

From: [REDACTED]
To: [EVOQ \(NHTSA\)](mailto:EVOQ@dot.gov)
Cc: [REDACTED]
Subject: RE: Follow up to ODI Complaint -11484463
Date: Thursday, December 22, 2022 12:47:55 PM
Attachments: [REDACTED]

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Please see attached PDF

[REDACTED]

From: EVOQ (NHTSA) <EVOQ@dot.gov>
Sent: Wednesday, December 21, 2022 6:16 AM
To: [REDACTED]
Subject: Follow up to ODI Complaint -11484463

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

**DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline**

FOR AGENCY USE ONLY 100148

Date Received

14-SEP-2022

Repository Reference No.
11484463**OWNER INFORMATION (Type or Print)**

Name

Address

City

Findlay

State

OH

ZIP Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
2FMPK3J96HEMAKE
FORDModel
EDGEModel Year
2017

Date Purchased

Dealer's Name and Telephone Number
Carey Ford 4193966100Engine:
No. Cylinders

Fuel Type:

Original Owner

Dealer's City: Carey

STATE
OHZIP Code
43316

Transmission Type

 Antilock Brakes
 Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)
08-SEP-2022**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Components Codes: 060000 ENGINE AND ENGINE COOLING

Failure Mileage
92000.0

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: _____ Tire Model (Name or Number): _____ Tire Size (Example P215/65R15): _____
 DOT No. (Example: DOTM1 9ABC036): _____ Original Requirement Prior Repair Failure Location: _____
 Tire Component Code: _____ Tire Failure Type: _____

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: _____ Date Manufactured: _____ Model No./Name: _____
 Seat Type: _____ Installation System: _____
 Child Seat Component Code: _____ Failed Part: _____

APPLICABLE INCIDENT INFORMATION*(Please describe in detail the Incident(s), Failure(s), Crash(es), Injury(ies).)*

Crash Yes No Fire Yes No Number of Persons Injured: _____ Number of Deaths: _____ Reported to Police: N

Narrative Description of Incident(s), Crash(es), Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

The contact owns a 2017 Ford Edge. The contact stated that the coolant temperature warning light was illuminated. While driving at an undisclosed speed, the engine experienced a misfire. The contact's husband changed the spark plugs and coil pack. The coolant warning light continued to flash off and on. The contact stated the vehicle was consuming an excessive amount of coolant. The vehicle was taken to the local dealer and was diagnosed with a crack in the engine and that the engine was leaking coolant. The vehicle was repaired. The manufacturer was contacted but no additional assistance was provided. The approximate failure mileage was 92,000.



**YOUR
ROAD
TO
SAVINGS
STARTS
HERE**

1200 S. Vance St.
Carey, OH 43316
419-396-6100 / 877-315-0473
Fax: 419-396-7246
www.careyfordohio.com

SERVICE INVOICE

R/O	VIN	2 F M P K 3 J 9 6 H B		DATE IN	08/08/2022
YEAR	MAKE	MODEL	0	TIME IN	08:33
2017	FORD	EDGE SEL		CLOSE	16:23
MILES IN	MILES OUT	FIRST USE	LSG	DATE	08/08/2022
92249	92249	00/00/00 00/00/00	OH	WRITER	369
SEE ALSO	H: [REDACTED]			BARTON\02	

(1) FEELS LIKE A ENGINE MISS
COOLANT LEAKING INTO CYLINDER.
NEEDS NEW LONG BLOCK

Labor	T02 10	60.00
VC3BQT (COOLANT)	2	13.98
Total Labor		60.00
Total Parts		13.98
Total Repair (Customer)		73.98

(02- CHRIS M.-) A

Jeff Service Dept.

THANK YOU FOR YOUR BUSINESS "YOUR ROAD TO SAVINGS STARTS HERE"

THANK YOU FOR YOUR BUSINESS

Next Service	Lube-Oil-Filter	W/C	INT.	CUSTOMER																
<p>DISCLAIMER OF WARRANTIES Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any limitation contained herein does not apply where prohibited by law.</p>		<table> <tr><td>Labor</td><td>60.00</td></tr> <tr><td>Parts</td><td>13.98</td></tr> <tr><td>Sublet/Fees</td><td>.00</td></tr> <tr><td>Waste Dispos</td><td>.00</td></tr> <tr><td>Oil/Grease</td><td>.00</td></tr> <tr><td>Sub Total</td><td>73.98</td></tr> <tr><td>Tax</td><td>5.36</td></tr> <tr><td>Total (Due)</td><td>79.34</td></tr> </table>			Labor	60.00	Parts	13.98	Sublet/Fees	.00	Waste Dispos	.00	Oil/Grease	.00	Sub Total	73.98	Tax	5.36	Total (Due)	79.34
Labor	60.00																			
Parts	13.98																			
Sublet/Fees	.00																			
Waste Dispos	.00																			
Oil/Grease	.00																			
Sub Total	73.98																			
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Total (Due)	79.34																			
<p>X [REDACTED] CUSTOMER SIGNATURE</p>																				
<p>Page 1 of 1 Job [REDACTED]</p>																				
<p>[REDACTED] Customer Copy</p>																				



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1200 S. Vance St.
Carey, OH 43316
419-396-6100 / 877-315-0473
Fax: 419-396-7246
www.careyfordohio.com

VIN		2 F M P K 3 J 9 6 H B		DATE IN		08/16/2022	
YEAR	MAKE	MODEL	COLOR	TIME IN	16:21		
2017	FORD	EDGE SEL	O	CLOSE	11:02		
MILES IN	MILES OUT	FIRST USE	DISC	FINDLAY OH		09/12/2022	
92264	92264	00/00/00	OH	H		WRITER 369	
SEE ALSO						BARTON 02	

(1) REPLACE ENGINE - COOLANT IN CYL

Labor	T02 210	2499.00
J2GZ6006E	(SERVICE ENGINE) 1	2699.99
Taxable Part	Core (Memo Only)	1000.00
J2GZ6079C	(KIT - ENGINE I) 1	399.99
KX6Z8678A	(KIT - TENSION) 1	15.99
W520214S440	(NUT) 2	3.98
W712458S900	(STUD) 4	15.96
W704474S437	(STUD) 4	7.96
OSP	(SHPNG) 1	45.00
Total Labor		2499.00
Total Parts		3188.87
Total Repair (Customer)		5687.87

(02- CHRIS M.-) A

"YOUR ROAD TO SAVINGS STARTS HERE"

THANK YOU FOR YOUR BUSINESS



THANK YOU FOR YOUR BUSINESS

Next Service	Lube-Oil-Filter	W/C	INT.	CUSTOMER																
<p>DISCLAIMER OF WARRANTIES</p> <p>Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied for a particular purpose, and neither assumes nor authorizes any person to assume said obligation contained herein does not apply where prohibited by law.</p>		<table border="0"> <tr> <td>Labor</td> <td>2499.00</td> </tr> <tr> <td>Parts</td> <td>3188.87</td> </tr> <tr> <td>Sublet/Fees</td> <td>.00</td> </tr> <tr> <td>Waste Dispos</td> <td>20.00</td> </tr> <tr> <td>Oil/Grease</td> <td>.00</td> </tr> <tr> <td>Sub Total</td> <td>5707.87</td> </tr> <tr> <td>Tax</td> <td>486.32</td> </tr> <tr> <td>Total (Due)</td> <td>6194.19</td> </tr> </table>			Labor	2499.00	Parts	3188.87	Sublet/Fees	.00	Waste Dispos	20.00	Oil/Grease	.00	Sub Total	5707.87	Tax	486.32	Total (Due)	6194.19
Labor	2499.00																			
Parts	3188.87																			
Sublet/Fees	.00																			
Waste Dispos	20.00																			
Oil/Grease	.00																			
Sub Total	5707.87																			
Tax	486.32																			
Total (Due)	6194.19																			
<p>Customer SIGNATURE</p> <p>Page 1 of 1</p>		<p>Job</p> <p>Customer Copy</p>																		



My 2017 Ford Edge with a 3.5 engine and 92,000 miles needs a new engine, as per my local Ford dealer. I recently had coolant leak into the engine through the cylinders. All preventative maintenance work, including oil changes, have been done when required.

This problem exists with Ford Eco boost engines all over the country and Ford has been aware of it for years. No recalls have been made since many of these problems occur after the warranty has expired and then it's the customers responsibility. Ford Motor company is not taking responsibility for their product when they have known for some time that they have problems with the Eco boost engine.



[REDACTED]

From: NHTSA Service Desk <noreply@teiesishq.com>
Sent: Wednesday, September 14, 2022 3:52 PM
To: [REDACTED]
Subject: Request [REDACTED] Complaint - 2017 Ford Edge

Dear [REDACTED]

Thank you for contacting the U.S. Department of Transportation's Vehicle Safety Hotline Information Center.

The following request has been completed for you:
Request [REDACTED] Complaint - 2017 Ford Edge

We value your opinion. Please take a moment to complete our [Survey](#).

We hope that you find this information helpful. However, if you need additional information on our services please feel free to contact us at 1-888-327-4236.

Thank you,

NHTSA.dot.gov Response Team

Disclaimer: "This response is for information purposes only and does not constitute an official communication of the U.S. Department of Transportation. For an official response, please write U.S. Department of Transportation, National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE, West Building, Washington, DC 20590.