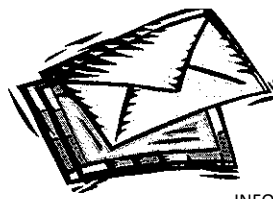


NHTSA ccmMercury Routing Slip



CL-18661711-7216

Printed: 11/25/2014

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

NHTSA #: ES14-005335

XREF #:

Delivery: CRT

Rec'd Date: 11/25/2014

Doc Type: GEN

Address To: NHTSA

Referred By: NPO-011

Doc Date: 11/7/2014

Due Date:

S10 #:

DOT/I #:

RMP #:

Subject: SUBMISSION FROM [REDACTED] RE 2013 FORD EDGE ENGINE STALL

Ack Date:

Sign Office: ENFORCEMENT

Cleared Date:

File Loc:

Added By: CBUTLER x60180

Ack By:

Signature: AS APPROPRIATE

Cleared By:

XREF File:

Modified By: Chris.Butler

Signed For:

Cleared For:

Closed Date: 11/25/2014

Most Recent Comment:

Author:

HALESITE, NY

Tel: Fax: E-mail:

NOV 26 2014

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	APPROPRIATE	11/25/2014		11/25/2014
NVS-010	INFORMATION	11/25/2014		11/25/2014

NAH
11/26/14
SUD

11/7/2014

[REDACTED]
Halesite NY, [REDACTED]

Ford Motor Company
Customer Relationship Center
P.O. Box 6248
Dearborn, MI 48126

Re: Case [REDACTED] (Engine Stall – 2013 Ford Edge)

To Whom It May Concern:

I am writing this letter to memorialize my call, serious concerns and complaint on Friday, November 7th, 2014, entered into under case [REDACTED] regarding our leased 2013 Ford Edge (VIN # 2FMDK4JC3DB [REDACTED]) (the "Car"). This Car stalls (and has stalled with our [REDACTED] month old daughter in the car) while driving. The steering wheel locks, the Car shakes, the check engine light comes on, all within seconds, if that, without warning. Note: we have taken the Car to the Ford Lincoln of Huntington service center, where the Car was leased, after the Car's prior stalling incident. Despite a week of testing with no loaner car, the car was returned to us (with 16 miles left of gas due to Ford's use) with the message that the service center could neither find a record of an error message in the Car's system nor find anything wrong with the Car. Despite this inability to find something wrong, there IS something wrong. A car that stalls in the middle of the road while driving is a crash risk and fails its essential purpose. A reasonable consumer would not feel comfortable driving himself or herself, let alone his or her [REDACTED] month old daughter, in a car with this history. We are seeking to be released from our lease, without penalty, and with reimbursement of deposits made in connection with the Car's lease.

In looking online, we understand we are not alone in this experience or concern. See attached Appendix 1. We also understand that we should be receiving a response from Ford in connection with our case # [REDACTED] by the close of business on Monday, November 10th.

[REDACTED]

Cc: Ford Lincoln of Huntington (333 W Jericho Turnpike, Huntington, NY 11743)
Cc: NHTSA Headquarters (1200 New Jersey Avenue, SE, West Building Washington DC 20590)

ES/4-005335

Appendix 1



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Welcome to Ford Edge Forum



Welcome to the **Ford Edge Forum** - the largest Ford Edge forum discussion board on the web. Like most online communities, you must register to create new topics or post in our community, but don't worry this is a simple free process that requires minimal information for you to signup. Be apart of Ford Edge Forum by signing in or creating an account.



- Start new topics and reply to others
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Guest Message by



EDGE STALLING // Throttle body thread

Started by , Oct 29 2014 11:27 AM

[Ford Edge stalling.](#)
[Ford edge dying.](#)

OFFLINE

Posted 29 October 2014 - 11:27 AM

Big thread that seems like it should have more attention...



Seems like a growing issue. Thought it might make sense to draw more eyes...

New member. HUGE thanks for the posts so far. You let me know what to look for...

My

12

Edge

r=402&m=1269234381&q=n&rdgt=1415193022&it=1415625022&et=1415797822&priceret=144.00&pg=~~3&k=290e9c9f5fd92c0411c1e8c was stalling over and over. I made it happen after my wife told me... I just drove it aggressively and it died fairly quickly (showed

the wrench etc). It reset when I restarted...

First trip to the dealer(after multiple stalls), no repair, dealer could not duplicate.

-Car died 2 days later (and more times)

Second trip to dealer, Replaced canister purge valve [REDACTED] (I let them know that this sounded like a throttle body [REDACTED])

[REDACTED] issue and the Service manager said yes, and that it is a known issue)

-Car died a few days later

Third trip- They replaced the MAF sensor ("We cant do anything without a code for the Throttle body")

Car Died again.

This last time, they sent a tow truck because my wife simply would not drive the vehicle again. They also sent a rental car.

I called Ford Corp [REDACTED]
r=21491&m=1355829055&q=n&rdgt=1415193178&it=1415625178&et=1415797978&priceret=128.00&pg=~~3&k=d1foe0h4ac0c90ec782696ef
and started a case with them as well. I told them that I would not let my wife and children back in that vehicle and that, given the history here I was surprised that there wasn't a recall and or a class action suite not based on injuries but on time / effort / stress...

Ford got together with the dealer and they hooked up the blackbox and had a tech drive the car for a few days and it stalled again and the tech hit the button while it was failing and it gave "THE code"...

P2111 - Throttle Body actuator

Here's the deal. When you restart your vehicle, the code clears because the Throttle body [REDACTED]

actuator resets and is no longer stuck...

They'll likely only find this with the black box because it records the systems history while driving and saves everything for a few minutes before and after you hit the "mark" button when the vehicle dies.

It seemed like the dealer wanted to help but Ford would not let them until I made that call. The dealer said "we have to go through these steps before doing the throttle body [REDACTED]"

It was absurd really... I didn't ask, but it begs the question, why would they not do the black box first?

And here's the thing about the misdirection that's starting to happen in this thread regarding safety...

Cars rear end or other cars all the time. Stalled or not, ^{10#5} happens because there is difference in speed between two vehicles. The thought that one has breaks and one is just stalling, so brakes will prevent blah blah blah is beyond stupid.

My wife narrowly missed getting hit on the freeway... She also nearly got T boned because the car died pulling out onto a busy street (leaving her stuck sideways in traffic and a truck pulled into the next lane but the car behind it had it's view blocked and slammed on the brakes and missed them by a few feet...

My wife said "When you children ask you what the nasty smell is and its the burnt rubber of the car that just missed you, you know it's time to stop driving the car"...

This is a numbers game Ford...

I appreciate you fixing our Edge and we've loved it so far but, much like GM have learned, you don't want to find out where the break even point is between fixing the problem and paying for bodies...

I'm betting Ford step up [REDACTED]
bm=519&BEFID=96477&acode=529&code=529&aon=&crawler_id=1912695&dealId=CcPadbyRvEZok-fQzz-
MA%3D%3D&searchID=&url=http%3A%2F%2Fover.ebay.com%2Fover%2F1%2F711-57618-1854-
o%2F2%3Fkwid%3D1%26mtid%3D570%26crip%3D1_240251%26linkin_id%3D%7Blinkin_id%7D%26sortbid%3D%7Bbidamount%7D%
[REDACTED]

If your vehicle is stalling and not throwing codes, call Ford directly. Do that no matter what year the vehicle is. It's not like you are throwing your dealer under the buss. You are simply giving your dealer support by activating Ford.

Ask for the blackbox test. Refuse any "I@#\$" answer they give you.

Document everything and let them know you are documenting everything... It will give Ford and the dealer proper incentive.

Hope this helps... Be safe.

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OFFLINE

Posted 29 October 2014 - 12:38 PM

There's no "misdirection" going on, just perspective.

I do think Ford should simply replace the Throttle body [REDACTED] without a code if the owner reports that it stalled then restarted with no other symptoms. You shouldn't have to go through multiple failures or recorders just because the PCM doesn't keep the code.

OFFLINE

Posted 29 October 2014 - 03:05 PM

This is exactly what I've been talking about all along regarding this fault being a pretty significant safety issue. Ford needs to step up and extend the warranty on the TB, issue a TSB or recall and fix this problem before someone's seriously injured or killed and they have to deal with a serious law suit, the resulting bad PR, loss of consumer confidence, and loss of sales.

OFFLINE

Posted 30 October 2014 - 08:17 AM

There is a TSB and they did extend the warranty to 10 yrs/150K miles.

OFFLINE

Posted 30 October 2014 - 08:32 AM

[REDACTED] on 30 Oct 2014 - 08:17 AM, said:

There is a TSB and they did extend the warranty to 10 yrs/150K miles.

I don't think that applies to the Edge, or any of the 3.5 family of engines.

OFFLINE

Posted 30 October 2014 - 08:47 AM

Can you provide more information on this, such as a TSB number, or other documentation showing where the warranty has been extended on this part? I've not seen anything on these forums about it, and I just did a quick Google search and found nothing about a TSB or extended warranty on the TB. There are, however, tons of complaints about this TB problem, because it's not isolated to the Edge. This TB was used in several models, including Escape, Edge, and F150.

OFFLINE

Posted 30 October 2014 - 10:27 AM

is correct - I didn't realize it was limited to Fusions and Escapes but not the Edge.

OFFLINE

Posted 03 November 2014 - 09:17 PM

Easily the worst part of this is Ford Motor making the dealers jump through repeated hoops (refusing to replace the part after several requests)

This issue is clearly very difficult to get a code, and the dealers had to be lead by me to the solution and not till after multiple stalls including a nasty situation on the freeway...

It seems worse than dismissive (to the point of feigned ignorance) that when a car is having these same symptoms that ford doesn't immediately instruct the dealership to do the Black Box.

Sending Family's back out on the road 2-3-4 times?

Suggesting the Extended warranty is a key here (WHICH IS NOT DONE FOR THE EDGE) misses the point a bit although it's not as dumb as suggesting "stalling out isn't that dangerous because other cars have brakes"...

OFFLINE

Posted 04 November 2014 - 09:12 AM

I agree that dealers should be replacing these under warranty after the first stall with or without codes. The fact that it doesn't leave a code is Ford's fault and the customer shouldn't have to jump through hoops.

I can also see it being dangerous in RARE circumstances where you're in the middle of a jam packed interstate with fast moving vehicles and you have to move across 2 or 3 lanes to get to the shoulder. But the vast majority of failure scenarios are nothing more than an inconvenience having to stop and restart the vehicle.

OFFLINE

Posted 04 November 2014 - 01:35 PM

Having been in the vehicle twice as it died and nearly getting t boned once and brakes squealing rear ended the second (never mind the wife and kids dying on the freeway and sitting sideways in heavy traffic), I think you're being pretty dismissive / soothing...

Of the 8 times it died, It put the family or I at risk 4...

50% doesn't = a majority at all, much less a vast majority.

But even if it were 4 of 12 times, are you trying to say putting people at risk 4 times is OK because it's an acceptable risk ratio?

Edited by 04 November 2014 - 01:37 PM

OFFLINE

Posted 04 November 2014 - 02:36 PM

No, I think you should be able to get it fixed when it dies the FIRST time.

My point is that vehicles stall or slow down thousands of times every single day whether it's bad gas, running out of gas, pcm problems, fuel pumps, flat tires, etc. It doesn't stop suddenly or lose control - it just loses power until you restart it.

I don't personally see it as any more dangerous than anything else that happens on a regular basis including aggressive driving, weaving, not paying attention, etc. If you feel otherwise that's fine.

OFFLINE

But it didn't actually cause an accident in 100% of your failure instances. How close it came to causing an accident is really just a matter of opinion. Your idea of a "close call" may be totally different from mine or anyone else's.

Bottom line is that stalls that don't result in loss of control generally are not considered high enough risk in the legal world to be worthy of recalls. This isn't my opinion or even Ford's opinion, it's the opinion of the OEMs collectively and the government. The fact that it happened to you 8 times is inexcusable, it should be fixed correctly the first time, but that doesn't justify a corporate-wide recall over millions of vehicles unless the occurrence rate (number of vehicles that have the issue) gets to a high enough threshold.

OFFLINE

Posted 05 November 2014 - 02:22 PM

The very least that should be done is to update the PCM programming to allow the TB to be caught in the act of failure, and issue an alert to all owners (2011+ ?) to have their PCM updated immediately. The people who may have experienced this problem are not necessarily restricted to this forum, and may not be aware of the solution. Being proactive now could put Ford in a very defensible position should a serious incident occur as a result of this flaw. If we are going to rely on computers to tell us the problem, let's get the programming right in the first place (Windows updates, anyone?).

OFFLINE

Posted 05 November 2014 - 05:29 PM

on 05 Nov 2014 - 2:22 PM, said:

The very least that should be done is to update the PCM programming to allow the TB to be caught in the act of failure, and issue an alert to all owners (2011+ ?) to have their PCM updated immediately. The people who may have experienced this problem are not necessarily restricted to this forum, and may not be aware of the solution. Being proactive now could put Ford in a very defensible position should a serious incident occur as a result of this flaw. If we are going to rely on computers to tell us the problem, let's get the programming right in the first place (Windows updates, anyone?).

But this is exactly what they have done for the Fusion and Escape. Obviously there is something different about the 3.5 that has stopped them from doing it, whether it's technically different or much lower occurrence rates. Ford must have a reason for not doing this, since they have shown that they will do it in other cases.

OFFLINE

Posted 05 November 2014 - 05:41 PM

Well, it would be nice to know if they are evaluating the Edge for this problem (haven't seen it reported on the MKX oddly enough). My point is that Ford has a timeline for whatever they do (production, marketing, service advisories, etc). So a delay from first report to actual action is understandable. But if problems are being reported, and they have issued an advisory for other models, why not push up the priority for the Edge? Why are most dealers so unaware of the issue with the throttle body? Why do dealers not have a tool that allows THEM to do the diagnostic (say, by putting the PCM in "engineering mode" to capture this data)? Have an interim action advisory that the customer can take to the dealer, while the final solution is sorted out. This affects realtime drivability, and is certainly not just an annoying "ambient light color" issue.

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FORD EDGE Problems - 2013 FORD EDGE Engine Problems

g+1

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Engine Problem on the 2013 FORD EDGE

Car problem(s) with the 2013 FORD EDGE. This database includes information received by NHTSA from consumers either directly or as recorded by the Vehicle Safety Hotline. This information may be used by NHTSA during the investigation process. You may file your own complaint by calling the NHTSA Monday-Friday 8am to 8pm at (888) 327-4236, TTY: (800) 424-9153. You can also [file your complaint online](#).

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Electrical System (46)	Equipment (1)	Fuel System Gasoline (2)	Steering (6)	Vehicle Speed Control (6)
Electronic Stability Control (1)	Equipment Adaptive (4)	Power Train (7)	Structure (11)	Visibility (3)
Engine (14)	Exterior Lighting (12)	Seats (2)	Suspension (1)	Visibility Wiper (3)

Problem with Engine

• Oct 19, 2014 - Pearland, TX - Engine

OUR 2013 EDGE WILL GO TO IDLE AND STOP PULLING RANDOMLY, THE WRENCH LIGHT COMES ON HAVE TO PULL OVER AND SHUT OFF THEN IT WILL RESET. THIS HAPPENED YESTERDAY WITH MY WIFE DRIVING VEHICLE ON A ENTRANCE RAMP AT NIGHT, CARS COMING ONTO RAMP ALMOST HIT HER BECAUSE IT IS NOT WELL LIT THERE. WILL NOT LET HER DRIVE VEHICLE ANY MORE UNTIL WE CAN GET A THROTTLE BODY REPLACED. IT IS ONLY A MATTER OF TIME BEFFORE SOMEONE IS HURT OR KILLED WITH THIS TYPE OF FAILURE. FORD NEEDS TO SEND OUT A SAFELTY RECALL FOR THIS FAILURE!!!!!!

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• Oct 12, 2014 - Collinsville, OK - Engine

WAS DRIVING DOWN THE ROAD AND THE FIXING TO TURN AND THE ENGINE SHUT DOWN AND LOST ALL POWER TO STEERING AND BRAKES AND THE ENGINE LOW OIL PRESSURE LIGHT DISPLAYED ON DASH. VEHICLE STARTED BACK UP AFTER A WHILE BUT HAD THE CAR TOWED IN ANYWAY TO DEALER. THE DEALER SAID THEY COULDN'T DUPLICATE THE PROBLEM AND GAVE US THE CAR BACK. THE COMPUTER SHOULD HAVE STORED THE PROBLEM YOU WOULD THINK. THIS IS THE 3RD TIME WE HAVE HAD THIS CAR FOR DIFFERENT PROBLEMS AT 24000 MILES. THIS WILL PROBABLY HAPPEN AGAIN AND SOMEBODY WILL PROBABLY GET HURT AND THEN FORD IS GOING TO HAVE A BIG PROBLEM ON THEIR HANDS. SCARED TO EVEN DRIVE THIS LEMON NOW.

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• Sep 30, 2014 - Roanoke, VA - Engine

WE'RE KEEPING SMELL BURNING "RUBBER BURNING" SMELL LIKE A FIRE BURN. TRANSMISSION FLUID WAS EMPTY AND NO FLUID THERE WITH NO LEAKING, I HAD TO POUR FLUID. TOOK THIS TO DEALERSHIPER, THEY SEEMS DO NOT WANT TO HELP OR SOMETHING LIKE THAT. THEY WERE TOLD ME IT WAS FINE, DIDN'T SEE ANYTHING WRONG WHICH THIS IS NOT FIRST TIME THAT I COMPLAIN ABOUT THAT. I HAVE DECIDED TO READ ANOTHER PEOPLE WHO COMPLAIN ABOUT SMELL ISSUES SO I AM NOT ONLY ONE. IT HAS ALSO NOT CONTROL VERY WELL WHEN I WAS SPEEDING.

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• Aug 29, 2014 - Fairfax, VA - Engine

UNDER HARD ACCELERATION OR WIDE OPEN THROTTLE THE INSIDE CABIN OF THE VEHICLE IS OVER COME BY AN EXHAUST LIKE SMELL. THE VEHICLE HAS DONE THIS SINCE IT WAS NEW, THINKING IT WAS FROM THE ENGINE BREAKING IN I NEVER THOUGHT TWICE ABOUT IT. NOW AFTER MORE THAN SIX MONTHS OF HAVING THE VEHICLE AND MORE THAN 8,000 MILES, THIS IS MORE THAN NEW CAR BREAK IN SMELL. THE SMELL OCCURS 100% OF THE TIME UNDER HARD ACCELERATION OR WIDE OPEN THROTTLE, WITH OR WITHOUT THE AC ON OR IN AC RECYCLE MODE. FROM THE FORUMS THAT I HAVE READ, THE OWNERS OF FORD EDGE'S AND FORD EXPLORER'S WITH THE 3.5L V6 ARE EXPERIENCING THE EXACT SAME ISSUE THAT I AM. THE SMELL IS OVERWHELMING TO ALL PASSENGERS THAT RIDE IN THE VEHICLE. THE MAIN CONCERN IS THAT THE SMELL IS DANGEROUS TO BREATH IN AND SECOND THAT IT'S VERY ANNOYING TO SMELL ALL THE TIME.

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- **Jul 06, 2014 - Germantown, MD - Engine**
ABOUT 6 MONTHS AGO WHILE GOING UP AN INCLINE THE ENGINE SHUT OFF AT THE TOP (LOST ALL POWER TO BRAKES AND STEERING) AND THE "ENGINE LOW OIL PRESSURE LIGHT CAME ON". TURNED THE KEY OFF WAITED A MINUTE AND CAR STARTED RIGHT UP. DID NOT HAPPEN AGAIN UNTIL YESTERDAY 7/5/14 WHILE DRIVING (25MPH) ON LOCAL STREET (LEVEL) THE SAME THING HAPPENED CAR SHUT OFF WITHOUT ANY WARNING HAD TO STEP ON BRAKE UNTIL CAR WOULD STOP (LOST ALL POWER TO BRAKES AND STEERING) AND "ENGINE LOW OIL PRESSURE LIGHT CAME ON". TURNED KEY OFF AND WAITED A MINUTE AND CAR STARTED RIGHT UP. DID NOT BRING TO DEALERSHIP FIRST TIME IT HAPPENED BUT WILL THIS TIME. DEFINITELY A SAFETY CONCERN IF THIS HAPPENS ON A HIGHWAY GOING HIGHWAY SPEEDS.

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- **Jun 24, 2014 - High Point, NC - Engine**
MY WIFE WAS DRIVING THE 2013 EDGE WHEN SHE STOP IN A LEFT TURN LANE. SHE FOUND THE ROAD WAS CLEAR AND STEPPED ON THE GAS BUT THE CAR DID NOT GO FORWARD. INSTEAD A WARNING MESSAGE POPPED OUT SAYING THE ENGINE LEVEL IS TOO LOW. THEN SHE TURNED OFF THE ENGINE AND RESTARTED THE CAR. SAME THING HAPPENED AND THE CAR JUST DIDN'T ACCELERATE. AT LAST SHE MANAGED TO COAST THE CAR TO THE ROADSIDE AND CALLED ME FOR HELP. I ARRIVED IN ABOUT 20 MINS, CHECKED THE OIL LEVEL AND COOLANT TEMP BUT FOUND NOTHING WRONG. SO I RESTARTED THE CAR AND THIS TIME IT COULD ACCELERATE AS USUAL. AFTER GETTING HOME I CONTACTED THE FORD ROADSIDE ASSIST AND HAD THEM TOW THE CAR TO THE NEARBY DEALER. THERE THEY SCANNED THE CAR BUT ALL TESTS PASSED AND NO CODE HAD BEEN RECORDED. THE EXPLANATION GIVEN BY THE FORD HOTLINE IS THAT THE BOA(BRAKE OVER ACCELERATOR) FEATURE REDUCES ENGINE POWER DURING OFF-IDLE DRIVING WHEN THE ACCELERATOR AND BRAKE PEDALS ARE APPLIED SIMULTANEOUSLY. I THINK THAT DOESN'T MAKE ANY SENSE. I ALSO TRIED TO STEP ON BOTH THE BRAKE AND GAS WITH ONE FOOT BUT THERE IS NO WAY YOU CAN DUPLICATE THE PROBLEM. THIS WILL BE REALLY SCARY IF IT HAPPENS ON THE FREEWAY. I FEEL SO FRUSTRATED BY FORD.

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- **Jun 10, 2014 - Dallas, TX - Engine**
TL* THE CONTACT OWNS A 2013 FORD EDGE. THE CONTACT STATED THAT WHILE DRIVING AT AN UNKNOWN SPEED, THE VEHICLE STALLED WITHOUT WARNING. THE VEHICLE WAS NOT TAKEN TO A DEALER. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 31,500 AND THE CURRENT MILEAGE WAS 32,171.

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- **Jan 22, 2014 - Los Angeles, CA - Engine**
I WAS DRIVING TO WORK 6:30 AM SMALL INCLINE AND VEHICLE JERKED AND STOPPED. I PUT IT INTO PARK PUSHED THE RED OK BUTTON RESTARTED THE VEHICLE AND DROVE STRAIGHT TO DEALER. THEY SAID IT WAS THE THROTTLE BODY AND FIXED IT AND CHANGED THE CODES THE THROTTLE WAS OUT OF RANGE.

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- **Sep 25, 2013 - Chino Hills, CA - Engine**
ENGINE LIGHT WENT ON AND COOLANT HIGH TEMPERATURE SAID ON THE DASHBOARD. MY WIFE WAS ABLE TO DRIVE IT HOME AND I CHECK THE ENGINE COOLANT RESERVOIR AND FOUND IT EMPTY. I WENT AND GOT MY FLASHLIGHT AND SAW COOLANT LEAK UNDER THE ENGINE WHERE THE ENGINE BASE COVER IS. I CALLED THE DEALERSHIP AND SPOKE TO MY SALESMAN ANDREW AND HE ADVISED ME TO PURCHASE A COOLANT AT AUTOZONE AND KEEP THE RECEIPT AND BRING THE CAR TO THE DEALER FIRST THING IN THE MORNING SO THEY COULD HAVE IT CHECK. I AM JUST VERY DISAPPOINTED DUE TO THE CAR HAS BARELY BROKEN IN 744 MILE ONLY AND JUST 3 WEEKS OLD AND I AM GETTING THIS KIND OF PROBLEM. I HOPE THIS IS THE FIRST AND LAST OF MY PROBLEM WITH FORD.

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- **Sep 09, 2013 - Paradise Valley, AZ - Engine**
I WAS DRIVING ON THE CITY STREETS AND WITHOUT ANY WARNING, THE POWER STEERING KICKED OUT. I DIDN'T REALIZE THIS AND WAS ALREADY COMMITTED TO MAKING A LEFT TURN. I HAD TO USE ALL MY STRENGTH TO MAKE THE TURN AND STAY ON THE ROAD. AFTER CLEARING THE INTERSECTION I NOTICED THE CAR WAS NOT ACCELERATING, INSTEAD IT WAS DECELERATING. THE CAR CAME TO A COMPLETE STOP ON THE MAIN ROAD. I QUICKLY PUT ON MY BLINKERS. THE CAR THEN GAVE A "LOW ENGINE OIL PRESSURE" ERROR MESSAGE. I PUT THE CAR IN PARK, WAITED A MINUTE, AND RESTARTED WITH NO FURTHER ISSUE. I WOULD HAVE HAD A BIG PROBLEM IF THE CAR STALLED OUT IN THE LEFT TURN OR IF I COULDN'T OVERPOWER THE STEERING COMPONENTS AND WENT OFF THE ROAD.

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- **Aug 18, 2013 - San Antonio, TX - Engine**
MY HUSBAND WAS DRIVING OUR 2 MONTHS OLD CAR THAT TIME. TOGETHER WITH OUR KID, WE WERE THANKFUL IT HAPPENED JUST AFTER WE EXITED THE FREEWAY. AS WE STOPPED ON THE FIRST TRAFFIC LIGHT JUST AFTER THE FREEWAY EXIT, WE SMELLED SOMETHING UNUSUAL BUT PROCEEDED TO THE NEXT TRAFFIC LIGHT AND THERE THE ENGINE STARTED TO RAISE ITS RPM THEN WHEN HE PUMPED ON THE GAS THE CAR WONT GO FORWARD AND STARTED TO LOWER ITS RPM TO ALMOST ZERO AND THEN DIED RIGHT ON THE TRAFFIC LIGHT WITH 1860 MILEAGE. HE RIGHT AWAY SWITCH THE HAZARD LIGHT BUT FORTUNATELY NO ONE IS BEHIND US. HE TURNED THE KEY TO OFF AND SECONDS LATER SWITCH IT ON TO START THE CAR, IT STARTED SMOOTHLY BUT LIVING AN ENGINE CHECK LIGHT ON THE DASHBOARD. WE PARKED AND CALLED THE DEALERSHIP. AT THE DEALERSHIP THEY SAID WE REFUELED IT WITH WRONG GASOLINE. THIS IS RIDICULOUS, AFTER TWO MONTHS OF FILLING IT I DON'T BELIEVED THEIR CONCLUSION. COULD YOU PLEASE HELP MAKE ACTION WITH ALL THIS PROBLEM. IM AFRAID AND NOT CONFIDENT WITH THIS CAR.

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- **Aug 04, 2013 - Pismo Beach, CA - Engine**
THE 1ST TIME MY ENGINE SHUT OFF WAS AFTER MAKING A RIGHT TURN INTO A NEIGHBORHOOD DRIVING SLOWLY LOOKING FOR AN ADDRESS. THE SECOND TIME WAS WHILE PULLING INTO MY OFFICE PARKING LOT; AGAIN AT A SLOW SPEED AND THE ENGINE SHUT OFF. BOTH INSTANCES MADE STEERING IMPOSSIBLE. I TOOK MY EDGE BACK TO THE DEALER FOR BOTH OCCURRENCES, HOWEVER THEY CLAIM ONLY ONCE!! I WAS TOLD THE 1ST TIME THAT THEY COULD FIND NOTHING WRONG WITH IT. THIS MOST RECENT INSTANCE THEY KEPT MY CAR FOR 2 DAYS, DROVE IT INTERMITTENTLY FOR 91 MILES AND COULD NOT REPRODUCE THE PROBLEM, THEREFORE TELLING ME SORRY OH WELL, IF WE CANNOT PRODUCE THE PROBLEM THERE IS NOTHING TO FIX. I AM OUTRAGED AND DO NOT KNOW WHAT TO DO FROM HERE...

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- **May 15, 2013 - Southfield, MI - Engine**
2 WEEKS AFTER I BOUGHT MY EDGE I WAS ATTEMPTING TO PARALLEL PARK AND WHEN MY ENGINE FAILURE LIGHT FLASHED AND MY CAR JUST TURNED OFF. I HAVE A PUSH BUTTON START SO I HAD TO PRESS THE BRAKE AND ATTEMPT TO TURN THE CAR ON AGAIN. I TOOK IT TO THE DEALERSHIP AND THEY TOLD ME THEY COULDN'T FIND ANYTHING WRONG WITH IT. SO AGAIN IN APRIL AND AGAIN A WEEK AGO ONCE WHEN I WAS DRIVING ON A NORMAL STREET (45 MPH) AND WHILE I WAS DRIVING DOWN THE FREEWAY (75 MPH) MY CAR JUST TURNED OFF AND STATED ENGINE FAILURE LOW OIL. THE 2ND TIME IT HAPPENED MY CAR HAD 4,000 MILES ON IT AND 5,000 MILES THE 3RD TIME. I TOLD THE DEALERSHIP MY ISSUES

AND THEY TOLD ME THEY COULDN'T FIND THE PROBLEM AFTER HAVING MY CAR FOR JUST 24 HOURS. YOUR RIGHT, IT'S AN INTERMITTENT ISSUE SO IT'S NOT JUST GOING TO HAPPEN WHILE YOU TOOK MY CAR AND DROVE IT 100 MILES. NONE THE LESS I SHOULDN'T HAVE TO BE DEALING WITH THIS IN A VEHICLE I PAID OVER 40K FOR. THE OWNER OF AVIS FORD, [XXX] TOLD ME IT WASN'T THAT BIG OF A DEAL BECAUSE IT ONLY HAPPENED 3 TIMES IN 5 MONTHS. MY CAR TURNING OFF WHILE DRIVING IS A HUGE DEAL AND I COULD HAVE DIED ANY OF THOSE TIMES. ENGINE FAILURES IN A VEHICLE THAT IS BRAND NEW IS A HUGE DEAL. INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6).

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• **Mar 05, 2013 - San Marcos, CA - Engine**

THE VEHICLE HESITATES AT THE TIME OF ACCELERATION AND THEN WILL SURGE. THE SURGING OCCURS AT LO SPEEDS AND IS UNFORTUNATELY, INTERMITTENT. A REAL PROBLEM IN TIGHT PARKING LOTS/PARKING STRUCTURES. ALMOST HIT A FAMILY IN A PARKING LOT WITH A SURGE OF SPEED. THE HESITATIONS CAN OCCUR AT LO OR HIGH SPEEDS WHEN YOU ACCELERATE. I HAVE TAKEN IT IN SEVERAL TIMES AND THEY SAY THERE IS NOTHING WRONG. DON'T KNOW IF IT IS TRANSMISSION OR ACCELERATOR? BUT IT IS DANGEROUS.

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