

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

RECEIVED FEB 29 AM

National Highway Traffic Safety Administration 1-888-UASH-4-UUI (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
Name [REDACTED] Address [REDACTED] City Birnamwood State WI ZIP Code [REDACTED]		Date Received 12-OCT-2022	Repository <input type="checkbox"/> Reference No. 11489034
Daytime Telephone Number [REDACTED]		E-mail Address [REDACTED]	
Evening Telephone Number [REDACTED]		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 INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2FMPK3G95HE[REDACTED]		MAKE FORD	Model Year 2017
Date Purchased	Dealer's Name and Telephone Number		Engine: 2.0L EcoBoost No. Cylinders
Original Owner <input type="checkbox"/>	Dealer's City Wausau	STATE WI ZIP Code 54401	Fuel Type:
Transmission Type	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 12-OCT-2021
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Components Codes: 060000 ENGINE AND ENGINE COOLING		Failure Mileage 85,000 110,000	Failure Speed 55
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)	<input type="checkbox"/> Original Requirement <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 while driving at 55 MPH, the check engine warning light was illuminated and the vehicle started shuddering. Additionally, the contact stated that there was a strong gasoline odor inside the vehicle. The contact veered to the side of the road. The contact stated that the failure had been reoccurring increasingly while driving. The vehicle was taken to the dealer where it was diagnosed that coolant was leaking into the cylinders as the engine was cracked. The dealer diagnosed that the long block or the engine needed to be replaced. The manufacturer was notified of the failure and a case was opened. The manufacturer referred the contact to the NHTSA Hotline. The failure mileage was approximately 85,000 110,000.			
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.		ATTACH ADDITIONAL SHEETS IF NECESSARY	
The Privacy Act of 1974-Public Law 93-579. This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.			



Fwd: [EXTERNAL] Fwd: Complaint #11489034 Update

Thu, Feb 2, 2023 at 8:14 AM

To: [Redacted] >

----- Forwarded message -----

From: [Redacted] >
Date: Tue, Nov 15, 2022, 1:33 PM
Subject: Complaint #11489034 Update
To: <vsh@dot.gov>

Good afternoon,

I recently filed the above complaint concerning the 2.0L EcoBoost engine in my 2017 Ford Edge. I would like to update this complaint to include the following information:

While accelerating on an entrance ramp to avoid a speeding semi truck that had not moved out of the right hand lane so that I could merge onto the highway, the engine failed internally and locked up leaving me with no power. I was able to guide the vehicle to the shoulder where I waited on a tow vehicle to tow me to the Ford dealership. After examination it was determined that the engine had suffered catastrophic internal failure and would need replacement. The failure was due to the known issue of coolant intrusion into the cylinders, which happens due to a bad design on this engine from Ford. This engine should be recalled due to the inherent safety risk that it poses on the public. I am lucky that this failure did not occur in heavier traffic, or it may have caused a collision and/or injury to myself or others. Total repair cost for this is \$9,000, which I cannot afford, so the vehicle will sit unrepaired until Ford recalls and replaces their defective engine.

Thank you