

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

21 JUN-2023

Repository Reference No.
11528169**OWNER INFORMATION (Type or Print)**

Name			
Address			
City	Eden	State	NC
		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 2FMPK3J92J		MAKE FORD	Model EDGE	Model Year 2018
Date Purchased 9/02/2023	Dealer's Name and Telephone Number: Crown BMW 336-663-0442		Engine: No: Cylinders	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City Greensboro	STATE NC	ZIP Code 27407	
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 21-APR-2023	

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 060000 ENGINE AND ENGINE COOLING, 100000 POWER TRAIN	Failure Mileage 73000.0	Failure Speed 65
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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)	<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
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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 while driving 65 MPH, the vehicle lost motive power. The contact was able to coast the vehicle to the side of the road. The vehicle failed to restart and was towed to an independent mechanic. The independent mechanic diagnosed that the wiring harness had become loosened and was chewed up by the idler pulley, causing a shortage in the PCM and the fuel sensors. **Contact reached out to Ford and was informed that her vehicle was not in the "LOT" of vehicles that was recalled for this defect. The vehicle was repaired at the contacts expense (\$650). The failure mileage is approximately 73,000.**

Additionally, the contact stated that while driving two weeks later, the vehicle made abnormal rattling sounds. The vehicle was taken to **Advance Auto, O'Reilly Auto Parts and 2 independent mechanics**, where it was diagnosed that the rattling was coming from the engine; however, the failure could not be duplicated. The contact received notice of Ford Campaign Number: 22N12, which she related to the failure. The dealer was contacted and informed the contact to schedule an appointment for a diagnostic test; however, the parts were not available for the repair. The vehicle was not diagnosed nor repaired at that time. **An appointment for July 14, 2023 was set up at Apple Ford in Danville, VA which is 35 miles from contacts home, because the local dealership, Tri City Ford in Eden is booked until the end of July 2023. The approximate failure mileage 74,000. On July 8, 2023, while traveling at 55mph, with multiple vehicles behind the contact, the contact heard a "pop" and black smoke came out from underneath the vehicle, the wrench light illuminated and the vehicle lost all forward/reverse motion. Vehicle had to be physically pushed out of the road. Transmission fluid poured out of the vehicle and appeared to be burnt (dark black). The vehicle was towed to the Capitol Ford Dealership in Hillsborough, NC where it is currently being diagnosed; however contact was informed the flexplate did crack. Unfortunately, there are other failures that was needed to be discussed with Ford Motor Company. Dealership did not disclose the other failures to the contact, only, informed they would return a call. The failure mileage is approximately 78,500.**

The contact stated that while starting the vehicle, the check engine warning light illuminated. The vehicle was taken back to **Advance Auto and O'Reilly Auto Parts** who diagnosed that cylinder #2 was misfiring. Additionally, the contact was informed that there was no coolant in the vehicle. The contact stated that she replaced the cylinder and spark plugs herself (approximately \$60/cylinder, \$6 per spark plug); however, the vehicle was still experiencing abnormal coolant consumption. The check engine light went off after contact replaced the cylinder and spark plugs. A week later the check engine light warning light illuminated again. Contact took the vehicle to O'Reilly Auto Parts and it was diagnosed that cylinder #2 was misfiring. Contact replaced the "burnt" spark plug, once more. The vehicle was not repaired (See above). The manufacturer was notified of the failure, but no assistance was provided. **The failure mileage was approximately 76,000.**

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.