

December 31, 2024

Certified Mail Number: [REDACTED]

Ford Motor Company
Office of Defect Investigation
1 American Road No. 904
Dearborn, MI 48126

Dear Ford Motor Company:

I am writing to formally lodge a complaint regarding my 2017 Ford Fusion, case number [REDACTED]. The vehicle's check engine light has been intermittently illuminating, indicating a potential engine coolant intrusion issue. On December 31, 2024, at approximately 2:55 PM CST, I contacted Ford Customer Support (1-800-392-3673) and spoke with a representative named Raquel after leaving the Killeen Ford speaking with Lennon Raghunandan, Ford Service Manager and Christal Ishmael, Service Advisor who was very professional and customer friendly. I told Ms. Ishmael that I would be coming between 12 noon and 1pm to speak with Mr. Lennon after speaking with her the day before. After calling Ford Customer Support I was placed on hold for several minutes. I was informed that no warranties or programs were available to address my concern. As a [REDACTED] I find it unacceptable that I am being asked to pay \$11,724.56 for a remanufactured engine, especially considering that I have recently paid off the vehicle last year. This amount is equivalent to a down payment on a new car, given current market prices.

I have diligently maintained the vehicle, including regular oil changes, tire rotations, and fluid replacements. However, the persistent issue appears to be related to engine coolant intrusion, in which Mr. Lennon said Ford would address the vin number of the vehicle having a warranty extension or recall where they replaced 2017 Ford Fusion model with a new engine and that my vin number did not have a recall. Therefore, I was not eligible to have the issue fixed. However, there is a presence of white smoke from the exhaust further corroborates this concern. God forbid if there is a fatal situation with the car. It has come to my attention that numerous other customers have reported similar issues on one of the websites [REDACTED] (see enclosed), yet Ford has not taken responsibility for addressing this problem on similar cars with a vin number not being on the recall list.

While my vin may not be listed in the current recall, it does not preclude my vehicle from being affected by this widespread issue. The check engine light began illuminating intermittently in around September instead of November 2024, whereas it had not exhibited this behavior in previous years. Prior to not being aware of a known issue I should be reimbursed for the monies I have put out on the issues of the car and two extended warranties that expired the issue has not yet been resolved. This timing coincides with the expiration of my Ford Protect Vehicle Maintenance Plans, which was issued under the name [REDACTED] instead of [REDACTED] [REDACTED] despite multiple requests to correct the name error. Given this discrepancy, I believe the contract may be void, and I request a refund for the premiums paid. As I have recently changed

my name, please address any correspondence or potential refunds to: [REDACTED], [REDACTED]
[REDACTED], Killeen, TX [REDACTED].

I urge Ford to reconsider its position and address this issue as a recall, given that it appears to be a widespread manufacturing defect. I will be contacting the National Highway Traffic Safety Administration (NHTSA) to report this concern and ensure they are aware of the ongoing issues with this model if they have not been informed already along with several media platforms. Thank you for your prompt attention to this matter. I look forward to a satisfactory resolution within 5 to 7 business days. My contact information is [REDACTED] and [REDACTED].

Sincerely,

[REDACTED]
Killeen, Texas [REDACTED]

cc: NHTSA, CFPB

Attachments: Mechanics invoices, copies
of complaints, pictures of white smoke,
Mechanics letter

I, [REDACTED] a certified mechanic at Angel's Auto Repair, 104 Priest Drive/Killeen, Texas 76541, serving the community since 1996, hereby attest:

[REDACTED] has been a regular customer for vehicle maintenance since 2019. In November 2024, she brought her 2017 Ford Fusion for inspection due to an intermittent check engine light and white smoke coming from the exhaust.

Initial diagnostics revealed issues with sensors and spark plugs, which were addressed. However, the problem persisted, necessitating multiple return visits. Subsequent repairs included replacing a fuel injector.

Despite these interventions, the check engine light continued to illuminate. [REDACTED] then sought diagnosis at Killeen Ford, where engine coolant intrusion was identified as the root cause.

Based on my professional assessment and the recurring nature of the issue, I conclude that this problem stems from a manufacturing defect in the engine. Consequently, I believe the responsibility for rectifying this issue lies with the manufacturer.

Signature [REDACTED]

Date: 1/3/25



CHRISTAL ISHMAEL <christal@killeenauto.com>

Killeen Ford - Transaction Receipt for \$210.96

1 message

DoNotReply@billing-notification.com <DoNotReply@billing-notification.com>
To: lennon@killeenauto.com, christal@killeenauto.com

Tue, Dec 31, 2024 at 1:11 PM

Merchant ID: 6683316

Term ID: 009

Sale - Approved

Date: 12/31/24

Time: 13:10:10

Card Type: Visa

Entry Method: Chip

Card # [REDACTED]

Invoice #: [REDACTED]
Approval Code: [REDACTED]
Lane ID: [REDACTED]
Customer Ref: [REDACTED]

Item	Qty	Amount	Total Amount
Miscellaneous	1	\$210.96	\$210.96

Amount \$210.96

I agree to pay the above total amount according to the card issuer agreement. (Merchant agreement if credit voucher)

Signature Not Required

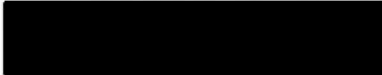


Map of purchase location

Application Label: [REDACTED]
AID: [REDACTED]
TVR: [REDACTED]
TSI: [REDACTED]

Merchant Copy

This message is confidential and subject to terms at: <https://www.jpmorgan.com/emaildisclaimer> including on confidential, privileged or legal entity information, malicious content and monitoring of electronic messages. If you are not the intended recipient, please delete this message and notify the sender immediately. Any unauthorized use is strictly prohibited.







Telephone:

Email:

Fax:



Vehicle Diagnostic Report

2017 FORD Fusion

VIN:3FA6P0HD4HR

Engine Size:1.5L 4

Odometer:99,483 miles

User Operation:Automatically Search
> PCM (Powertrain Control Module)

Report Type:Pre-Repair

Test Time:2024-12-02 07:01:43 AM



DTC

DTC	Description	State
P0304:00-6A	Misfire Detected In Cylinder #4 Failure Types - 00 No Status Available For This DTC Status Types - 6A (Indeterminate) Fault Previously Detected But Monitoring Has Not Completed To Determine Status.	Continuous Memory DTCs
P0316:00-68	Misfire Detected On Startup (First 1000 Revolutions) Failure Types - 00 No Status Available For This DTC Status Types - 00 (No Fault) - No Fault.	Continuous Memory DTCs

Did not see any leaks in tires

Sets 50-20

Fluids Filled

Angel's Auto Repair

104 Priest Drive
KILLEEN TX 76541
254-526-1090

09/30/2024 15:33

Sale

[REDACTED]

AMOUNT: \$283.14

Resp:
Code:
Ref:
App Name:
AID:
TVR:
TSI:

[REDACTED]

Cardholder acknowledges receipt of goods and obligations set forth by the cardholder's agreement with issuer.

CUSTOMER COPY

Thank You

Powered By ValorPay(v1.1.30)

Angel's Auto Repair

104 Priest Drive
KILLEEN TX 76541
254-526-1090

11/11/2024 14:01

Sale

Trans:1

[REDACTED]

AMOUNT: \$78.00

Resp:
Code:
Ref:
App Name:
AID:
TVR:
TSI:

[REDACTED]

Cardholder acknowledges receipt of goods and obligations set forth by the cardholder's agreement with issuer.

CUSTOMER COPY

Thank You

Powered By ValorPay(v1.1.30)

Angel's Auto Repair

104 Priest Drive
KILLEEN TX 76541
254-526-1090

12/04/2024 13:20

Sale

Trans:1

[REDACTED]

AMOUNT: \$364.20

Resp:
Code:
Ref:
App Name:
AID:
TVR:
TSI:

[REDACTED]

Cardholder acknowledges receipt of goods and obligations set forth by the cardholder's agreement with issuer.

CUSTOMER COPY

Thank You

Powered By ValorPay(v1.1.30)

CUSTOMER #:



INVOICE

Killeen Ford
3601 Scott and White Drive
Killeen, TX 76543
(254) 699-2629
www.killeentxford.com

KILLEEN, TX

PAGE 1

HOME

BUS:

SERVICE ADVISOR: 30171 CHRISTAL ISHMAEL

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG. Row 1: SILVER, 17, FORD FUSION, 3FA6P0HD4HR, [REDACTED], 99847/99847, T2061. Row 2: DEL. DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Row 3: 01JAN17 DD, 18:00 20JAN25, CASH, 31DEC24.

Table with columns: R.O. OPENED, READY, OPTIONS: DLR:02504. Row 1: 07:46 30DEC24, 13:20 31DEC24.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL.

A CUSTOMER STATES CHECK ENGINE LIGHT KEEPS COMING ON. CUSTOMER HAD FUEL INJECTOR, HAD TUNE UP DONE AND A SENSOR ABOUT A FEW WEEKS AGO AT ANOTHER SHOP BUT LIGHT KEEPS COMING ON. PLEASE INSPECT AND ADVISE

DIAG2 CUSTOMER STATES CHECK ENGINE LIGHT KEEPS COMING ON. CUSTOMER HAD FUEL INJECTOR, HAD TUNE UP DONE AND A SENSOR ABOUT A FEW WEEKS AGO AT ANOTHER SHOP BUT LIGHT KEEPS COMING ON. PLEASE INSPECT AND ADVISE

Table with columns: PARTS, LABOR, OTHER, TOTAL LINE A. Row 1: 1146 CPR, 210.96, 0.00, 210.96. Row 2: 99847 0.00, 210.96, 0.00, 210.96. Description: 99847 DIAGNOSIS, VERIFIED MIL ON, SELF TESTS, PCM DTC'S P0316 AND P0304. PERFORMED PINPOINT TESTS, FUEL AND IGNITION SYSTEM TESTS. RELATIVE COMPRESSION AND POWER BALANCE TESTS. REMOVED CYLINDER #4 SPARK PLUG, BORE SCOPED CYLINDER AND FOUND COOLANT INTRUSION. SUGGEST ACCESS AND REPLACE ENGINE LONG BLOCK ASSEMBLY, PERFORM NEUTRAL MISFIRE PROCEDURE, CLEAR ALL DTC'S, ROAD TEST AND RETEST

B COMPLIMENTARY MULTI POINT INSPECTION- GAS MAIN SHOP
99P COMPLIMENTARY MULTI POINT INSPECTION- GAS MAIN SHOP

Table with columns: PARTS, LABOR, OTHER, TOTAL LINE B. Row 1: 1146 CPR, 0.00, 0.00, 0.00. Row 2: GTIRE CHECKED TIRES - OK AT THIS TIME, 1146 CPR, 0.00, 0.00. Row 3: GBK CHECKED BRAKES - OK AT THIS TIME, 1146 CPR, 0.00, 0.00. Row 4: GBATT TEST BATTERY - OK AT THIS TIME, 1146 CPR, 0.00, 0.00.

Table with columns: PARTS, LABOR, OTHER, TOTAL LINE B. Row 1: 99847 0.00 MPI AND VIDEO PERFORMED, 0.00, 0.00, 0.00.

Table with columns: WARRANTY DISCLAIMER, SHOP SUPPLY COSTS, DESCRIPTION, TOTALS. Includes sections for LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, and PLEASE PAY THIS AMOUNT.

NOTICE OF WORKER'S LIEN PURSUANT TO TEXAS PROPERTY CODE s. 70.001: The undersigned, being the person who has paid for repairs to the vehicle described in this Repair Invoice, understands that if the Dealership relinquishes possession of the vehicle in return for payment via a check, money order or credit card transaction that is stopped or dishonored due to insufficient funds, no funds, or because the account does not exist or has been closed, the worker's lien continues to exist and the Dealership is entitled to possession of the vehicle in accordance with S. 9.609 of the Texas Business & Commerce Code until the amount due is paid.

CUSTOMER #: [REDACTED]



INVOICE

Killeen Ford
3601 Scott and White Drive
Killeen, TX 76543
(254) 699-2629

PAGE 2

www.killeentxford.com

KILLEEN, TX

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 30171 CHRISTAL ISHMAEL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
SILVER	17	FORD FUSION	3FA6P0HD4HR [REDACTED]		99847/99847	T2061	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN17 DD			18:00 20JAN25			CASH	31DEC24

R.O. OPENED READY OPTIONS: DLR:02504

07:46 30DEC24 13:20 31DEC24

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

ESTIMATE:	210.96			31DEC24 12:55	SA: 30171		
CONTACT:							

*****THE FOLLOWING WORK WAS RECOMMENDED BUT NOT PERFORMED*****

,,SUMMARY EN36 Engine, Remanufactured, Replace

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS IS. THE DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR ACCESSORIES OR REPAIRS PERFORMED TO THE VEHICLE. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

***SHOP SUPPLY COSTS:**

We have added a charge equal to 11% of the total cost of labor and parts, not to exceed \$289.48, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	210.96
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	210.96
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	210.96

DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

NOTICE OF WORKER'S LIEN PURSUANT TO TEXAS PROPERTY CODE s. 70.001: The undersigned, being the person who has paid for repairs to the vehicle described in this Repair Invoice, understands that if the Dealership relinquishes possession of the vehicle in return for payment via a check, money order or credit card transaction that is stopped or dishonored due to insufficient funds, no funds, or because the account does not exist or has been closed, the worker's lien continues to exist and the Dealership is entitled to possession of the vehicle in accordance with S. 9.609 of the Texas Business & Commerce Code until the amount due is paid.

Customer Detailed Copy

Killeen Ford
 3601 Scott and White Drive
 Killeen, TX 76543 US
 (254) 449-7049

CUSTOMER NO.	[REDACTED]	SERVICE ADVISOR CHRISTALISHMAEL	TAG NO. 2061	INVOICE DATE	INVOICE NO.
[REDACTED]	[REDACTED]	HOURLY RATE	LICENSE NO.	MILEAGE IN 99847	COLOR SILVER
[REDACTED]	[REDACTED]	YEAR/MAKE/MODEL 2017 Ford FUSION		DELIVERY DATE 01/01/2017	MILEAGE OUT
KILLEEN, TX	[REDACTED]	VEHICLE IDENTIFICATION NO. 3FA6P0HD4HR [REDACTED]		SELLING DEALER NO.	INVOICE DATE
[REDACTED]	[REDACTED]	CELL #	RO #	R.O. DATE 12/31/2024	FLEET NO.
TEL HC	[REDACTED]	TEL BUSINESS	COMMENTS ENG:1.5_LITER TRN:A		

LINE	OP CODE	DESCRIPTION		ESTIMATE
# A	EN36	Engine, Remanufactured, Replace RELATED TO LINE A-MIL Parts: PIPE - OIL FEED, Qty 1.00, CPR "O" RING, Qty 1.00, CPR NUT, Qty 4.00, CPR NUT, Qty 1.00, CPR NUT - HEX., Qty 3.00, CPR KIT - AIR CONDITIONING SYSTEM, Qty 1.00, CPR BOLT - HEX.HEAD, Qty 6.00, CPR NUT - HEX., Qty 2.00, CPR SCREW, Qty 2.00, CPR	Labor Parts Misc Discount	4008.24 6838.76 0.00 (0.00) Line Total 10847.00
# A	EN36	Engine, Remanufactured, Replace RELATED TO LINE A-MIL Parts: BRACKET, Qty 4.00, CPR GASKET - VACUUM PUMP, Qty 1.00, CPR GASKET - EXHAUST MANIFOLD, Qty 1.00, CPR NUT, Qty 4.00, CPR SERVICE ENGINE ASY, Qty 1.00, CPR SCREW AND WASHER ASY, Qty 2.00, CPR STUD, Qty 3.00, CPR TUBE ASY, Qty 1.00, CPR STUD, Qty 4.00, CPR	Labor Parts Misc Discount	4008.24 6838.76 0.00 (0.00) Line Total 10847.00
# A	EN36	Engine, Remanufactured, Replace RELATED TO LINE A-MIL Parts: GASKET, Qty 1.00, CPR GASKET, Qty 1.00, CPR BOLT AND WASHER ASY - HEX.HEAD, Qty 4.00, CPR BOLT, Qty 3.00, CPR NUT - HEX. - FLANGED, Qty 1.00, CPR GASKET, Qty 1.00, CPR SEAL, Qty 1.00, CPR KIT - "O" RING, Qty 1.00, CPR BOLT AND WASHER ASY - HEX.HEAD, Qty 4.00, CPR	Labor Parts Misc Discount	4008.24 6838.76 0.00 (0.00) Line Total 10847.00
# A	EN36	Engine, Remanufactured, Replace RELATED TO LINE A-MIL Parts: KIT - ELEMENT & GASKET - OIL F, Qty 1.00, CPR BOLT, Qty 1.00, CPR MOTORCRAFT SAE 5W-20, Qty 5.00, CPR ANTI-FREEZE, Qty 1.00, CPR	Labor Parts Misc Discount	4008.24 6838.76 0.00 (0.00) Line Total 10847.00

Customer Detailed Copy

Killeen Ford
 3601 Scott and White Drive
 Killeen, TX 76543 US
 (254) 449-7049

CUSTOMER NO.	[REDACTED]		SERVICE ADVISOR CHRISTALISHMAEL	TAG NO. 2061	INVOICE DATE	INVOICE NO.
[REDACTED]	HOURLY RATE	LICENSE NO.	MILEAGE IN 99847	COLOR SILVER	STOCK NO.	
[REDACTED]	YEAR/MAKE/MODEL 2017 Ford FUSION			DELIVERY DATE 01/01/2017	MILEAGE OUT	
KILLEEN, TX	VEHICLE IDENTIFICATION NO. 3FA6P0HD4HR		[REDACTED]	SELLING DEALER NO.	R/SERVICE DATE	
[REDACTED]	CELL PHO	[REDACTED]	RO	[REDACTED]	R/O DATE 12/31/2024	FLEET NO.
COMMENTS ENG:1.5_LITER TRN:A						

Subtotal	10847.00
Shop Charges	289.48
Sales Tax	588.08
Total	11724.56

Printed On 12/31/2024 1:12:22 PM

Estimate Expires on 01/30/2025

**Search
Vehicles**

**Vehicle
Comparison Tool**

2017 FORD FUSION 4 DR FWD



©EVIX IMAGES

4
RECALLS

INVESTIGATIONS 1

COMPLAINTS 931



OVERALL SAFETY RATING

Safety Ratings.

NHTSA's 5-Star Safety Ratings help consumers compare vehicle safety when searching for a car. More stars mean safer cars.

Components: POWER TRAIN

December 19, 2024

NHTSA ID NUMBER: 11631647



Components: ENGINE AND ENGINE COOLING

← prev

Page 1 of 187

next →

Recently Searched

**2017
FORD FUSION
4 DR FWD**



OVERALL SAFETY RATING



REAR IMAGES

COMPLAINTS

RECALLS

INVESTIGATIONS

MANUFACTURER COMMUNICATIONS

932 Complaints for 2017 FORD FUSION

FILTER COMPLAINTS BY AFFECTED COMPONENTS

- All (932)
- AIR BAGS (33)
- ELECTRICAL SYSTEM (118)
- ELECTRONIC STABILITY CONTROL (ESC) (9)
- ENGINE (299)
- ENGINE AND ENGINE COOLING (94)
- EQUIPMENT (1)
- EXTERIOR LIGHTING (8)
- FORWARD COLLISION AVOIDANCE (3)
- FUEL SYSTEM, GASOLINE (1)
- FUEL/PROPULSION SYSTEM (27)
- LANE DEPARTURE (1)
- LATCHES/LOCKS/LINKAGES (1)
- POWER TRAIN (267)
- SEAT BELTS (7)
- SEATS (3)
- SERVICE BRAKES (49)
- SERVICE BRAKES, AIR (3)
- SERVICE BRAKES, HYDRAULIC (47)
- STEERING (51)
- STRUCTURE (5)
- SUSPENSION (8)
- TIRES (1)
- TRACTION CONTROL SYSTEM (3)
- UNKNOWN OR OTHER (88)
- VEHICLE SPEED CONTROL (15)
- VISIBILITY (2)
- VISIBILITY/WIPER (13)
- WHEELS (26)

December 27, 2024

NHTSA ID NUMBER: 11632728

Components: ENGINE



December 23, 2024

NHTSA ID NUMBER: 11632116

Components: POWER TRAIN



December 23, 2024

NHTSA ID NUMBER: 11632152

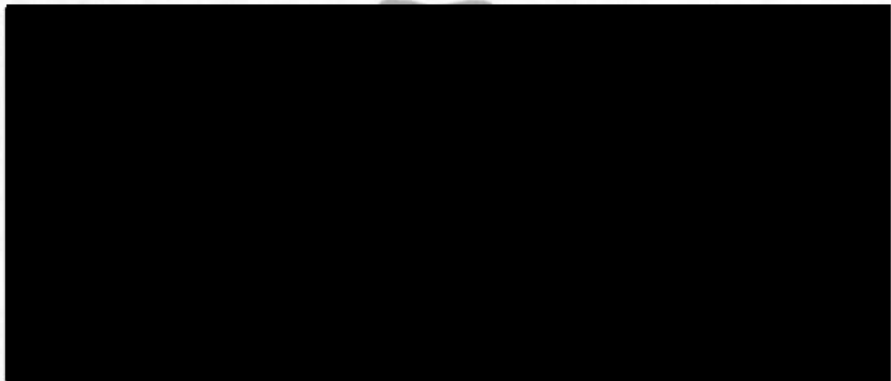
Components: ENGINE AND ENGINE COOLING



December 20, 2024

NHTSA ID NUMBER: 11631806





Coolant Leak Into The Cylinders

2017 FORD FUSION

THIS PROBLEM MAY BE COVERED UNDER WARRANTY. ASK YOUR FORD DEALER.

Typical Repair Cost:

\$4,620

Most Common Solutions:

1. engine replacement (6 reports)
2. not sure (1 reports)

Average Mileage:

59,250 miles

Total Complaints:

7 complaints

HELPFUL WEBSITES

No one has added a helpful site for this 2017 Fusion problem yet.

2017 FORD FUSION OWNER COMMENTS

7

Fusion SE 2.0L V6

Automatic transmission 55,222 miles

JUL 25
2022

Insanely frustrated 2017 Ford Fusion owner alert. I bought a brand new Ford Fusion in 2017. I've done all the scheduled maintenance and then some anytime it was suggested by a dealership. If anything, I've done far more maintenance than required according to the owner's manual.

Last summer, at 55k miles and five days shy of my five year warranty, coolant was leaking into my engine cylinders, and the entire engine had to be replaced (P0303 & TSB 22-2229). Luckily it was covered by warranty. My car was in the shop for three weeks, and Ford had zero loaner vehicles available. Ever since the engine was replaced, I have had terrible gas mileage. Should be getting 23 city/34 highway... the best have gotten is 19 city/24 highway.

- **Valerie V.**, San Antonio, TX, US

#6 **Fusion SE 1.5L**
Automatic transmission 70,000 miles

JAN 13
2022

Driving to work, my car started shaking and smoking really bad and forced me to pull over to side of freeway. Had to tow home. Could not drive it. Check engine light came on and 2 codes P0301 and P302 were extracted from computer which refers to misfires in cylinder's 1 and 2. Did research with a Ford certified mechanic and he provided me with proof referencing bulletin 20-2100 meaning Ford knew about this manufacturer safety defect and did not recall for repairs due to it requires engine replacement to remedy. My car is at 70,000 miles and maintained really well. Called corporate and they gave me the run around as well as dealer. A defect is not the same as a warranty. Now what? Ford needs to replace defective engine design at no cost to owner not \$7000.00.

- **Autumn M.**, El Cajon, US

#5 **Fusion**
Automatic transmission 120,000 miles

FEB 02
2022

I'm just confused. Ford knows about the problem and has done nothing about it. Mine messed up 1 month after my warranty ended. I'm a single mom of 2 kids - I need a reliable car and I can't even use my car anymore to come up with the money to fix it. Complete bulls**. I will never get another Ford.

- **Sheryl W.**, Hyde Park, US

#4 **Fusion SE 1.5L**
Automatic transmission 63,000 miles

NOV 10
2020

My 2017 Fusion was driving fine, when suddenly while taking a turn, the engine light came on and the temperature gage skyrocketed. I immediately took it to the dealership and was told that the car needed extensive repairs totaling over \$4,000 dollars or buy a new engine that they just happened to have for \$5,000 dollars. I was also told that this would not be covered under the warranty - keep in mind that the car was only 3 years old and a couple thousand miles over 60,000. The Dealership dug their heels in and would not budge on their warranty denial.

I had the car towed to another repair shop for a 2nd opinion and was met with the same diagnostics results and similar costs of \$4,000 to \$5,000 dollars. I then, reluctantly had the car towed back to the Dealership to have them do the repair work of replacing the whole engine. The reasoning for doing this is that I have found that this engine problem is widespread, and hope eventually FORD will make good on this flawed engine design and reimburse the customers who have been impacted.

- **Robert P.**, Gurnee, US

#3 **Fusion SE 2.0L 4-cyl Turbo**
Automatic transmission 22,734 miles

AUG 09
2021

This was the second time I had issues with the coolant leaking into the engine. Brought it back to the shop, and the engine was replaced for a second time. (They did try to fix the engine this time but gave up on it after about a week.)

- **Yash T.**, San Jose, CA, US

#2 **Fusion SE 2.0L 4-cyl Turbo**
Automatic transmission 15,711 miles

MAR 23
2020

When idling in traffic, I would see the engine temperature rise. To get it back down, I had to either shut off the engine (not possible in the middle of traffic) or crank up the heater to let the heat the out. The dealership did some testing and figured out that the coolant was leaking into the engine. The recommended fix was to replace the engine which they did. Luckily, it was covered under insurance.

- **Yash T.**, San Jose, CA, US

#1

Fusion SE 1.5L Ecoboost

Automatic transmission 68,000 miles

AUG 12
2021

Coolant leaked into the cylinders and caused the engine to crack.

- **Abisogun K.**, Phoenix, US

[REDACTED] automotive complaint resource that uses graphs to show automotive defect patterns, based on complaint data submitted by visitors to the site. The complaints are organized into groups with data published by vehicle, vehicle component, and specific problem.

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CERTIFIED MAIL

Killeen
Non-domestic without the U.S.



NHTSA
Office of Defect Investigation
1200 New Jersey Ave. SE
Washington, DC 20590



Department of Transportation

To: W48-226

Building: DOT

Mailstop: 4 West

Rtg Symbol: NVS-200,210,300,010

External Carrier: Registered

Sender:

DOT

1/15/2025 1:33:19 PM

etail



U.S. POSTAGE PAID
FCM LG ENV
KILLEEN, TX
JAN 06, 2025