

[REDACTED]
[REDACTED]
Dunwoody, GA [REDACTED]
[REDACTED]
[REDACTED]

Date: January 27, 2025

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

Subject: Formal Request for Reimbursement – Engine Failure on 2019 Ford Fusion

To Whom It May Concern,

I am writing to formally request full reimbursement for a premature engine failure in my 2019 Ford Fusion (VIN: 3FA6P0K99K[REDACTED]). At only 61,000 miles—just one month and 1,000 miles beyond Ford's powertrain warranty—my vehicle suffered a catastrophic engine failure due to coolant leakage into cylinder #1, a well-documented and known defect in this model.

Both Jim Ellis Ford of Sandy Springs, a certified Ford service center, and Wade Automotive, an independent mechanic, confirmed that this issue is not an isolated incident but rather a recurring problem with Ford Fusions. This defect is widely known by professionals in the industry, yet Ford has failed to issue a recall or provide extended warranty coverage for affected vehicles. The result? Consumers like me are left with unfair and excessive repair costs due to a failure that Ford is well aware of but refuses to address properly.

Breakdown of the Issue and Ford's Failure to Take Responsibility

When my check engine light came on, I took all appropriate steps to maintain my vehicle, including a tune-up that replaced the coils and plugs. However, when the issue persisted, I brought the vehicle to Ford, only to be told that my engine needed to be replaced—at my own expense. Originally, I was quoted a staggering \$10,000 for a full engine replacement, but after negotiation, I still had to pay \$3,800 out of pocket—an expense that was completely avoidable had Ford taken responsibility for this known defect.

How is it possible that my engine failed just one month after my powertrain warranty expired? This is not normal wear and tear—this is a manufacturing defect that should be addressed under warranty. Ford's refusal to cover this failure—despite clear mechanical evidence that this issue is systemic and well-documented—violates multiple consumer protection laws and raises serious concerns about Ford's commitment to quality and customer satisfaction.

Ford's Legal Obligation to Reimburse Me

Ford's refusal to stand behind its product may constitute a breach of implied warranty under the Magnuson-Moss Warranty Act, which requires manufacturers to ensure their vehicles remain free from defects beyond an arbitrary expiration date—particularly when those defects are widely acknowledged. Additionally, under Georgia's Fair Business Practices Act and Florida's Deceptive

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and Unfair Trade Practices Act, it is illegal to sell a product with known systemic defects while failing to provide adequate warranty coverage.

Given the widespread nature of this defect, Ford is exposing itself to potential class-action litigation, regulatory investigations, and possible recall mandates from the National Highway Traffic Safety Administration (NHTSA). If Ford continues to deny responsibility, I will have no choice but to escalate this issue to the following agencies and consumer protection groups:

National Highway Traffic Safety Administration (NHTSA)
Federal Trade Commission (FTC)
Better Business Bureau (BBB) – Georgia & Florida
State Attorneys General of Georgia and Florida
Georgia Department of Consumer Affairs
Florida Department of Agriculture and Consumer Services
Reputation and Brand Integrity at Stake

This is an opportunity for Ford to prove that it truly stands behind its products and does not let its customers bear the financial burden of known manufacturing defects. Many critics claim that American-made vehicles lack reliability and longevity compared to foreign brands, which offer 10-year, 100,000-mile warranties. Ford has the opportunity to prove them wrong by demonstrating a commitment to customer satisfaction and product integrity.

Ford's failure to act in good faith in addressing this issue only damages consumer trust and confidence in the brand. This is not just about my case—it is about Ford's broader commitment to ensuring that its vehicles are built to last and supported when they fail due to manufacturing flaws.

My Request: Full Reimbursement and Resolution

I am formally requesting reimbursement of \$3,800, which I had to finance on a credit card just to get my car back on the road.

This letter has been copied to the President, CFO, CMO, and all members of Ford's Board of Directors.

I trust that Ford will take this matter seriously and do the right thing. Please respond promptly so that we can resolve this issue amicably. I can be reached at the contact information above.

Sincerely,



CUSTOMER #: [REDACTED]



INVOICE

7555 Roswell Road
Atlanta, GA 30350
(770) 742-8109
www.jimellis.com

DUNWOODY, GA [REDACTED]
HOME: [REDACTED]
BUS: [REDACTED]

PAGE 2

SERVICE ADVISOR: 7109 JYAIR JAYVON MEANS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	19	FORD FUSION	3FA6P0K99KR [REDACTED]		61422 / 61437	T3244	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN19			15:30 31JAN25		225.00	CASH	30JAN25

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: DLR:F21002
07:56 17JAN25 13:53 30JAN25

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
PARTS:				0.00			0.00
LABOR:				0.00			0.00
OTHER:				0.00			0.00
TOTAL LINE D:							0.00

ids test found misfire codes and misfire on start up with no coolant left in the reservoir. filled cooling system and pressure tested system removed all 4 spark plugs and used a borescope to inspect the cylinders for coolant. found coolant leaking into cylinder 1 replaced long block assembly according to tsb 22-2229, retest pass

E** ids test hs P0301 P0316 PERFORM PPT FOUND LOW COOLANT LEVEL PRESSURE TEST FOUND COOLANT IN #1 CYLINDER RECOMMEND ENGINE REPLACEMENT

EN36 Engine, Remanufactured, Replace 7986 W

- 2 *W520214*S442 NUT - HEX. (N/C)
- 1 J2GZ*6006*E SERVICE ENGINE ASY (N/C)
- CORE CHARGE W (N/C)
- 1 KX6Z*8678*A KIT - TENSION PULLEY (N/C)
- 3 *W520214*S442 NUT - HEX. (N/C)
- 1 J2GZ*6079*B KIT - ENGINE INSTALLATION GASK (N/C)
- 4 *W704474*S437 STUD (N/C)
- 6 XO*5W30*DSP MOTORCRAFT SAE 5W-30 API GF-5 (N/C)
- 2 VC*13*G ANTI-FREEZE (N/C)
- 1 BB5Z*2A572*B GASKET - VACUUM PUMP (N/C)
- 1 CJ5Z*8255*A SEAL - THERMOSTAT (N/C)
- 1 J2GZ*6006*E CORE RETURN (N/C)

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:	0.00
CUSTOMER PAY DEDUCTIBLE FOR LINE E							3806.59

see line d

Please read carefully the statement below, and sign, 72 hours after completion of work on the vehicle, I will incur a storage fee of \$10.00 a day. I, the undersigned, agree to pay all court costs and a reasonable attorney's fee and, or collection agency fee.

TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE
ALL PARTS REMOVED WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE.

"The Factory Warranty constitutes all of the warranties with respect to the seller of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes an other person to assume for it any liability in connection with the sale of this item/items."

AUTHORIZATION FOR REPAIR AND DISCLAIMER FOR DELAY, LOSS OR DAMAGE

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

X

CUSTOMER SIGNATURE

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

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PAGE 1

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CONT:

BUS:

CELL:

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R.O. OPENED READY OPTIONS: DLR:F21002

07:56 17JAN25 13:53 30JAN25

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A PERFORM MULTI-POINT INSPECTION

MISC MISC

7986 W

GBATT BATTERY TESTING SHOWS BATTERY STRENGTH AT OR ABOVE 85%

(N/C)

7986 W

GBK BRAKE PADS ARE AT OR ABOVE 8MM

(N/C)

7986 W

GTIRE TIRE TREAD DEPTHS ARE ABOVE 7/32NDS

(N/C)

7986 W

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
complete

B CHECK ENGINE LIGHT DIAG - C/S THE CHECK ENGINE LIGHT IS ON PLEASE INSPECT AND ADVISE

MISC CHECK ENGINE LIGHT DIAG

7986 W

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
see line d for repair

C NOISE CONCERN DIAG - C/S THERE IS A RATTLE NOISE WHEN DRIVING, AS YOU SPEED UP THE NOISE GETS LOUDER

MISC NOISE CONCERN DIAG

7986 W

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
see line d for repair

D** ids test hS P0316 P0316 PERFORM PPT FOUND LOW COOLANT LEVEL PRESSURE TEST FOUND COOLANT IN #1 CYLINDER RECOMMEND ENGINE REPLACEMENT

EN001 ids test hS P0301 P0316 PERFORM PPT FOUND LOW COOLANT LEVEL PRESSURE TEST FOUND COOLANT IN #1 CYLI

7986 W

(N/C)

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LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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ESTIMATE: 6,802.24 27JAN25 15:38 SA: 7109

CONTACT:

SHOP FEES ON THIS INVOICE COVER SUPPLIES & EQUIPMENT / MATERIALS USED IN QUANTITIES IMPRACTICLE TO MEASURE. THESE ITEMS INCLUDE BUT ARE NOT LIMITED TO EQUIPMENT WEAR, LUBRICANTS, SOLVENTS, & MISCELLANEOUS HARDWARE. ALSO HEALTH AND SAFETY REQUIREMENTS BY STATE AND LOCAL LABOR LAWS. IE; PPE



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PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	3806.59
TOTAL CHARGES	3806.59
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	3806.59

Dunwoody, GA

ATLANTA GA RPDC 3022

5 FEB 2025 PM 11 L

NEF

National Highway Traffic Safety Admin
1200 New Jersey Ave SE
West Building
Washington, DC 20590

FOREVER



804250204180858

USA

UNITED STATES
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