

OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: 2016 Ford Edge/2017 Ford Edge
Date: Monday, March 1, 2021 1:37:54 PM

From: [REDACTED]
Sent: Monday, March 01, 2021 12:42 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: 2016 Ford Edge/2017 Ford Edge

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We currently have two (2) Ford Edge vehicle we purchased at the auction. Both vehicles have the exact same problem. The 2.0 Ford engine develops cracks on the upper portion of the block between #2 and #3 cylinders. This caused water to leak into the cylinder head causing a misfire and check engine Light.

When mechanic diagnosis this problem it will lead him to believe to change the spark plug and coil pack on the #2 or #3 cylinder. The problem will appear to be fixed. After approximately 500 miles customer will have the same indications.

Currently the fix for this problem is replacing the engine. That can be anywhere from \$4500 (used eng) to \$8000 (new eng.). Replacing the engine with a used one is risky. If a customer goes for a used engine it appears this is a problem with all of the 2.0 engine due to a design flaw. The customer will have the same problem in the future. It is not IF it is WHEN!

I have checked with local Ford dealers. They are VERY aware of this problem. The local Ford dealer has changed engines on several vehicles to include 2019 vehicles.

Hopefully someone will take Ford to task for this problem. Ford is aware of this problem and to date will not address the problem when you call their customer service. Customer service continually wants the consumer to go back to their dealer and have the problem diagnosed again and again (at \$105 and hour).

I suggest you call any Ford dealer and they will diagnosed the problem over the phone. Why? They have been dealing with this problem for years.

I hope you will take this complaint seriously and give relief for those who depended on Ford to sell them a vehicle that had the reliability they expected. Thank You!

[REDACTED]