

Please review the attached documents in regards to OID #11560318 (36 pages). Attn to: Randy Reid. We appreciate your time and considerations investigating this case. We look forward to hearing from you.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Marysville, MI [REDACTED]
[REDACTED]
[REDACTED]

Fax Call Report

HP LaserJet MFP E62655

Fax Header Information

SCOSM Disability Dept
[REDACTED]

Feb/15/2024 6:05:31 PM

Job	Date/Time	Type	Line	Identification	Duration	Pages	Result
5197	Feb/15/2024 5:49:33 PM	Send	Analog	[REDACTED]	15:52	36	Success
	Feb/15/2024 5:50:20 PM			SCOSM Disability Dept [REDACTED]			



Fax

To: NHTSA From: [REDACTED]
Fax: 202-366-1767 Pages: 36
Phone: Date: 2-15-2024
Re: OIG # 11560318 cc: Randy Reid
Urgent For Review Please Comment Please Reply Please Recycle

OIG # 11560318

Ford Case CAS [REDACTED]
36 pages

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Follow up to ODI Complaint --11560318

EVOQ (NHTSA) <EVOQ@dot.gov>

Mon 1/29/2024 12:20 PM

To [redacted]

📎 1 attachments (42 KB)

[redacted]

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

Randy Reid
Chief, Consumer Engagement Division
Office of Defects Investigation Enforcement
Enforcement

RE: ODI 11560318 / Ford [REDACTED]

Dear Mr. Randy Reid,

My name is [REDACTED] I am representing [REDACTED] [REDACTED] is the vehicle owner regarding complaint ODI #11560318. We appreciate your time and cooperation investigating complaint ODI #11560318.

We have been in constant contact with Ford Motor Company to resolve this matter regarding complaint ODI #11560318. We have presented numerous documents to support our case with no resolution from Ford Motor Company. I have attached the Ford Case documents with this email; Ford Case # CAS [REDACTED] Upon your review of the documents, you will conclude on the following matters:

- In 2013, the Ford Escape Engines were poorly constructed with a part modification that brought the vehicles lifespan down to 130,000 miles or fewer from 250,000 miles.
- June 09, 2022, David J. Johnson, Director of Service Engineering Operations Ford Customer Service Division sent out a Customer Satisfaction Program Letter to All U.S Ford and Lincoln Dealerships admitting to poorly constructing a modified engine for their Ford Escapes that would result in coolant leak into the engine cylinders, cylinder misfires, sudden loss of power, sudden acceleration, vehicle rollaway, engine overheat, fail and/or catch fire.

Please note: [REDACTED] never received the Customer Satisfaction Program letter, an email and/or a phone call from the Russ Milne Ford dealership.

- Ford Motor Company Welcome Statement: "In an ever-changing world, our sense of purpose is constant. We honor our legacy as we build the future, a better world for generations to come."
- Ford Motor Company Purpose Statement: "To help build a better world, where every person is free to move and pursue their dreams." "We see no conflict between business goals and social and environmental needs. I believe the distinction between a good company and a great one is this: A good company delivers excellent products and services; a great one delivers excellent products and services and strives to make the world a better place." - Bill Ford, Executive Chair, Ford Motor Company.

Please note: Ford Motor Company is not delivering excellent products if they are poorly constructing engines with modified parts that would decline the lifespan of their products.

- Ford Recalls / Ford Owner Support Statement (1): "Doing the right thing. It's the only thing. Safety and integrity. Simple repairs. Honest communication. That's what you deserve during a recall. And that's what you'll get. You turn to us to carry your family and friends. That's not something we take lightly."
- Ford Recalls / Ford Owner Support Statement (2): "Ford Motor Company is committed not only to building high quality, dependable products, but also to building a community of happy, satisfied customers."

In conclusion Ford Motor Company should be held accountable for resolving our matter regarding compliant ID #11560318. Doing the right thing and having Integrity means having honesty and morals. Ford Motor Company admitting to building and reconstructing their engines poorly, knowing that the lifespan of their products would decline with the possibility of causing defects that may or may not harm people's lives and not willing to resolve their mistakes puts their honesty and integrity at risk as well as their commitment to building quality and dependable products. We appreciate any further assistance you can provide in resolving this matter with Ford Motor Company.

Thank you for your time and consideration.

Representative for [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Marysville, MI
[REDACTED]



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

OID# 11560318
Ford Case [REDACTED]

1200 New Jersey Avenue SE.
Washington, DC 20590

Dear Consumer:

NEF-109

Thank you for contacting the National Highway Traffic Safety Administration's (NHTSA) Vehicle Safety Hotline (VSH). The information from your report was entered into our complaint database with NHTSA ID # 11560318. Any information you provide in the future should include this ID number. Your complaint will be reviewed by our staff to determine if a safety defect trend exists that may require our attention. NHTSA staff may follow up and contact a vehicle owner who submitted a complaint if we require additional information.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236. You can review a copy of your report on our website at <https://www.nhtsa.gov/recalls> by entering your eight-digit Reference Number into the NHTSA Safety Issue ID field.

Thank you for your cooperation.

Sincerely,

Randy Reid
Chief, Consumer Engagement Division
Office of Defects Investigation Enforcement
Enforcement

★★★★★
NHTSA
www.nhtsa.gov

[REDACTED]
Marysville, MI
[REDACTED]

December 22, 2023

Ford Consumer Affairs
Ford Motor Company
PO Box 6248
Dearborn, MI 48126

RE: CASE # CAS [REDACTED]

To Whom it May Concern at Ford Consumer Affairs:

On August 3rd, 2018, I bought a 2018 Ford Escape station wagon with 33 miles at Russ Milne Ford located at 24777 Hall Road, Macomb, MI 48042. The total purchase cost of the 2018 Ford Escape was \$23,000.00. The vehicle was determined to have had a full-service inspection and cleared of any current or potential vehicle conditions.

Unfortunately, September of 2023 the 2018 Ford Escape Engine light came on while driving. There was abrupt power loss, sputtering noises and unstable shaking when starting the vehicle up and while driving. On October 10th, 2023 the 2018 Ford Escape was taken in for a service inspection after the check engine light came on at LaFontaine Ford St. Clair located at 1200 S. Carney Drive, St. Clair, MI 48079. The mileage at the time of dropping the vehicle off for service was 131,000 miles. On October 17, 2023 I received a call from the LaFontaine Ford Service department stating a service message notified them of "Coolant loss into Engine." Upon their physical inspection they had discovered a coolant leakage into the second cylinder and that the second cylinder was starting to crack due to the leakage. They advised us to contact Ford Motor Customer Service Department (800) 392-3673. Upon picking up the vehicle from service department, the engine light was still on, there was still sputtering noises and unstable shaking while driving.

I, [REDACTED] called the Ford Customer Service Number that was provided by the LaFontaine Ford St. Clair dealership. I was provided a case number and then was told a message would be given for a supervisor to call me. After a few days without a call back from Ford Customer Service or a Ford Supervisor, I called the Customer Service Number. This time they stated there was no case on file. I was placed on hold for a supervisor however, I had to leave for work. I did not receive a call from supervisor after that second call either. On December 8th, 2023 the vehicle would turn over with severe shaking and an immediate shut down/fail of the engine.

On my behalf, [REDACTED] researched the service message "Coolant Loss into Engine" of 2018 Ford Escape. The article "2018 Ford Escape's Problems include Two Recalls and Over 150 Complaints, Mostly about Faulty Electronics Causing Vehicles to Stall" by Harry Green reported on February 17, 2022. This article reports key points including the following;

- The 2018 Ford Escape has a number of engine issues, including a cooling leak, sudden loss of power, and vehicle rollaway.
- The NHTSA has issued two recalls for the 2018 Ford Escape.
- Ford refuses to address its EcoBoost engine issues, asking customers to foot the bill.
- 2018 Ford Escape Engine Problems include Coolant Leak.
- Of the 156 complaints (to date of February 17, 2022) made to the NHTSA, 81 were about the engine. Most of those were about the coolant leak, an issue that applies to all Escape EcoBoost models from 2013 – 2019. This means that all Escape variants (except for the S trim) are in danger of being affected.
- On these engines, coolant leaks into the cylinders, causing the engine to overheat, fail, and sometimes catch fire.
- The coolant leaks can cause cylinder misfires, cylinder wall cracks.
- The coolant sensor was poorly calibrated, meaning drivers would often drive without knowing there was even a leak.
- EcoBoost's coolant leak requires the replacement of the entire engine or engine block. Repair costs range from \$1,000.00 - \$6,000.00.
- These engine failures usually happened under 80,000 miles.

[REDACTED] researched Technical Service Bulletin for 1.5L 2018 Ford Escape Coolant leak into Engine. The article is dated November 21st, 2019 that summarizes the following:

- 2017 – 2019 Ford Escape vehicles equipped with a 1.5L EcoBoost engine may exhibit a low coolant level, white exhaust smoke and/or a runs rough condition with or without an illuminated malfunction indicator lamp (MIL).
- Diagnostic Trouble Codes (DTCs) may include P0300, P0301-P0304, P0316, P0217, P1285 and/or P1299 stored in powertrain control module (PCM). This may be due to coolant intrusion into the cylinder.
- To correct the condition, follow the Service Procedure steps to replace the short block and head gasket.

Actions to be taken to correct the condition on vehicles that meet all of the following criteria:

- 2017 – 2019 Escape built on or before May 16th, 2019.
- 1.5L EcoBoost Engine
- Presence of coolant in the engine cylinders, while exhaust smoke and/or a runs rough condition with or without an illuminated MIL.
- Service Procedure for Escape vehicles Step 3: with the engine at normal operating temperatures, pressurize the cooling system to 138 kPa (20 psi) and hold for 5 hours. Refer to the coolant pressure test in Workshop Manual (WSM), Section 303-03A and check for cooling system combustion gases. If coolant system pressure drops more than 27.57 kPa (4 psi) after 5 hours proceed to step 5.
- Service Procedure for Escape vehicles Step 5: Remove the spark plug and using a borescope or equivalent, inspect and determine if coolant has entered the cylinders. If coolant is present in any cylinder – remove the engine and replace the long block. Refer to WSM, Section 303-01A.

Under the Ford Recalls/Ford Customer Support section of the Ford website, [REDACTED] had been notified that there are no recalls, however, a Customer Satisfaction Program, One Time Repair for vehicles included in 19B37, Campaign # 21N12. According to David J. Johnson, Director of Service Engineering Operations of Ford Customer Service Division, the Customer Satisfaction Program

letter issued June 09th, 2022 to All U.S. Ford and Lincoln Dealers included CSP 19B37 Supplement #4, CSP 19B37 Supplement #3 dated May 6th, 2020 and Customer Satisfaction Program 21N12 dated June 09th, 2022. It initiates "The program provides a no-cost, one-time repair 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". However, it also initiates "There is no mileage limit for these programs". [REDACTED] proceeded to call the Ford Customer Service Number.

On December 14th, 2023, [REDACTED] (on my behalf) had called the Ford Motor Customer Service Department (800) 392-3673 and spoke with Karen. Karen stated there is no recall or Customer Satisfaction Programs under the VIN # 1FMCU0GD7JU [REDACTED]. Karen presented [REDACTED] with a case # CAS [REDACTED] and advised to write a letter to Ford Consumer Affairs located at PO BOX 6248, Dearborn, MI 48126. Karen also advised to keep all receipts of payments made out of pocket if case # CAS [REDACTED] is to be approved for reimbursement and/or recall.

According to Bill Ford, Executive Chair, Ford Motor Company, the purpose of Ford Motor Company is "We see no conflict between business goals and social and environmental needs. I believe the distinction between a good company and a great one is this: A good company delivers excellent products and services: A great one delivers excellent products and services and strives to make the world a better place." In accordance to the Ford Recalls/Ford Owner Support section of the Ford website the purpose is "Doing the Right Thing. It's the Only Thing. Safety and integrity. Simple repairs. Honest communication. That's what you deserve during a recall. And that's what you'll get. You turn to us to carry your family and friends. That's not something we take lightly." It is also stated under the Ford Recalls/Ford Owner Support that "Ford Motor Company is committed not only to building high quality, dependable products, but also to building a community of happy, satisfied customers." I feel that the Ford Motor Company has not delivered on their promises. This is my second vehicle I have purchased through Ford. My first Ford vehicle was a NEW 2007 F150 and a NEW 2018 Ford Escape. I also have purchased a NEW 2013 Dodge Ram. There was a recall with being over the mileage and the Dodge dealership still honored the recall even though I was over the mileage/years. That is what customer service looks like.

I have had to ride my bike into work under difficult weather conditions since my escape has broken down. I have had to find rides for my daughter due to not having a working vehicle. I would like Ford Motor Company to offer one of the following resolutions to solve this customer complaint/case # CAS [REDACTED]

- Refund the cost of a new 2018 Ford Escape engine,
OR
- Replace my current 2018 Ford Escape engine with the stipulations of the new 2018 Ford Escape engine not being built between 2017 – 2019,
OR
- Exchange/store credit towards a new/used vehicle.

I have enclosed copies of my records and receipts about this transaction/case. I look forward to your reply and a resolution to my problem/case. I will wait until January 16th, 2024 before I contact a consumer protection agency or get other help.

Please contact me, [REDACTED] or [REDACTED]
 [REDACTED] and by address [REDACTED] Marysville, MI Please CC [REDACTED]
 [REDACTED] when emailing me, her email is [REDACTED] You
 may also call her directly at [REDACTED]

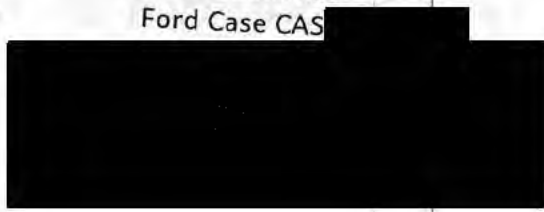
Sincerely,

[REDACTED]

LaFontaine Ford St. Clair

4.7 1,332 Google reviews

Car dealer in St. Clair, Michigan



- Website
- Directions
- Save
- Call

Service options: Has repair services

Departments: LaFontaine Ford St. Clair Parts Store · LaFontaine Ford St. Clair Service Center

Address: 1200 S Carney Dr, St Clair, MI 48079

Hours: Open · Closes 6 PM · More hours

Phone: (810) 637-1224

12/14/23 @ 1257 : Spoke with Steve @
St. Clair Ford Service Department.

per Steve : service message: (coolant loss
into engine)

call customer service

#(800)392-3673



How Long Do Ford Escapes Last? With careful handling and routine patience, Ford Escape mileage can last up to 250,000. The average is about 130,000 miles. In years, this can vary.

What is the life expectancy of the Ford Escape engine?

The original Ford Escape was well-liked because it was one of the few compact SUVs that could last for 200,000 miles or more without major repairs. A poorly constructed engine was part of a modification in 2013 that brought the vehicle's expected lifespan down to 130,000 miles or fewer.

Ford Engineers decided to modify the Ford Escape engines in 2013, which they knew would cause the engines lifespan to be fewer mileage.

2018 Ford Escape's Problems Include Two Recalls and Over 150 Complaints, Mostly about Faulty Electronics Causing Vehicles to Stall

Harry Green

Feb 17, 2022

Ford's 2018 Escape was issued only two NHTSA recalls, for leaking brake fluid and faulty airbags. But a large majority of over 150 consumer complaints point to an engine with a serious coolant leak problem that applies to all EcoBoost models from 2013 to 2019.

Key Points

- The 2018 Ford Escape has a number of engine issues, including a cooling leak, sudden loss of power, and vehicle rollaway.
- The NHTSA has issued two recalls for the 2018 Ford Escape. One is for leaking brake fluid, and another for faulty airbags.
- Drivers also registered over 150 complaints, mostly about faulty electronics causing their vehicles to stall. Some reported a total loss of vehicle control when the power steering locked up.
- The 2018 Ford Escape is solid if not boring, but Ford refuses to address its EcoBoost engine issues, asking customers to foot the bill.
- **2018 Ford Escape Engine Problems Include Coolant Leak**
- Ford's 2018 Escape seems like a decent vehicle. Reviews tend to be very positive. The Insurance Institute for Highway Safety (IIHS) rates its crash safety quite well.
- Unfortunately, most versions of the 2018 Ford Escape use two different variants of the failure-prone EcoBoost engine. They use either a 1.5-liter or two-liter four-cylinder.
- There are no National Highway Traffic Safety Administration (NHTSA) engine recalls for the 2018 model, so buyers have to pay the cost of all repairs.

- Of the 156 complaints made to the NHTSA, 81 were about the engine. Most of those were about the coolant leak, an issue that applies to all Escape EcoBoost models from 2013 to 2019. This means that all Escape variants except for the S trim are in danger of being affected.
- On these engines, coolant often leaks into the cylinders, causing the engine to overheat, fail, and sometimes catch fire. The coolant leak can also cause cylinder misfires. Drivers often noted that the cylinder wall cracked.
- The coolant sensor was also poorly calibrated, meaning that drivers would often drive without knowing there even was a leak.
- In most cases, the EcoBoost's coolant leak requires the replacement of the entire engine or engine block, which is very expensive. Repair costs range from \$1,000-\$6,000. These engine failures usually happened under 80,000 miles.
- **Apart From the EcoBoost Engine Issues, Problems for the 2018 Ford Escape are Rare**
 - When the 2018 Escape works, drivers like it well enough. Nonetheless, the possibility of needing a whole new engine is impossible to ignore.
 - A coolant leak can be disastrous and expensive. Adding \$1,000-\$6,000 to the used price of an EcoBoost-equipped 2018 Escape will allow a more accurate assessment of the car's true cost.
 - Abrupt power loss, sudden acceleration, electronic failure, and loss of steering control are also all possible.
 - However, these other issues are not very common. An S trim Escape might therefore be a safe choice since it doesn't have the EcoBoost engine at all.
 - If buying certified pre-owned from Ford, buyers should look for a vehicle that is Gold Certified. This will entail a seven-year/100,000-mile warranty. It will also mean the vehicle has under 80,000 miles. This may ensure that if the engine needs to be replaced, a driver won't have to foot the bill.
 - Photos: Ford

Call to Ford Customer Service # (800) 392-3672

12/14/2023 @ 1336: Spoke with Karen, gave her the service message (coolant leak in engine) need new engine per Steve at LaFontaine Ford Service Department. Gave her VIN# 1FMCU0GD7JU [REDACTED] Karen states "no recall or customer satisfaction program." Karen started a case # for my complaint. Case # CAS [REDACTED] Karen stated to contact Ford Consumer Affairs by writing a complaint letter and mailing it to PO Box 6248, Dearborn, MI 48126. Advise the letter and all documents with case # CAS [REDACTED] and to attach all receipts. If a recall is determined or the case is approved, they will reimburse any out of pocket costs with a receipt.

**12/14/2023: googles 2018 Ford Escape coolant leak into engine

Clicked Reddit article CALL THE NHTSA Ford Escape Engine Coolant Leak:

If you have an engine coolant leak - PLEASE report the issue to the National Highway Traffic Safety Administration at 1-888-327-4236.

If the engine defect is reported enough times, a federal recall can be issued and Ford will HAVE to pay for all replacements and reimburse those who already had the work done. **A sufficient number of complaints triggers an investigation (not sure on how many), and judging by the explosion of forum posts, many 1.5, 1.6, and 2.0L engines are now failing due to coolant intrusion from the manufacturing defect in the cylinder walls.** The critical amount of complaints should EASILY be reached.

Even if your engine is still working, you can still file a complaint. The defect is KNOWN to be an issue according to Technical Service Bulletin 22-2229

If there's a technical service bulletin for the exact issue we're all having, it proves Ford is milking it's customers for a known defect.

**12/15/23 @ 1349: spoke with [REDACTED] gave my complaint of service message "Coolant loss in engine" of [REDACTED] 2018 Ford Escape VIN# 1FMCU0GD7JU [REDACTED] She stated report will be given to office of Defect Investigation. Complaint Defect # (ODI#) 11560318. Complaint will be posted on NHTSA website within 72 hours. It will be reviewed within 48 hours. Response approximately 4-6 weeks.

**12/22/23: called for a status update on ODI # 11560318; has been reviewed and being investigated.





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 GDI 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.

(never received letter)

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 programing 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,



David J. Johnson

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.

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.





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

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

TO: All U.S. Ford and Lincoln Dealers

June 09, 2022

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,



David J. Johnson

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.

WELCOME

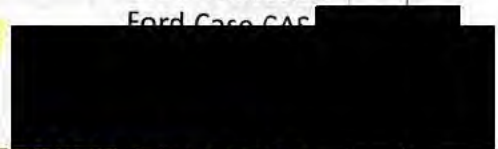
In an ever-changing world, our sense of purpose is constant. We honor our legacy as we build the future, a better world for generations to come.

OUR PURPOSE AS A COMPANY

To help build a better world, where every person is free to move and pursue their dreams.

“We see no conflict between business goals and social and environmental needs. I believe the distinction between a good company and a great one is this: A good company delivers excellent products and services; a great one delivers excellent products and services and strives to make the world a better place.”

Bill Ford
Executive Chair, Ford Motor Company



DOING THE RIGHT THING. IT'S THE ONLY THING.

Safety and integrity. Simple repairs. Honest communication. That's what you deserve during a recall. And that's what you'll get. You turn to us to carry your family and friends. That's not something we take lightly.



4/23, 12:41 AM

Ford Recalls | Ford Owner Support

Best information regarding the status of your vehicle or any recall program of Ford Motor Company, please contact your local dealership directly or the Customer Relationship Center.

**Ford Motor Company is committed not only to building high quality, dependable products, but also to building a community of happy, satisfied customers. To demonstrate that commitment, Ford Motor Company is providing a Customer Satisfaction Program for your vehicle. It may require you to return your vehicle to the dealer for service. This program may be subject to certain terms and limitations. For the latest information regarding the status of your vehicle or any program of Ford Motor Company, please contact your local dealership directly or the Customer Relationship Center.

Ford Escape Engines modified in 2013
with poor constructive parts is not considered
as high quality, dependable built products.

As of today, I am not a happy, satisfied
customer.

St. Clair LaFontaine Dealership is willing to
work with me and help resolve my vehicle issues.
However, I am very disappointed with
[REDACTED] Ford Russ Milene and Customer Service.

Ford Motor Company CRM:

Ford Motor, Company (.) <crc4ford@ford.com>

Thu 1/4/2024 2:26 PM

To:

C:

Hello

My name is Carissha, I am from Ford's Customer Relationship Center (CRC). We have received your correspondence requesting a buyback of your 2018 Ford Escape. I am grateful for the opportunity to address this matter.

Thank you for taking the time to write to us. We appreciate you informing us about the issues with your vehicle; your input is vital and helps us identify problems that may lead to a Customer Satisfaction Program (CSP) or recall in the future. Please bear in mind that Program 21N12 extends the warranty to 7 years of service or 84,000 miles from the warranty start date of the vehicle, whichever occurs first. However, if the vehicle has already exceeded either the time or mileage limits, this no-cost, one-time repair will last through November 30, 2022. Based on this information, the program has expired, and as a result, your vehicle no longer qualifies for repair. In addition, the Technical Service Bulletins (TSB) you've referenced are supplements to a vehicle's repair manual. TSBs do not suggest or provide additional coverage.

You've indicated that you are seeking a refund, replacement, or new vehicle credit, and we have evaluated your request. Upon careful consideration, we have reviewed your documentation, thoroughly examined our resources, and determined that there are no programs that provide a replacement, refund, or a new vehicle credit at this time. If you decide to move forward with your repair, we encourage you to retain your receipts in case Ford launches a program that may allow for reimbursement of your concerns. We certainly understand the difficulties this situation has caused and have documented your concerns for further review.

If you have further questions or concerns, you can reach our Customer Relationship Center via chat Monday - Friday 8:30 AM - 10:00 PM EST and Saturday/Sunday 11:00 AM - 7:00 PM EST. You will find our chat option on www.ford.com/support, look for a blue LIVE CHAT bubble near the bottom right-hand corner of the screen. You can also reach our inbound phone team Monday - Friday 8:00 AM - 11:00 PM EST and Saturday 8:00 AM - 8:00 PM EST (closed Sunday) at 1-800-392-3673. Hearing and speech-impaired callers can contact the Telecommunication Relay Service by dialing 711.

Thank you again for reaching out to us. Please know that we value your business and hope this matter has not wavered your confidence in the Ford brand.

Sincerely,

Carissha

Carissha
Customer Service Representative
Ford Motor Company

Should you feel that we have not adequately addressed your inquiry, we may require additional information, please feel free to contact us via telephone at (800)392-3673 between the hours of 8:00 a.m. - 8:00 p.m. EST (Monday-Friday). Hearing-impaired callers with access to a TDD may contact 1-800-232-5952. Your reference number is CAS-

In addition, you can try online support at www.owner.ford.com. Here you can find answers to frequently asked questions (FAQs) and links to other key product and service information.

Ford Confidentiality:

For security reasons, please **DO NOT** submit any sensitive personally identifiable information (PII), such as credit card numbers, driver license number, SSN, DOB, etc. Thank you

01/11/24 @ 0800am: I called Customer Service of Ford Motor Company # (800)392-3673

Spoke with TE regarding the email response from our complaint letter CAS [REDACTED] by Carissha from Customer Service of Ford Motor Company. I advised TE, that I would like to speak with someone higher up and preferably David J. Johnson, Director of Service Engineering Operations. She looked into my case number and explained to me basically the same thing that was in Carissha's email response. I advised TE, I understand there was a program that went into effect and we are over the deadline date, however, I explained to TE that we were not notified by Ford Motor Company or from our dealership that there would be a potential concern/misfire with our engine.

TE, explained the letter went out to all dealerships including Russ Milne Ford in Macomb, MI. She stated it is documented that Russ Milne Ford Dealership has completed the work to address the issue to their customers. I advised her that we never received a phone call, email or letter regarding the short block replacement after coolant intrusion Customer Satisfaction Program 21N12.

TE, suggested to reach out to Russ Milne Ford Dealership and find out the work that was completed, along with the resolution and any follow ups made towards our vehicle or directly with owner [REDACTED]. TE, indicated that the dealership is the main point of contact with these types of situations, the dealership needs to send Ford Motor Company their input regarding the vehicle's diagnostic assessment and physical assessment/examination.

TE advised me to contact customer service after speaking with Russ Milne.

[REDACTED]
Representative for [REDACTED]
CAS [REDACTED]

01/11/24 @ 1720 arrived at Russ Milne Ford Dealership, Macomb, MI

Asked to speak with a General Manager.

I was greeted to Keith. We discussed the case and that I was advised to reach out to the dealership for a response. I presented the case documents to Keith. Keith presented the case to the Service Parts Manager. Keith stated they will take any documents I have and send a response to Ford Consumer Affairs regarding the case number CAS [REDACTED]. I advised Keith that due to my work schedule I came here today to get some information of who I would need to speak with at a later date and did not have all of the documents. Keith stated he will be present at work tomorrow (01/12/2024) as well as the Service Parts Manager and that I can drop off the documents then.

[REDACTED]
Representative for [REDACTED]
CAS [REDACTED]

01/12/2024 at approximately 1215pm: I dropped off documents regarding Ford case # CAS [REDACTED] to General Manager Keith Batko who handed them to Service Manager Greg Harnden.

A day or two after dropping off the Ford case documents at Russ Milne Ford on 01/12/24; [REDACTED] spoke with Service Manager Greg Harnden over the phone. I am unaware of the full conversation but it was along the lines of the Ford Service Manager, Greg Harnden stating to [REDACTED] they would not proceed with sending a letter to Ford Customer Service regarding the 2018 Ford Escape Engine Failure. [REDACTED] had called Ford Customer Service. He first spoke with Ashley. Ashley told him there were 2 case numbers regarding his vehicle and they both were closed. She stated customer service supervisor would call him back. Shakura from Ford Financial Assistance called [REDACTED] and left a voicemail. [REDACTED] called the number back and spoke with Eli. Eli transferred the call to Shakura. Shakura told [REDACTED] to wait on a letter if a case was created.