

[REDACTED]
Pine Bush, NY [REDACTED]
[REDACTED]

August 31, 2023

Office of Defects Investigation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington, DC 20590

Subject: Report of Mechanical Issue with 2018 Ford Fusion SE EcoBoost

Dear Office of Defects Investigation,

I hope this letter finds you in good health and spirits. I am writing to bring to your attention a grave concern I have with my 2018 Ford Fusion SE EcoBoost, specifically related to coolant leakage into the engine.

With just 46,000 miles on the odometer, I recently discovered this severe mechanical issue. A professional mechanic diagnosed the problem and expressed the need for a full engine replacement due to the damage caused by the coolant leakage. While I did proceed with the replacement, my trust in the reliability and safety of this particular model has understandably been shaken.

The purpose of this letter is twofold:

1. To ensure that NHTSA is aware of potential safety and reliability issues related to the 2018 Ford Fusion SE EcoBoost. I believe this is crucial, especially if others are experiencing similar issues, as it might be indicative of a broader problem with this specific model.
2. To share that my research into this issue has brought to light complaints from other Ford Fusion SE EcoBoost owners facing similar concerns. This discovery has led me to believe that my case might not be an isolated one.

As consumers, we place our trust in oversight bodies such as NHTSA to ensure that vehicles on our roads are both safe and reliable. I kindly urge you to investigate this matter further to ascertain the extent of this potential defect and to consider necessary steps to ensure the safety of all 2018 Ford Fusion SE EcoBoost drivers.

Enclosed with this letter is a copy of my correspondence with Ford Motor Company for your reference.

Thank you for your attention to this matter, and I am hopeful that the insights provided in this letter might contribute to the ongoing efforts to ensure vehicle safety on our roads.

Warm regards,
[REDACTED]

Enclosure: Letter to Ford Motor Company, dated August 22, 2023

DR

[REDACTED]
Pine Bush, NY [REDACTED]
[REDACTED]

August 22, 2023

Customer Service Department
Ford Motor Company
P.O. Box 6248
Dearborn, MI 48126

Subject: Urgent Issue with 2018 Ford Fusion SE Ecoboost Engine

RE: VIN 3FA6P0T90J [REDACTED]

Dear Ford Customer Service,

I hope this letter finds you well. I am writing to express my profound disappointment and concern regarding a severe mechanical issue with my 2018 Ford Fusion SE Ecoboost, which has only been driven for 46,000 miles.

Recently, I noticed unusual behavior in my car's performance and decided to have it checked by a professional mechanic. To my dismay, the diagnosis revealed that there is coolant leaking into the engine. The mechanic advised that the damage is extensive enough to warrant a complete engine replacement. Given the unexpected nature and the severity of this problem, I had no choice but to go ahead with the necessary engine replacement.

Having invested in what I believed to be a reliable vehicle, encountering such a significant issue at a mere 46,000 miles is incredibly distressing. Moreover, my findings indicate that I am not alone in facing this problem; several other Ford Fusion SE Ecoboost owners have reported similar issues.

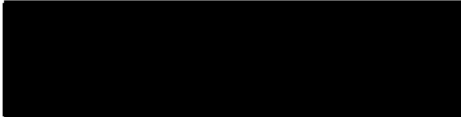
In light of the above, I kindly request that Ford Motor Company reimburse me for the costs associated with the new engine. I am prepared to provide the necessary receipts and documentation upon request to facilitate this process.

I chose Ford believing in the brand's promise of quality and reliability. When these expectations are not met, it's only fair that the company stands behind its

products and offers support to its loyal customers. It's the response to these issues that truly defines a company's integrity and commitment to its customers. I hope that Ford will act swiftly and responsibly to address this matter.

Thank you for taking the time to read my letter. I eagerly await your response and hope we can find a satisfactory solution together.

Warm regards,



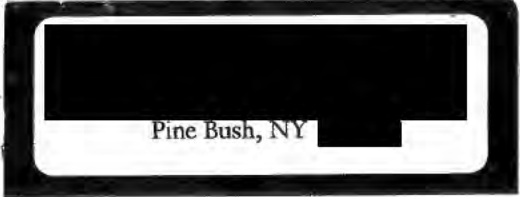
- Feeling that Ford is not standing by their products and leaving customers to bear the financial burden.
- Discovery of this being a known issue with the particular engine type, implying a potential manufacturing defect.

3. 

- The vehicle's issue is related to a known technical service bulletin (TSB 19-2346).
- Feelings of deception as the vehicle was bought from a Ford dealership after the TSB was released.
- Extremely negative experience with the service manager at the dealership, including accusations and a refusal to service.
- Belief that Ford representatives are blocking customers who complain about this particular issue, implying deliberate avoidance.
- An assertion that Ford is practicing unfair business due to knowledge of the defect and not taking corrective action.

Recommendations for Ford:

1. Investigate the frequency and scope of the mentioned issue across their fleet, especially for the mentioned model years and engines.
2. Consider extending warranties or offering support for vehicles suffering from this specific issue.
3. Evaluate and possibly reinforce training and customer service standards at dealerships to ensure consistent and supportive interactions.
4. Address the concerns publicly to provide clarity and assurance to customers, reinforcing trust in the brand.
5. Evaluate the possibility of a recall if the problem is deemed widespread and significant.



Pine Bush, NY

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