

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

re

FOR AGENCY USE ONLY (Do Not Write)

Date Received: 07-FEB-2023
APR 3 4 2023
 Repository:
 Reference No.: 11506119

National Highway Traffic Safety Administration (1-888-327-4236)
 INTERNET: www.nhtsa.dot.gov/hotline

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
 Address: [REDACTED]
 City: Palm Beach Gardens State: FL ZIP Code: [REDACTED]
 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: 2FMPK3J95H8 [REDACTED]
 MAKE: FORD Model: EDGE Model Year: 2017
 Date Purchased: Nov 2018 Dealer's Name and Telephone Number: Garber Ford Engine No. Cylinders: 4 Fuel Type: Regular
 Original Owner: Dealer's City: [REDACTED] STATE: FL ZIP Code: 33474
 Transmission Type: Automatic Brakes: Antilock Brakes Cruise Control:
 Powertrain: Automatic Multiple Failure: 1st Head gasket and cracked cylinder Incident Date(s): 17-JAN-2023

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: D60000 ENGINE (PWS) ENGINE - CLEVELAND
 ENGINE PLANT: MADE MAY 01 2017 2.0L GTDI EFO1A17119121040 FG910AA Failure Mileage: 70000.9 Failure Speed: N/A

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example: P205/60R15): [REDACTED]
 DOT No. (Example: 1234567890123456789): [REDACTED] Original Equipment: Prior Repair: Failure Location: [REDACTED]
 Tire Identification Code: [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

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

APPLICABLE INCIDENT INFORMATION

(Please report only in detail the information requested below.)

Crash: Yes No Fire: Yes No
 Number of Persons Injured: [REDACTED] Number of Deaths: [REDACTED] 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 check engine warning light was illuminated. The vehicle was taken to an independent mechanic, and the engine coils and the radiator were replaced however, the failure continued. The vehicle was taken back to the independent mechanic and the head gasket was replaced but the failure recurred. The vehicle was taken to the independent mechanic and the contact was informed that cylinder #2 had a crack and that the engine needed to be replaced. The manufacturer was contacted, and a case was filed. The failure mileage was 70,000.

For your Request for more info:

A - FORD being notified of Defective HEAD GASKET AND Engine FAILURE. CAS- [REDACTED]

[REDACTED] - One of many CLASS ACTION filed regarding the 2.0 EcoBoost Engine

C - first time notice Low coolant, AND UNNECESSARY repair

D - since item C wasn't the problem we found coolant coming out, tailpipe - did head gasket repair. Still not the ANSWER

E - found CRACK in cylinder, only fix was to replace engine with Long Block where ford made modifications by closing the cooling deck, They now give a 3 year unlimited mileage

VINIS ON EACH REPAIR

This engine was defective; the modification that Ford used was a open deck cooling system AND had to return to a closed deck cooling system. Several videos are around explaining the defect. Only way to fix is replace the engine. Luckily my engine was replaced before Total failure.

Find messages, documents, photos or people

Back Archive Move Delete Spam

- Inbox 176K
- Unread
- Starred
- Drafts
- Sent
- archive
- Spam
- Trash
- Views
- Photos
- Documents
- Emails to myself
- Subscriptions
- Shopping
- Receipts
- Travel
- folders
- New folder
- Drafts
- Junk E-mail
- Notes
- Synced Messages

CAS [redacted] Yahoo/Block

Todd, Catherine (C.) <ctodd22@ford.com> Mon, Feb 6 at 2:48 PM

Hello [redacted]

It was a pleasure to speak to you over the phone today. Again, I sincerely apologize for the experience you've had with your 2017 Edge.

Just to confirm, I'm afraid I couldn't further escalate your case to the Office of General Counsel at this time, for there wasn't an accident, injury, or property damage included with your inquiry.

However, I would recommend keeping your receipts and your case number, CAS [redacted] in case you require them in the future. Thank you for being a Ford customer, and I hope you have a wonderful rest of the week.

Catherine Todd
 She/Her/Hers
 Customer Experience Specialist, Ford CX Team

O: (866) 631-3788 ext. 79857
 [redacted]

Disclaimer: Although phone and extension are attached, please be advised that my best means of contact is via email due to the work scheduling and capacity. Thank you and As promised, I will work with you to bring the earliest possible resolution to your case, providing you with regular updates in the interim.

Reply, Reply All or Forward

Todd, Catherine (C.)

Earn cash back twice. It's that easy.



Apple Pay Chase Card

Shop now

Item (A)

From: [REDACTED]

Subject: Re: Your Ford EcoBoost Inquiry

Date: Feb 14, 2023 at 4:56:27 PM

To: Nee, Maya mnee@lchb.com

Thank you

Sent from my iPhone

On Feb 14, 2023, at 3:15 PM, Nee, Maya <mnee@lchb.com> wrote:

Hello [REDACTED]

Thank you again for reaching out to our firm regarding the issues you are experiencing with your Ford vehicle's EcoBoost engine. As I said over the phone, the following is some further information for you to have on the case.

We filed a class action complaint related to coolant leaks in certain Ford models with EcoBoost engines in September 2020. The case is currently pending in the Eastern District of California with the caption and case number **Miller v. Ford Motor Co., 2:20-cv-01796-DAD-CKD**, if you would like to look it up. You can also find more information on our firm's case page [here](#).

At this point, there is nothing you need to do to "sign up" for the class action. I have taken down your contact information and the details you offered about your vehicle. If the Court certifies the proposed class or if there is recovery obtained for the class, then notice will be sent to everyone who falls in the class (known as class members).

Please feel free to call me at **212-355-9500 ext. 6627** any time between 9-5 EST or reply to this email if you have any further questions about our firm's class action case. You can also check our firm's website for any updates.

Thank you,

<image001.gif>

[REDACTED]
Case Clerk

t 212.355.9500

f 212.355.9592

Lieff Cabraser Heimann & Bernstein, LLP

250 Hudson Street, 8th Floor

New York, NY 10013

www.lieffcabraser.com

item

(B)

Good Guys Auto Repair

9730 Alternate Highway A1A
 Palm Beach Gardens FL 33410
 Phone 561-631-8743

It All Started With A Couple Of Good Guys

INVOI

Org Est

INVOICE

Printed Date 09/26/2022 Work Completed:

2017 Ford - Edge SEL - 2L In-Line4 (122CI) VIN(9)

Lic #

Odometer In
 Odometer Out

Palm Beach Gardens, FL
 Home

(VIN # 2FMPK3J99 HB)

Part Description / Number	Qty	Sale	Ext	Labor Description
Spark Plug 94374	4.00	24.40	97.60	Customer Complaint
Ignition Coil UF670	3.00	71.29	213.87	- Low Coolant - Check Engine Light - Running Rough
RADIATOR/Radiator 3793	1.00	404.58	404.58	Computer Diagnostic
Shop Supplies			43.92	Throttle Body Cleaning Coolant Pressure Test
				SPARK PLUGS - Remove & Replace - In-Line4 IGNITION COIL - Remove & Replace - In-Line4 All RADIATOR - Remove & Replace - 2.0L Eng - [includes R&I Front Bumper Cover.] [Discount] \$220.00 off labor

AGAIN

Item (circled)

Org Estimate 1,613.51 Revisions 0.00 Current Estimate 1,613.51

Labor:	
Parts:	
Sublet:	
Discount:	
SubTotal:	1,613.51
Tax:	1.00
Total:	1,614.51
Bal Due:	\$1,614.51

[Payments]

Vehicle Received 9/26/2022

Customer Num

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is 12 months or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Signature _____ Date _____

Visit us on the web: <http://www.goodguysautorepair.com>

Email Address: shop@goodguysautorepair.com

Service Advisor: Greenberg, Evan Tech: Greenberg, Evan

Good Guys Auto Repair
 9730 Alternate Highway A1A
 Palm Beach Gardens, FL 33410
 Phone: 561-631-8743
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INVOICE

Org. Est. [REDACTED]

INVOICE

Printed Date: 11/03/2022 Work Completed: 10/28/22

[REDACTED] 2017 Ford - Edge SEL - 2L, In-Line4 (122CI) VIN(9)
 Lic # [REDACTED] Odometer In : 78
 Palm Beach Gardens, FL [REDACTED] Odometer Out : 78
 Home [REDACTED] *VIN** (VIN # : 2FMPK3J99 HB [REDACTED])

Part Description / Number	Qty	Sale	Ext	Labor Description	
Head Bolt Set ES72207	1.00	108.55	108.55	CYLINDER HEAD GASKET - Remove & Replace - In-Line4,FWD - [Includes. Remove carbon and check surfaces for warpage. Includes adjust Valves (where applicable) and clean and adjust Spark Plugs.] Resurface Head	1.48
CYLINDER HEAD GASKET/Engine Cylinder Head Gasket 55367	1.00	311.10	311.10		42
ENGINE WATER PUMP/Engine Water Pump 41211	1.00	73.95	73.95	Full Synthetic Oil & Filter Change	2
Timing Chain Kit 9-0744SA	1.00	296.14	296.14		
Valve Cover Gasket Set VS50878R	1.00	71.11	71.11		
Full Synthetic Oil F/S	5.00	9.99	49.95		
Oil Filter MGL51348	1.00	3.00	3.00		
Antifreeze - Vehicle Specific AF	3.00	21.19	63.57		
Shop Supplies			87.22		

AGAIN

Item (D)

Org. Estimate 3,204.21 Revisions 0.00 Current Estimate 3,204.21

Labor:	1,504
Parts:	1,064
Sublet:	424
SubTotal:	2,994
Tax:	204
Total:	3,204
Bal Due:	\$3,204

[Payments -]

Vehicle Received: 10/28/2022

Customer Number

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. **Warranty on parts and labor is 36 months or 36,000 miles whichever comes first.** Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Signature _____ Date _____

Visit us on the web: [http://\[REDACTED\]](http://[REDACTED]) Email Address: [REDACTED]

Good Guys Auto Repair LLC

1700 Avenue L
 Riviera Beach, FL 33404
 Phone: 561-631-8898 Fax: 561-631-8743
 (It All Started With A Couple Of Good Guys)

INVOICE

Org. Est. # [REDACTED]
 MV

Printed Date: 02/08/2023 Work Completed: 02/08/2023

2017 Ford - Edge SEL - 2L, In-Line4 (122CI) VIN(9)

Lic # [REDACTED] Odometer In: 8

Odometer Out: 8

Palm Beach Gardens, FL [REDACTED]

Home [REDACTED]

* (VIN # 2FMPK3J99 HB [REDACTED])

Part Description / Number	Qty	Sale	Ext	Labor Description
LONG BLOCK - 2.0L Eng J2GZ 6006 E	1.00	5,296.16	5,296.16	Customer Complaint:
IDLER PULLEY KX6Z8678A	1.00	23.14	23.14	- Loosing Coolant - Miss Firing
Antifreeze - Vehicle Specific AF	3.00	21.99	65.97	- Thinks The Head Gasket Is Bad
Full Synthetic Oil F/S	6.00	9.99	59.94	ENGINE ASSEMBLY (COMPLETE) - Remove & Replace - In-Line4,FWD - [Includes: R&I Engine Assembly, Transfer Fuel and Electrical Assemblies and Engine Mounts. 2.01
Oil Filter MGL51348	1.00	3.50	3.50	DOES NOT include transfer of Manifolds, Valve Cover(s), Timing Cover(s), Oil Pan and/or Water Pump.
Shop Supplies			191.41	N Full Synthetic Oil & Filter Change ***Warranty*** \$2,092.50 off labor
<p>ENGINE LONG BLOCK COMES WITH 3 YEAR OR UNLIMITED MILEAGE, WHICHEVER COMES FIRST</p>				

AGAIN

ITEM (E)

Org. Estimate 6,056.33 Revisions 0.00 Current Estimate 6,056.33

Labor:	2,112
Parts:	5,660
Discount:	-2,392
SubTotal:	5,660
Tax:	396
Total:	6,056
Bal Due:	\$6,056

[Payments -]

Vehicle Received 2/7/2023

Customer Number

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is 36 months or 36,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Signature _____

Date _____

Visit us on the web: [http://\[REDACTED\]](http://[REDACTED])

Email Address: [REDACTED]