

From: [REDACTED]
To: [EVOQ \(NHTSA\); DataQuality, DataQuality \(NHTSA\)](#)
Subject: Re: Follow up to ODI Complaint ----- 11517121-----
Date: Tuesday, May 16, 2023 10:58:44 AM
Attachments: [REDACTED]

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Good morning,

Please see the attached form and let me know if you need additional information.

Best,

[REDACTED]

On May 15, 2023, at 9:18 AM, "EVOQ (NHTSA)" <EVOQ@dot.gov> wrote:

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

[REDACTED]

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-APR-2023

Repository Reference No.
11517121**OWNER INFORMATION (Type or Print)**

Name

Address

City

Nashville

State

TN

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 INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

2FMPK3J91J

MAKE
FORDModel
EDGEModel Year
2018Date Purchased
1/12/2020Dealer's Name and Telephone Number
Wyatt Johnson Ford 6159423120 Carmax 615-269-3703Engine:
No: CylindersFuel Type:
unleadedOriginal Owner

Dealer's City Nashville

STATE
TNZIP Code
37204

4

Transmission Type
Automatic Antilock Brakes
 Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)
01-MAR-2023**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Components Codes: 060000 ENGINE AND ENGINE COOLING, 060000 ENGINE (PWS)

Failure Mileage
54000.0

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: DOTMAL 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 2018 Ford Edge. The contact stated that the check engine warning light was displayed on the instrument panel. The vehicle was taken to the dealer where it was discovered that coolant had leaked into cylinder #2, resulting in engine failure. The manufacturer was notified about the failure and a case was filed. The contact was transferred to the NHTSA Hotline for assistance. The vehicle was not repaired. The failure mileage was approximately 54,000.

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 to 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.