



[REDACTED]

Erie, PA

[REDACTED]

Claim

[REDACTED]

Office of Defect

Filed 9/23/2024

RE: 2017 Ford Fusion Coolant Intrusion

Please find attached my repair bill to replace the engine of my 2017 Ford Fusion.

Also attached is a picture of my car. As you can see I have taken exceptional care of my car. Unfortunate is not a word to describe what happened to the engine failure.

By the manufacture Ford I was given two options replace the engine or purchase a new car. Neither of those were in my plans. We had to chose to have the engine replace in hopes that nothing else fails in the new future.

The Ford call representative told me they are aware of this issue and suggested I open a case with NHTS. The dealership and mechanics are aware of this issue and told me they have numerous cars they have sold with the same issue. If you do a Google search there are multiple people posing the same issue.

Many people were put in the same position we were financial and safety.

At what level will NHT recognize this is a serious, common and unsafe problem requiring Ford to do a re-call?

AK



INVOICE

DUPLICATE 1
PAGE 1

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Girard, PA 16417-0152
Phone: (814) 774-5676 Fax: (814) 774-5057
www.BobFerrandoFLM.com

ERIE, PA
HOME: [REDACTED] CONT [REDACTED]
BUS: [REDACTED] CELL [REDACTED]

SERVICE ADVISOR: 129 COLLIN MELLO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RUBY RED	17	FORD FUSION	3FA6PDH93H [REDACTED]		76963/76963	T129	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
27JUL17 IS			18:00 17SEP24		114.00	CASH	25SEP24
R.O. OPENED	READY	OPTIONS:	SOLD-STK:HF785 ENG:2.0 Liter GTDI				
17SEP24	25SEP24	TRN:44W					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A	EEC	FORD	DIAGNOSTIC TEST 02				
	EEC	FORD	DIAGNOSTIC TEST 02	114	CR	1.30	89.95
PARTS:	0.00	LABOR:	89.95	OTHER:	0.00	TOTAL LINE A:	89.95

B	CHK	ENGINE LIGHT ON-OFF--MIS--HESITATES WAS TOLD # 4 MISFIRE SRE					
	ATTACHED NOTE						
	99	ORDER AND REPLACE LONG BLOCK					
		114	CR	16.50			1881.00
	1	J2GZ*6006*B SERVICE ENGINE ASY			2618.76	2618.76	2618.76
	1	KX6Z*9678*A KIT - TENSION PULLEY			51.45	51.45	51.45
	1	J2GZ*6079*B KIT - ENGINE INSTALLATION GASK			400.00	400.00	400.00
	2	*W520214*S442 NUT - HEX			2.16	2.16	4.32
	3	*W520214*S442 NUT - HEX			2.16	2.16	6.48
	4	*W704474*S437 STUD			0.98	0.98	3.92
	1	VC*13*G ANTI-FREEZE			19.95	19.95	19.95
	6	XO*5W30*DSP MOTORCRAFT SAE 5W-30 SN PLUS			3.90	3.90	23.40
	1	1S7Z*6B752*AA GASKET			14.80	14.80	14.80
	1	3M4Z*8255*A GASKET			21.67	21.67	21.67
	1	BB5Z*2A572*B GASKET - VACUUM PUMP			15.55	15.55	15.55
	1	CJ5Z*8255*A SEAL - THERMOSTAT			6.00	6.00	6.00
	4	CJ5Z*9439*A GASKET - INTAKE MANIFOLD			5.46	5.46	21.84
	1	DW DWATER			3.35	3.35	3.35
	7	YN*33*A REFRIGERANT - R1234YF			7.56	7.56	52.92
	2	*W520215*S440 NUT - HEX			1.15	1.15	2.30
PARTS:	3266.71	LABOR:	1881.00	OTHER:	0.00	TOTAL LINE B:	5147.71

C**	FOUR WHEEL ALIGN						
	4W	FOUR WHEEL ALIGN					
		114	CM	2.10			114.95
PARTS:	0.00	LABOR:	114.95	OTHER:	0.00	TOTAL LINE C:	114.95

5LEDIS	5 1/2	LABOR DISCOUNT					
		CR					-104.30
							-104.30

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this equipment. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this equipment.

DESCRIPTION	TOTALS
LABOR AMOUNT	2085.90
PARTS AMOUNT	3266.71
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	5352.61
LESS INSURANCE	104.30
SALES TAX	314.90
PLEASE PAY THIS AMOUNT	5563.21

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

ER4E . PA

PITTSBURGH PA 150

1 OCT 2024 PM 4 L

As in past elections
USPS is ready.

If you choose to vote
please mail early.



NEF

NATIONAL HIGHWAY TRAFFIC SAFETY ADM.
1200 NEW JERSEY AVE SE
WASHINGTON, D.C. 20590

20590-