Thank you for your letter of October 25th regarding the experiences some Ford customers have had with their EcoBoost™ engines. We are grateful for the opportunity to explain the position and have provided comprehensive responses to your questions in the attached document.

Customer safety is our number one priority and I would like to reassure you that we have a robust plan and processes in place to address the issues affecting the 1.0L Fox and 1.6L Sigma EcoBoost™ engines, working alongside the DVSA. We fully recognise our responsibilities towards our customers and we have publicly acknowledged these concerns. We have set aside significant additional resources - both administrative and financial - and we are working diligently to address the concerns of our customers as quickly as possible.

Ford is very proud of the EcoBoost™ brand, which describes all of our modern turbo-charged, direct-injection petrol engines. It is important to note that EcoBoost™ is not an engine itself, rather it refers to a range of engine families, namely: 1.0L Fox 3-cylinder (I-3), 1.5L and 1.6L Sigma, 2.0L and 2.3L High Performance 4-cylinder (I-4) engines. We believe that there has been considerable customer confusion around the EcoBoost™ nomenclature and I hope this letter will help to correct that.

As a volume manufacturer and retailer, maintaining high quality and safety standards are essential to the preservation of our customers’ trust and our positive brand image. We take our responsibility to our customers extremely seriously.

In the case of the 1.0L Fox (I-3) EcoBoost™ engine, we launched a Field Service Action in April 2015 to replace the degas coolant hose in certain Ford Focus vehicles. We made substantive efforts to contact all of the affected owners and I am pleased to report that this has resulted in a 90% rework rate, which is high by industry standards. This Field Service Action is not classified as a safety issue by the DVSA.

In October 2018 we announced an extension to our existing goodwill support programme for 1.0L Fox EcoBoost™ engines in vehicles that are out of warranty. We will pay all of the cost of repairs linked to loss of coolant and subsequent engine overheating, at a Ford dealer.

In the case of the 1.6L Sigma (I-4) EcoBoost engine, we launched a voluntary safety recall earlier this year to install a coolant level sensor in certain Ford models. Our efforts to contact consumers are ongoing but we have already achieved a penetration rate of 66%. Further to this I am also pleased to share with you today that we will pay 100% of the cost of repairs at a Ford dealer, linked to the circumstances covered by the recall, for vehicles that are out of warranty.
I hope that this letter and the detailed responses in the attachment meet with your satisfaction. If there is any further information you require I will be only too happy to assist.

Yours sincerely,

[Signature]

Andy Barratt
Introduction

- Ford operates a policy of continuous improvement and we have a robust system of product surveillance in place. For all vehicles, we continually monitor their field performance. When we identify potential quality issues, we investigate the symptoms, establish the root cause, and develop in-production improvements. We may also carry out Field Service Actions (FSAs) to address these issues in respect of vehicles in service in order to maintain high degrees of customer satisfaction.
- If we identify a safety defect, we act quickly to address the safety of our customers. In such situations, Ford always cooperates fully with the relevant government agencies throughout Europe and complies with applicable legislation (e.g. the General Product Safety Regulations 2005 (SI 2005/1803) (“GPSR”) in the UK) and official guidelines (e.g. the DVSA Code of Practice in the UK).
- Regarding the concerns associated with the 1.0L Fox and 1.6L Sigma engines highlighted in the Chair’s letter, Ford identified these issues through its monitoring of field data and has been in regular contact with the DVSA. Ford took action to initiate a FSA for the 1.0L Fox issue and a safety recall for the 1.6L Sigma engine issue.
- The DVSA has concluded and confirmed that the 1.0L Fox degas hose FSA does not present a safety issue.
- Ford has announced a 100% goodwill programme which covers Ford Focus vehicles within the FSA and all other 1.0L Fox engines that have experienced engine damage due to loss of coolant and subsequent engine overheating.
- Ford will also cover 100% of the cost of repairs at a Ford dealer to 1.6L Sigma engines, where the failure is linked to circumstances covered by the safety recall notice.

Summarised below are the corrective actions affecting the 3-cylinder 1.0L Fox and 4-cylinder 1.6L Sigma engines sold in Europe and the UK. It is important to note that some corrective actions are specific to a particular engine installation, as is the case with the 1.0L Fox engine for the Ford Focus, whereas some concerns relate to multiple models, such as for the 1.6L Sigma engine. We address the questions set out in page one of the Chair’s letter for each, before responding to the specific numbered questions in page two of the Chair’s letter.

<table>
<thead>
<tr>
<th>Field Service Action</th>
<th>Date of First Customer Mailing</th>
<th>Engine Applability</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0L Fox Degas hose</td>
<td>Not applicable (non-safety)</td>
<td>27/4/2015</td>
</tr>
<tr>
<td><em>Field Service Action</em></td>
<td></td>
<td>1.0L Fox</td>
</tr>
<tr>
<td>Focus only</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>1.6L Sigma Engine Coolant Level Sensor System Installation</td>
<td>5/1/2018</td>
<td>5/3/2018</td>
</tr>
<tr>
<td>Kuga</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>C-MAX</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Focus</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Safety Recall</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transit Connect</td>
<td>1/8/2018</td>
<td>-</td>
</tr>
<tr>
<td>Fiesta ST*</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*The Fiesta ST and Fiesta ST Line are different model derivatives. The Fiesta ST Line derivative is not affected by the issue covered in the recall*
Failure of the degas pipe affecting 1.0L Fox engines

The degas pipe (or coolant hose) carries hot coolant from the engine to the expansion bottle (the reservoir for coolant, which can be topped up as necessary). Following field reports of coolant leaks from the 1.0L Fox engine in the Ford Focus model, engineering investigations diagnosed that the degas pipe material could degrade over time leading to loss of coolant and subsequent engine overheating.

In response to this issue, Ford upgraded the material specification of the degas pipe to one with improved high temperature performance in production from October 2013 and subsequently launched a voluntary field service action (FSA 4S615) to replace the degas hose in affected vehicles with the upgraded part when the data showed that action was required.

The FSA is not classified as a safety issue by the DVSA because there are several visible signs and warnings that the engine is beginning to overheat and because the correct function of other systems, such as braking and steering, are unaffected allowing the driver to bring the vehicle to a safe stop (see further detail in response to Question 1 below).

Owners of Ford Focus 1.0L vehicles with engines built between October 2011 and October 2013 were notified of FSA 4S615 by letter from April 2015. Owners were instructed to contact their local Ford dealer to have a new degas hose installed free of charge. Since April 2015, Ford has sent out two subsequent customer mailings (October 2015 and September 2017). The FSA was upgraded to a Non-Coded Action with the support of the DVSA in mid-2017 so that up-to-date customer contact information for affected vehicles held by the DVLA could be accessed by Ford.

The FSA covered just over 44,600 affected Ford Focus 1.0L vehicles in the UK. To date 90.3% of affected vehicles have been reworked. It should be noted that it is very difficult to obtain a customer response of 100% as manufacturers are not in full control of the service action process. There may be a number of reasons why correct owner information is not available (for example, owners not updating their V5C registration details when they change address or notifying the DVLA of ownership changes). There may also be a number of owners who do receive the letters about the FSA but choose not to act on them.

As with all other FSAs, Ford also notified dealers of the FSA and any affected vehicles presented to a Ford dealership for a routine service or maintenance check or trade-in should have had the degas hose upgrade carried out to address the concern.

Information regarding the Field Service Action is also available on the Ford website ([https://www.ford.co.uk/owner/resources-and-support/faqs](https://www.ford.co.uk/owner/resources-and-support/faqs)) and includes details encouraging any outstanding owners who have experienced an issue to get in touch. Owners of Ford Focus 1.0L vehicles can check whether their vehicle is affected by the FSA using the VIN-based vehicle recall and service action information tool available via the Ford ETIS website ([http://www.etis.ford.com/vehicleRegSelector.do](http://www.etis.ford.com/vehicleRegSelector.do)).

Failure of the cylinder head affecting 1.6L Sigma engines, with a risk of fire

The issue affecting 1.6L Sigma engines occurs when there is a lack of engine coolant in the system due to, for example, system leaks or failure to top-up coolant during regular service/maintenance inspections. In affected vehicles, localised overheating of the engine cylinder head may cause the cylinder head to crack causing a pressurised oil leak that may result in a fire in the engine compartment. The root cause of the issue was identified through a forensic and engineering investigation of individual cases.

Ford has launched a voluntary safety recall (reference 17S09) to address the issue. Just over 15,200 vehicles are affected by the recall in the UK which covers Kuga, Focus, C-Max, Transit
Connect and Fiesta ST models built between 2010 and 2014 (exact build range varies by model and is set out in the table in response to Question 4). Pursuant to the recall, dealers are required to install a coolant level sensor (as distinct from a coolant temperature sensor) which triggers a driver warning message and causes a reduction in engine performance (known as de-rate) as an overheat prevention measure.

The DVSA was formally notified of Ford’s intention to launch the recall in January 2018 and the first round of customer mailings to owners of Kuga, Focus, C-Max and Transit Connect vehicles was sent in March 2018. Owners of affected Fiesta ST vehicles were notified in August 2018. To date 66% of affected vehicles have been modified since the recall was launched. Based on past performance, our forecast is that it will take approximately 24 months from the issue of the customer letter to achieve a 95% penetration rate in respect of each model. Accordingly, we estimate that the recall will have been conducted on 95% of affected Kuga, Focus, C-Max and Transit Connect vehicles by March 2020, and 95% of affected Fiesta ST vehicles by August 2020. Information about the 1.6L Sigma Safety Recall will also be available to view on the Ford website in the week commencing 12 November 2018.

1) What steps has Ford taken to assure itself that there is always a warning before a failure of the degas pipe occurs?

In the respect of 1.0L Focus FSA, the degas pipe carries hot coolant from the engine to the degas or expansion bottle. The coolant system is constructed from several parts, designed and tested to handle the high temperatures involved across the full range of operating conditions and thermal loads expected on the road.

The driver warning strategy on all 1.0L Fox vehicles is designed to provide adequate written, visual, audible and physical warnings to the driver in case of overheating, allowing the vehicle to be brought to a safe stop. It is based on sensing engine temperature. Warnings and information is provided to the driver via the Owner’s Manual, temperature gauges and other driver messaging (as described below), particularly if an error state is detected. Leakage of coolant will be evident from observation of decreasing levels of coolant in the expansion tank, coolant steam emission from beneath the bonnet when driving, and possibly pooling of fluid when parked. These indicators may be observed before the driver warning system takes effect.

The driver warning system displays:

a) **An Engine Coolant Temperature needle gauge** which moves from a cold segment, into a mid-scale segment during normal operation (nominally 103-105°C) and at temperatures above 113°C, moves into a hot segment at which time engine de-rate is activated. This design operates with use of a thermostat and has been in place since the introduction of the 1.0L Fox engine.

The Owner's Manual states "At normal operating temperature the needle will remain in the centre sections. If needle enters the red section the engine is overheating. Stop the engine, switch off and determine the cause once engine has cooled down."

b) **An Information Cluster Message** ("High Engine temperature, stop safely"), an audible warning and a simultaneous **Information Message lamp** (which cannot be cleared until the engine is switched off).
c) **An Enhanced Messaging Strategy** was introduced across the 1.0L range from September 2014 to July 2015 (varying by manufacturing plant). The change involved installation of a Metal Temperature Sensor (in addition to the existing Coolant Temperature Sensor). If this sensor detects a temperature above 152°C the message "High Engine temperature, stop safely" is displayed.

Ford’s philosophy of continual development has resulted in the enhancement and improvement of our warning strategies over time. These driver warning systems have been discussed in detail with DVSA.

Every new vehicle is supplied with an Owner’s Manual, which states that an engine that is overheating should be stopped and only restarted once the cause for overheating has been resolved, as discussed above. Owner’s Manuals that have been lost, or not supplied with the car following transfer of ownership, are available to download free of charge at [https://secure.ford.co.uk/OwnerServices/Owners-Manual](https://secure.ford.co.uk/OwnerServices/Owners-Manual).

The condition of the degas hoses and pipes cannot be automatically monitored (for example, by sensing systems) and requires visual inspection. Service Check Sheets published by Ford through the ETIS system recommend servicing technicians carry out visual checks for damage, chafing and leaks of the pipes, hoses, coolant level and anti-freeze concentration as part of the routine maintenance schedules provided with every new vehicle. The servicing agent (whether this is Ford or any independent garage) is expected to use the Service Check Sheet to ensure safe and reliable operation of the car.

2) **What steps has Ford taken to ensure that owners of affected vehicles are contacted? What action needs to be taken in respect of the service action to replace degas pipes?**

**1.0L Fox Engine**

Ford launched a FSA (a voluntary non-safety recall) in April 2015 to request customers to contact Ford dealers to receive a free-of-charge degas hose replacement. Initially there was no contact between Ford and the DVSA when the FSA was launched in 2015 as the action was initiated by Ford. In order to increase penetration, Ford sent out a follow-up mailshot in October 2015. However, following discussions with the DVSA in the middle of 2017, the FSA was upgraded to a Non-Coded Action. The penetration rate at that time was 81%. A further mailshot was sent in September 2017 using owner information from the DVLA databases and the penetration rate had increased to 88% at the beginning of November 2017.

Ford also alerted dealers via Technical Service Bulletins in June 2015 to check any affected 1.0L Focus models presented to their service and used car departments. Through all these efforts, Ford has now achieved a 90.3% penetration rate in the UK.

It should, however, be noted that manufacturers are not in full control of this process and there may be a number of potential reasons why such letters are not acted upon, for example: owners not updating their V5C registration details when they change address; owners not correcting incorrect data on the V5C; when the owner and the registered keeper or vehicle user are not the same person; when the vehicle has been written off or sold for parts and is consequently returned to the road; when a vehicle is with a used car dealer who elects not to update the V5C until the vehicle is sold to the new customer. There may also be a number of owners who do receive such letters but choose not to act on them.
In addition to writing to affected vehicle owners directly and alerting Ford dealers to the concern, Ford has published information about this issue on the Ford of Britain website (https://www.ford.co.uk/owner/resources-and-support/faqs).

Ford has responded to all letters from MPs on behalf of their constituents and various media enquiries. At present, our expanded Customer Relations team has a very high workload owing to the publicity around this issue. Therefore, customers may experience a delay in response, for which we apologise. However, we can reassure them that our team will reply to all correspondence.

Information regarding any open FSA initiated by Ford will continue to be available online for all Ford Focus 1.0L Fox customers to check whether their vehicles are affected. Ford offers a VIN-based vehicle recall and service action information tool via the Ford online Technical Information and Services website, Ford ETIS (http://www.etis.ford.com/vehicleRegSelector.do). This is available free of charge to customers and third party service and repair agents alike.

1.6L Sigma Engine
Ford formally notified the DVSA of its intention to launch Safety Recall 17S09 in January 2018. Dealer networks were notified of the Safety Recall on 8 January 2018.

Ford commenced customer mailing for the C-Max, Focus, Kuga, and Transit Connect models that were a part of the recall in March 2018. Ford commenced customer mailing for the Fiesta-ST models in August 2018.

To date, 66% of vehicles notified have been modified since the action was launched in January 2018. Ford will follow up these initial mailings to customers with a second round of mailings, depending on the penetration rate achieved. We continually monitor the penetration rate and, taking into account the complexity of the repair and age of vehicle, it is likely that we will be taking follow up action in the coming months to improve penetration.

In addition to writing to affected vehicle owners directly and alerting Ford dealers to the concern, Ford will publish information about this issue on the Ford of Britain website in the form of an FAQ page, in the week commencing 12 November 2018.

3) What is the company’s policy on offering compensation for engine failures and for what reasons was its policy on compensating owners changed in October 2018?

Ford’s policy is to cover all costs of an engine failure for any vehicles currently in warranty. Ford offers a 36 month/60,000 miles warranty on passenger cars.

In addition, in order to ensure customer satisfaction, Ford operates a goodwill support programme to consider customer requests for contributions to repair costs after the contractual warranty period has expired. Ford addresses requests for compensation on a case-by-case basis depending on the facts involved with each request. The goodwill support programme typically takes into account factors such as vehicle age, mileage, and service history in order to reach a decision as to the percentage contribution that may be offered to a customer’s costs.

1.0L Fox Engines
The vehicles affected are mostly five to seven years of age, which means that they are outside of the 3-year/60,000-mile contractual warranty period and also beyond our normal goodwill provision. Nevertheless, prior to October 2018, we had made substantial goodwill contributions towards the cost of 1.0L Fox engine repairs on a case-by-case basis.
At the beginning of October 2018, we announced that, having listened to our customers we would go further and pay 100% goodwill contributions to the cost of a repair at a Ford dealer. Such repairs are covered by a one year/unlimited mileage warranty. Under the terms of the warranty, this means that should the part subsequently fail due to a manufacturing or material defect during this warranty period, the costs of both parts and labour will be covered in full.

For repairs conducted at independent repairers, our policy had been to pay a percentage contribution to the cost of Ford parts used. With effect from the start of October, this was revised to 100% of the cost of Ford parts used.

This 100% contribution extension to the goodwill contribution programme was not restricted to the Ford Focus models within the scope of the FSA. We are aware of instances of coolant leakage on 1.0L Fox vehicles, including engines in Fiesta, B-MAX and C-MAX. However, our goodwill policy, both before and since early October, has included these vehicles too.

Ford also announced that we will re-examine previous cases to ensure that this policy of a 100% goodwill contribution to the repair cost is applied consistently. Customers seeking a goodwill contribution towards the cost of Ford parts used.

In summary, Ford has listened to owners’ complaints and has responded by extending our discretionary assistance for all 1.0L Fox cooling issues including engine replacements. We consider this to be an important and appropriate gesture of goodwill to all 1.0L Fox engine customers affected by issues linked to coolant loss and subsequent engine overheating.

1.6L Sigma Engines
Ford has made substantial contributions towards the cost of 1.6L Sigma repairs for coolant loss concerns. These contributions have been determined in line with our goodwill policy, recognising the age and mileage of the vehicles.

However, we have listened to our customers and with effect from 6 November 2018, we will contribute 100% of the cost of repairs, at a Ford dealer, where the engine failure is linked to the circumstances covered by the Safety Recall notice (17S09, attached). We are happy to confirm that this policy of 100% repair contribution will be applied retrospectively and we will re-examine previous cases upon customer request.

Customers seeking a goodwill contribution towards the cost of repair have been advised to contact the Ford Customer Relationship Centre by e-mail to MGRCRC@ford.com, and we have requested their patience while striving to deal with their enquiries.

Insurance coverage and vehicle fires
Ford has a robust process to monitor for and investigate vehicle fires as detailed below. The process for individual customers suffering engine failure resulting in a fire, including in the 1.6L Sigma engine, is to refer them to their insurers as at that stage the cause of the fire is unknown. This is consistent with industry practice. Ford advises customers to contact their insurance company in the first instance in order to discuss their loss, just as they would in the event of an accident or vehicle theft.

The insurance company is responsible for conducting an initial assessment. If they consider that the fire was a result of an issue for which Ford (as the manufacturer) is responsible they should contact Ford. Ford will then act, usually in cooperation with the insurer, to investigate the root cause of the fire. Usually the investigation involves a vehicle inspection and forensic analysis, following which a report is produced.
As a responsible manufacturer, we want the opportunity to investigate any vehicle fire if there is any reasonable suspicion that the cause may be attributable to a manufacturing or material issue. Ford is in the process of writing to all major insurers to emphasise our willingness to conduct joint forensic investigations.

The insurance company will normally settle the claim with the customer, but should request Ford to meet its costs if an investigation provides evidence of a manufacturing or Ford component issue. Ford will do so, through its insurance agent.

4) What steps has Ford taken to investigate fires in vehicles with EcoBoost™ engines; how many such reports has Ford received and for what reasons did it agree to a recall of these vehicles?

Ford has a robust product monitoring process in place and so receives reports from a variety of sources, in particular those submitted by our Ford Dealer Network (as part of their contractual obligations under the Dealer Agreement), via customer contact and via government agencies.

As part of this active market surveillance process, Ford will try to identify any vehicle concerned. This generally requires Ford to have either a VIN number, a number plate, location of vehicle storage or an insurance claim number, which is not always possible depending on the source of the information.

Any vehicle fire that Ford is made aware of through the recognised channels results in a case being opened for investigation. In order to complete the investigation, the owner and insurer must grant us access to the vehicle otherwise Ford has no right to inspect it. Where appropriate, Ford proactively requests access to inspect the vehicle.

Where it has permission to do so, Ford will inspect the vehicle to gather photographs, measurements, material samples and other evidence to assist the identification of root cause. The outcome of the investigations will help determine appropriate action, up to and including a Safety Recall consistent with GPSR.

1.0L Fox Engine
This issue relates to the loss of coolant following the failure of the degas hose. The customer experience is similar to running out of fuel (control maintained but degraded performance, no loss of braking, no loss of steering, no loss of electrical system). It is our understanding that there have been no reports received by Ford anywhere in the world of fires proven to relate to degas hose or cooling system in general for this engine.

1.6 Sigma Engine
Ford has issued a Safety Recall for engines built between 2 June 2010 and 20 December 2014, varying by model as shown in the table below. The root cause is a cracked cylinder head caused by driving the vehicle with low coolant levels; this may result in an oil-based engine compartment fire whilst the vehicle is being driven. From a UK population of just over 15,200 affected vehicles, there are 8 known cases confirmed to be linked to the recall (an incident rate of 0.0525%). Our decisions are data driven, and when the data indicated action was needed, we voluntarily recalled affected vehicles.

<table>
<thead>
<tr>
<th>Model/Variant</th>
<th>Assembly Plant</th>
<th>Affected Build Periods (inclusive dates)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fiesta ST -- 1.6L Sigma</td>
<td>Cologne</td>
<td>From 19/9/2012 To 16/12/2014</td>
</tr>
</tbody>
</table>
5) What steps Ford has taken to satisfy itself that the problems with overheating due to the degas pipe and those attributed to a failure of the cylinder head are not related?

The two engines concerned, the 1.0L Fox and the 1.6L Sigma, are entirely different engine designs. The 1.0L Fox is a three-cylinder unit while the 1.6L Sigma has four cylinders. The installation layouts for these vary across model lines, and many of the components are therefore dissimilar. These two engines do not share the same degas pipe or the same cylinder head.

Ford engineers, assisted by professional forensic engineers have conducted extensive investigations into the failure modes of these engines. The conclusion is that coolant loss (for example via a split or damaged degas hose) in the 1.0L Fox engine can cause the engine to overheat, leading to mechanical distortion and eventual engine seizure. There is no evidence of the cylinder head cracking nor of any oil spray defects that could lead to a fire for the 1.0L Fox engine.

In contrast, persistent operation of the 1.6L Sigma engine at very low coolant levels may cause a crack in the cylinder head leading to loss of oil and potential for subsequent fire.

Ford is confident that despite the apparent similarity between the failure in both the 1.0L Fox and the 1.6L Sigma engines in affected vehicles, the mode of failure and subsequent effects on the two engine designs is different.

So that we can be as helpful as possible to those writing to us on this subject, I would be grateful if you could set out the best way for people experiencing problems with their EcoBoost™ engines to raise this with Ford and resolve their issues.

1.0L Fox Engines
1) Customers should first check whether their Ford vehicle is subject to any type of recall by entering their VIN (which may be found: a) on your vehicle registration (V5) document and b) on the vehicle: either visible through a panel on the lower left hand side of the front windscreen, or on the VIN plate under the vehicle bonnet and/or inside the driver's side door) into the Ford ETIS online tool: http://www.etis.ford.com/vehicleRegSelector.do
2) If their vehicles are affected, they should make an appointment with a Ford dealer as soon as possible.
3) Customers can access further information via the Ford of Britain website: https://www.ford.co.uk/owner/resources-and-support/faqs
4) Customers who are seeking a goodwill contribution towards the cost of a repair already undertaken should contact the Ford Customer Relationship Centre via MGRCRC@ford.com. The Ford Customer Relations team has a very high workload owing to the publicity around this issue. Customers may experience a delay before all of these cases are attended to, for which we apologise. However, we can reassure them that our team will reply to all correspondence.
1.6L Sigma Engines

1) Customers should follow the guidance provided in their safety recall letters as soon as possible.

2) Customers that do not have a letter should check whether their vehicle is subject to a safety recall by entering their VIN (which may be found: a) on your vehicle registration (V5) document and b) on the vehicle: either visible through a panel on the lower left hand side of the front windsreen, or on the VIN plate under the vehicle bonnet and/or inside the driver’s side door) into the Ford ETIS online tool: http://www.etis.ford.com/vehicleReqSelector.do

3) We will shortly be updating the Ford of Britain website to include further information at: https://www.ford.co.uk/owner/resources-and-support/faqs

4) Customers who are seeking a goodwill contribution towards the cost of a repair already undertaken should contact the Ford Customer Relationship Centre via MGRCRC@ford.com. The Ford Customer Relations team has a very high workload owing to the publicity around this issue. Customers may experience a delay before all of these cases are attended to, for which we apologise. However, we can reassure them that our team will reply to all correspondence.

5) In the event of a vehicle fire, customers should contact their insurers.

Other actions

For completeness and transparency, we summarise below all other customer concerns with Ford products sold in Europe and the UK. This covers the 3-cylinder Fox engine (1.0L), and the 4-cylinder Sigma (1.5L and 1.6L engines) and High Performance (2.3L) engines. These additional actions are not linked to the two actions dealt with above.

<table>
<thead>
<tr>
<th>DVSA Formal Notice Date</th>
<th>Date of First Customer Mailing</th>
<th>Engine Applicability</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>1.0L Fox</td>
</tr>
<tr>
<td>Clutch Slip Detection Software (Manual Transmission only)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Galaxy</td>
<td>19/7/2018</td>
<td>3/10/2018</td>
</tr>
<tr>
<td>S-MAX</td>
<td></td>
<td></td>
</tr>
<tr>
<td>C-MAX</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Focus</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mondeo</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transit Connect</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kuga</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Focus RS - Cylinder head gasket/head corrosion</td>
<td>Focus RS only</td>
<td>Non applicable (non-Safety)</td>
</tr>
</tbody>
</table>

Field Service Action (Reference 17B32)