

[REDACTED]
Young Harris, Georgia [REDACTED]

Ford Motor Company
CEO and President, Jim Farley
1 American Road
Dearborn, Michigan 48126

April 12, 2025

Dear Mr. Farley,

My husband and I have been Ford owners since the early 1990's, purchasing a total of eight Ford vehicles. In July, 2021 we were faced with replacing the engine in our 2016 Ford Fusion with the ecoboost engine due to engine failure. The total cost was \$6,900. In September, 2024 we were again faced with replacing the engine in our 2017 Ford Edge with the ecoboost engine due to engine failure. The total cost was \$6,100.

As I am sure you are aware, both of these engines were defective with a crack in the engine causing coolant to flow into the block resulting in engine failure. Even worse, Ford was aware of this defect, but allowed these engines to be installed with no regard to their loyal customers. All maintenance on both of our vehicles was always maintained and yet at 106,000 miles on the 2016 and 77,000 miles on the 2017, both engines failed. A recall on these faulty engines was never made, why is that? We had to foot the bill of \$13,000 that we did not have just sitting around. We are both senior citizens on a fixed income.

After 30 years of being a loyal Ford customer, and after this experience with our most recent Fords, we will never own another Ford product.
Mr. Farley, do the right thing and make your loyal customers whole, reimburse the cost incurred by a faulty Ford product.

[REDACTED]

Cc: Ford Motor Company Customer Service Department
Complaint filed, re [REDACTED] 11/14/24

National Highway Traffic Safety Administration
Case#11625437 & Case#11625441 11/15/24

Federal Trade Commission
Case# [REDACTED] 11/15/24

Better Business Bureau-Georgia
Filed complaint online 11/20/24

Georgia State Attorney-Chris Carr
Filed complaint online @Consumer.ga.gov. 11/20/24

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National Highway Traffic Safety Administration
1200 New Jersey Ave SE
Washington, DC 20590

Young Harris, GA

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