

From

Woodbridge, Va.

Attention: Administrator

Re: Recall on Ford Fusion

Please note I am reporting
my customer dissatisfaction
with Ford Motor Company.

I had to replace my transmission
and the service member of
the dealership advised me that
it was due to a torque issue.

I make regular effort to maintain
servicing on my vehicle. This
issue possibly could have been
avoided and related to the
Recall NHTSA #17V427 which
I never received notification
of.

Please see the letter I sent to Ford
Motor Company.

Please advise if the matter -- lack of
Recall notification can be addressed/researched

Thank You,

December 25, 2024

Ford Motor Company
Ford Customer Service Division
P.O. Box 1904
Dearborn, Michigan 48121-1904

RE: Transmission Replacement for 2017 Ford Fusion/ VIN#3FA6P0HD2HR [REDACTED]

I am writing to request a refund for the cost of the transmission repair for my 2017 Ford Fusion vehicle. I have been a faithful Ford consumer. I currently have 3 vehicles: a Kia Optima, a Jeep Wrangler, and a Ford Fusion and I take each of them to the respective Koons dealerships where I purchased them for regular maintenance. I do not go to other repair shops because I want to ensure that only qualified, knowledgeable, and licensed technicians conduct the work—thereby sustaining and objectively lengthening the vehicle's life and performance. Service loyalty is costly and is an investment in the vehicle itself. On June 10, 2024, a Koons Woodbridge Ford service member notified me that the transmission needed to be replaced due to a torque converter issue. It was upsetting for me since I had just had the car in on 02/29/24 for performance diagnostics and routine maintenance and was told the car was in good shape and had no issues. I was told by a Koons Woodbridge Ford service member that that Ford model was prone to this specific problem. In researching the issue, I determined that a Safety recall was issued on 07/06/2017 under Campaign/NHTSA# 17S16/17V427 regarding the Torque converter stud wells. I did not receive such a letter of notification. I informed the Koons Woodbridge Ford dealership service member about the recall and was told that my vehicle was outside of the recall coverage and that I would have to reach out directly to Ford Corporation for reimbursement of the repair. The repair cost \$7,289.60, which caused me significant financial hardship.

I am a loyal consumer and would like this matter reviewed for consideration of reimbursement. Also, I want to feel confident and inclined to continue future purchasing of a Ford American-made vehicle.

I have included the service invoice for review and your adjudication of this matter is highly anticipated. To encourage knowledge acquisition, I will also be sharing this inquiry with Koons Woodbridge Ford dealership, the National Highway Traffic Safety Administration, the Better Business Bureau, and online consumer reviews.

Respectfully,

A large black rectangular redaction box covering the signature area.

Woodbridge, VA

A black rectangular redaction box covering the address line.

Invoice to		Driver/Owner Information	
[REDACTED]		[REDACTED]	
For Office Use		Vehicle Information	
Odometer in: 153127	Out: 153127	Dist: 1FA CUS C	Final
17 FORD FUSION SE FWD 4DR SDN SILVER			
Begin: 02/23/24	Done: 02/29/24	Invoiced: 03/09/24 12:21:MH	Inservice: 11/30/16
		Production: 08/30/16	

Customer Concern							
Concern +02	REPLACE ALL 4 SPARK PLUG			Operation	Tech		Amount
Correction	REPLACE SPARK PLUGS			194P	135	*	135.00
Parts	Part Number	PO#	Note	Qty		Sell	
	FMC SP	539 X		4		36.57	146.28
	FMC SP	539 X		1	S	17.00	17.00
				Subtotal			
				PARTS PRICE			163.28
				MECHANICAL LABOR			135.00
Type: C				TOTAL CHARGE FOR CONCERN			298.28
Concern +03	BG TRANSMISSION SYSTEM FLUID EXCHANGE			Operation	Tech		Amount
Correction	PERFORMED BG TRANSMISSION FLUID EXCHANGE			487P	135	*	169.90
Parts	Part Number	PO#	Note	Qty		Sell	
	FMC XT	10 BLV	GOG	16			
	010 BCK6600			1			
				Subtotal			
				PARTS PRICE			156.56
				MECHANICAL LABOR			169.90
Type: C				TOTAL CHARGE FOR CONCERN			326.46
Concern +04	BRAKE FLUID EXCHANGE (FLUSH SYSTEM)			Operation	Tech		Amount
Correction	BRAKE FLUID EXCHANGE (FLUSH SYSTEM)			BGBF	135	*	145.00
Parts	Part Number	PO#	Note	Qty		Sell	
	010 BC8830			1		38.80	38.80
				Subtotal			
				PARTS PRICE			35.33
				MECHANICAL LABOR			145.00

Adv: 421 HELBERT JIMENEZ	Tag 8814	License	3FA6P0HD2 HR	Page 2	Invoice		
Invoice to			Driver/Owner:				
Invoiced: 03/09/24 12:21:57 MH			17 FORD FUSION SE FWD 4DR SDN SILVER				
Type: C					TOTAL CHARGE FOR CONCERN	180.33	
Concern +07	MOUNT AND BALANCE FOUR TIRES				Operation	Tech	Amount
Correction	MOUNT AND BALANCE FOUR TIRES F250 AND UP				MOUNTT4	135	*
Parts	Part Number	PO#	Note	Description	Qty		Sell
	FMC 9001 3568290 81			235/50R17	4 S		
	010 CREDIT			NO MATCH	-1 S		
Type: c					TOTAL CHARGE FOR CONCERN		709.80
Concern +08	TECH WILL INSTALL HEADS AND PERFORM A 4-WHEEL ALIGNMENT INCLUDING:CAMBER,CASTER AND TOE ADJUSTMENTS IF NEEDED THEN PROVIDE COMPUTER PRINT-OUT.				Operation	Tech	Amount
Correction	TECH PERFORMED 4 WHEEL ALIGNMENT				BF10	135	*
Type: c					TOTAL CHARGE FOR CONCERN		152.00
Concern +09	FRONT WIPER BLADES, R&R				Operation	Tech	Amount
Correction	FRONT WIPER BLADES, R&R				17528-AT	135	*
Parts	Part Number	PO#	Note	Description	Qty		Sell
	FMC DS7Z 17528 AA			BLADE ASY - WIPER	1		24.48 24.48
	FMC DS7Z 17528 BA			BLADE ASY - WIPER	1		24.48 24.48
Type: c					Subtotal		
					PARTS PRICE		48.96
					MECHANICAL LABOR		14.99
					TOTAL CHARGE FOR CONCERN		63.95
Concern +21	BG COOLING SYSTEM FLUID EXCHANGE- COMPLETE REMOVAL OF CONTAMINATED/OLD COOLANT W/ RUST INHIBITORS				Operation	Tech	Amount
Correction	POWER FLUSHED COOLING SYSTEM				BGCFL	135	*
Parts	Part Number	PO#	Note	Description	Qty		Sell
	FMC VC 13 G			ANTI-FREEZE	1		
	010 BCK5901			SG COOLANT FLUSH KIT	1		
Type: C					TOTAL CHARGE FOR CONCERN		244.95
Concern 24	CUSTOMER STATES SEMI SYNTHETIC OIL & FILTER CHANGE				Operation	Tech	Amount
Correction	SEMI SYNTHETIC OIL & FILTER CHANGE COMPLETED				OFNGM	135	*
Parts	Part Number	PO#	Note	Description	Qty		Sell
	FMC X0 5W20 BSP		GOG	MOTORCRAFT SAE 5W-20	5		
	FMC BE8Z 6731 AB			KIT - ELEMENT & GASK	1		
Type: C					TOTAL CHARGE FOR CONCERN		69.49

Adv: 421 HELBERT JIMENEZ	Tag 8814	Lic [REDACTED]	FA6P0HD2 HR [REDACTED]	Page 3	Invoice [REDACTED]
Invoice to [REDACTED]			Driver/Owner [REDACTED]		
Invoiced: 03/09/24 12:21:57 MH			17 FORD FUSION SE FWD 4DR SDN SILVER		
Concern 25 Correction Type: C	CUSTOMER STATES ROTATE TIRES ROTATE TIRES	Operation RM104	Tech 135 *	Amount 39.95	
			Subtotal		
			MECHANICAL LABOR	39.95	
			TOTAL CHARGE FOR CONCERN	39.95	
Concern 26 Cause Correction Type: C	CUSTOMER STATES PERFORM MULTI-POINT INSPECTION PERFORM MULTI-POINT INSPECTION PERFORM MULTI-POINT INSPECTION	Operation 99P	Tech 135 *	Amount 0.00	
			Subtotal		
			TOTAL CHARGE FOR CONCERN	0.00	
Concern 51 Correction Parts Type: C	CUSTOMER WOULD LIKE BOTH KEY FOB BATTERY'S REPLACED BATTERIES REPLACED Part Number PO# Note Description 010 BC2450 RTDKEY 2450 BATTERY	Operation KEY	Tech 135	Amount 0.00	
			Qty Sell		
			2 10.89	21.78	
			Subtotal		
			PARTS PRICE	21.78	
			TOTAL CHARGE FOR CONCERN	21.78	
Concern 52 Correction Type: C	CUSTOMER STATES WOULD LIKE ALL TIRES LOOKED AT FOR A AIR LEAK BOTH FRONT TIRES HAVE MORE THAN 1 NAIL IN THEM, REC REPLACING ALL 4 TIRES	Operation QUOTE	Tech 135	Amount 0.00	
			Subtotal		
			TOTAL CHARGE FOR CONCERN	0.00	
Concern 53 Correction Type: C	CUSTOMER STATES WOULD LIKE BRAKES CHECKED OVER , VISUAL INSPECTION BRAKES ARE ALL GREEN	Operation QUOTE	Tech 135	Amount 0.00	
			Subtotal		
			TOTAL CHARGE FOR CONCERN	0.00	
Concern 54 Correction Type: C	CUSTOMER STATES WOULD LIKE RECS FOR 120,000 MILE SERVICE .	Operation QUOTE	Tech 135	Amount 0.00	
			Subtotal		
			TOTAL CHARGE FOR CONCERN	0.00	

Adv: 421 HELBERT JIMENEZ Tag 8814 Licen: [REDACTED] 3FA6P0HD2 H [REDACTED] Page 4 (Last) Invoic [REDACTED]

Invoice t [REDACTED] Driver/Ow [REDACTED]

Invoiced: 03/09/24 12:21:57 MH 17 FORD FUSION SE FWD 4DR SDN SILVER

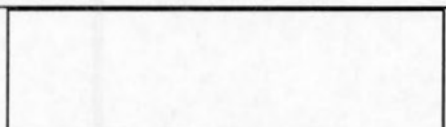
Summary of Charges for Invoice C68469		Payment Distribution for Invoice C68469	
PARTS PRICE	1030.75	TOTAL CHARGE	2254.97
PARTS, OIL	23.60		
SHOP SUPPLIES	79.92	DEBIT	2254.97
MECHANICAL LABOR	1052.64		
SUB-TOTAL	2186.91		
TAX	68.06		
TOTAL CHARGE	2254.97		

THESE ITEMS WERE RECOMMENDED BUT NOT PERFORMED

Item 06 Operation	BGCOMP	Tech: 135	Follow up: 02/29/24
concern	BG COMPLETE FUEL SYSTEM SERVICE--CLEAN FUEL INJECTORS, FLUSH INTAKE AND CLEAN THROTTLE BODY		
Correction	BG COMPLETE FUEL SYSTEM SERVICE COMPLETED		

SIGNATURE _____

If you have any questions - please see HELBERT JIMENEZ
 FORD MOTOR COMPANY MAY SEND YOU AN EMAIL SURVEY. PLEASE TAKE THE TIME
 TO RESPOND, IT IS VERY IMPORTANT TO US AND WE LOOK FORWARD TO YOUR
 FEEDBACK.



Adv: 306 DEBI COMPTON	Tag 2104	License [REDACTED]	3FA6P0HD2 HP [REDACTED]	Page 1	Inv [REDACTED]		
Invoice to			Driver/Owner Information				
[REDACTED] WOODBIDGE, VA			[REDACTED] WOODBIDGE, VA				
[REDACTED]			[REDACTED]				
For office Use			Vehicle Information				
Odometer in: 153886 Out: 153894		Dist: 1FA CUS C	Final	17 FORD FUSION SE FWD 4DR SDN SILVER			
Begin: 06/10/24	Done: 06/14/24	Invoiced: 06/26/24 09:00:DC		Inservice: 11/30/16	Production: 08/30/16		
Customer Concern							
Concern 01	CUSTOMER STATES YOU AGREE THAT WE MAY CONTACT YOU REGARDING CUSTOMER SERVICE UPDATES OR OFFERS VIA TEXT. IF YOU DO NOT AGREE, YOU MAY PROVIDE A LANDLINE NUMBER.			Operation	Tech	Amount	
Correction	AND YOU MAY OPT OUT AT ANY TIME.			TEXT	266	* 0.00	
Type: C				<u>Subtotal</u>			
				TOTAL CHARGE FOR CONCERN		0.00	
Concern 24	CUSTOMER STATES PERFORM MULTI-POINT INSPECTION			Operation	Tech	Amount	
Cause	PERFORM MULTI-POINT INSPECTION			99P	266	* 0.00	
Correction	PERFORM MULTI-POINT INSPECTION			<u>Subtotal</u>			
Type: C					TOTAL CHARGE FOR CONCERN		0.00
Concern 51	CUSTOMER STATES SHE STARTED VEHICLE AND ENGINE WOULD REV BUT NOT MOVE			Operation	Tech	Amount	
Correction	FOUND TORQUE CONVERTER TO HAVE COME APART AND STOP UP FILTER AND CONTROL ASSEMBLY WITH DAMAGE TO OTHER COMPONETS LIKELY. REPLACE TRANSMISSION AND FLUSH COOLER AND LINES, PERFORM ALIGNMENT AND RETEST ALL OK AT THIS TIME			TRANS	266	2333.62	
Parts	Part Number	PO#	Note	Description	Qty	Sell	
	FMC KS7Z	7000 CRM	NSTK	*AUTOMATIC TRA REMFG	1	4710.57 4710.57	
	FMC XT	10 BLV	GOG	OIL - AUTOMATIC TRAN	3	6.82 20.46	
	FMC BAGM	48H6 760		BATTERY	1	224.95 224.95	
				<u>Subtotal</u>			
				PARTS PRICE		4935.52	
				PARTS, OIL		20.46	
				MECHANICAL LABOR		2333.62	
Type: C					TOTAL CHARGE FOR CONCERN		7289.60

Adv: 306 DEBI COMPTON Tag 2104 Licens [REDACTED] A6P0HD2 HR [REDACTED] e 2 (Last) Invo [REDACTED]

Invoice to: [REDACTED] Driver/Own [REDACTED]

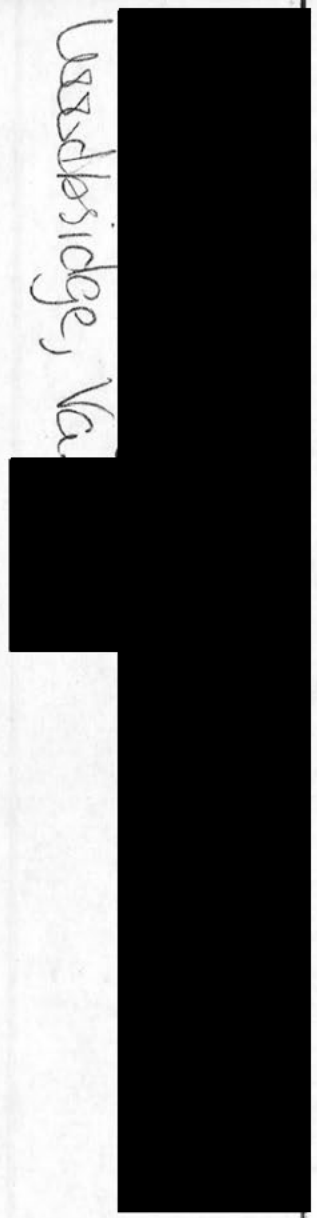
Invoiced: 06/26/24 09:00:33 DC 17 FORD FUSION SE FWD 4DR SDN SILVER

Summary of Charges for Invoice C77215		Payment Distribution for Invoice C77215	
PARTS PRICE	4935.52	TOTAL CHARGE	7671.67
PARTS, OIL	20.46	CASH DUE	0.00
SHOP SUPPLIES	79.92	DEBIT	6000.00
MECHANICAL LABOR	2333.62	CHARGE ACCT	1671.67
SUB-TOTAL	7369.52	DIGNIFI	
TAX	302.15		
TOTAL CHARGE	7671.67		

If you have any questions - please see DEBI COMPTON
 FORD MOTOR COMPANY MAY SEND YOU AN EMAIL SURVEY. PLEASE TAKE THE TIME
 TO RESPOND, IT IS VERY IMPORTANT TO US AND WE LOOK FORWARD TO YOUR
 FEEDBACK.

[REDACTED]

Wassholeside, Va



Attention Administrator
National Highway Traffic Safety Administ
1200 New Jersey Ave SE
Washington, DC 20590

(MFC)

2211

