


Lansdale, PA

National Highway Traffic Safety Administration (NHTSA)
1200 New Jersey Avenue SE
West Building
Washington, DC 20590

Subject: Safety Complaint – Engine Failure Due to Coolant Intrusion

Vehicle: 2019 Ford Fusion

VIN: 

Dear Sir or Madam,

I am submitting this complaint to report a serious safety concern involving my 2019 Ford Fusion equipped with a 1.5L EcoBoost engine.

My vehicle has experienced a sudden and catastrophic engine failure consistent with coolant intrusion into the engine cylinders. Prior to failure, the vehicle exhibited symptoms including [insert if applicable: coolant loss, engine misfires, rough operation, white exhaust smoke]. The vehicle is now non-operational.

This failure is consistent with a known defect affecting this engine type. I understand that Ford Motor Company has issued Customer Satisfaction Program 21N12 to address this issue under certain conditions. However, despite the known nature of this defect, my vehicle is not currently covered for repair.

I have contacted Ford Motor Company and local dealership representatives to request assistance, but I have been informed that no repair assistance is available at this time.

This condition presents a significant safety risk, as engine failure can occur unexpectedly and may result in loss of power while driving. In addition to the safety concerns, the failure has rendered the vehicle unusable and created a substantial financial burden.

I am requesting that NHTSA review this issue as part of a broader pattern of engine failures related to coolant intrusion in Ford 1.5L EcoBoost engines. I believe this matter warrants further investigation to determine whether additional consumer protections or recall actions are necessary.



Thank you for your attention to this matter. Please contact me if additional information is required.

Sincerely,

Lansdale, PA

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NATIONAL HIGHWAY TRAFFIC SAFETY

ADMINISTRATION (NHTSA)

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