



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

INFORMATION REDACTED  
PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C.  
552(B)(6)



---

September 8, 2025

[REDACTED]  
Dunwoody, GA [REDACTED]

NEF-109 rrr  
Ref. No. 11644785

Dear [REDACTED]

Thank you for the letter about your model year (MY) 2019 Ford Fusion vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. NHTSA's mission is to save lives, prevent injuries, and reduce economic costs due to road traffic crashes, through education, research, safety standards, and enforcement activity. I am pleased to respond.

We appreciate the report you provided. Among other enforcement activities, NHTSA continuously monitors available information to identify potential safety defect trends. As such, reports from motorists are a very important source of information for us. We are aware of several Ford Technical Service Bulletins (TSB) that address a problem with coolant intrusion into the engine cylinder bores in MY 2014 through MY 2019 Ford Fusion vehicles.

However, the issuance of TSB by a manufacturer does not necessarily mean a vehicle contains a safety-related defect in accordance with our statute, the National Traffic and Motor Vehicle Safety Act. Manufacturers may issue these types of actions at their discretion to address a known problem unrelated to motor vehicle safety and to restore customer satisfaction. While NHTSA continuously monitors manufacturer TSBs to identify potential vehicle safety issues for which a recall is necessary, the agency does not otherwise regulate TSBs. Thus, the manufacturer remains responsible for all aspects of TSBs including the nature and scope of the repair and the vehicle make, model and years at issue.

We reviewed our database to identify whether a safety defect trend exists with engine failures caused by coolant intrusion in MY 2019 Ford Fusion vehicles. At this time, NHTSA has not identified sufficient evidence to open a safety defect investigation or to initiate a recall. We entered your information into NHTSA's database, where it will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at [https://www.nhtsa.gov/sites/nhtsa.gov/files/2024-11/MVSDefectsandRecalls-Update\\_112124\\_v1a\\_tag.pdf](https://www.nhtsa.gov/sites/nhtsa.gov/files/2024-11/MVSDefectsandRecalls-Update_112124_v1a_tag.pdf).

Please note that NHTSA does not intervene or participate in private tort matters and settlements between consumers and manufacturers. We encourage you to continue to work with Ford and your dealer to explore the potential for an amicable resolution to your problem. You can ask your dealership for a meeting with a Ford representative regarding your problem. You may also

consider contacting your local Consumer Protection Agency or the Georgia Attorney General's Office regarding your rights under State law. In addition, the Federal Trade Commission (FTC) regulates and investigates warranty and dealership problems, reimbursement matters, and fair-trade practices. Therefore, if you believe this issue potentially relates to such a practice, you may contact the FTC to discuss the matter. There are two ways to contact the FTC: by toll free telephone at 877-FTC-Help; and by using the internet complaint form at [ftc.gov/complaint](http://ftc.gov/complaint).

You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at [www.bbb.org](http://www.bbb.org) to file a complaint and review eligibility information or call the BBB Auto Line at 800-955-5100.

Finally, please complete an electronic Vehicle Owner's Questionnaire on our website at [www.nhtsa.gov](http://www.nhtsa.gov) or call the Vehicle Safety Hotline at 888-327-4236 if you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future. You can also review complaints, safety recalls, manufacturers' service bulletins, etc. on our website. I hope you find this information helpful.

Sincerely,



Randy Reid, Chief  
Consumer Engagement Division  
Office of Defects Investigation  
Enforcement