

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

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Reference # 11529360
Date: Tuesday, September 19, 2023 9:23:07 AM


-----Original Message-----

From: [REDACTED]
Sent: Monday, September 18, 2023 8:53 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Reference # 11529360

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.

The information is somewhat correct. Edits have been made to the attached.

Thank you

 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	
U.S. Department of Transportation National Highway Traffic Safety Administration			Date Received 28-JUN-2023		Repository <input type="checkbox"/>
					Reference No. 11529360
OWNER INFORMATION (Type or Print)					
Name			Daytime Telephone Number		E-mail Address
Address					
City Lakeville		State MA	ZIP Code		Evening Telephone Number
<i>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).</i>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2FMPK4K98HB			MAKE FORD	Model EDGE	Model Year 2017
Date Purchased	Dealer's Name and Telephone Number Empire Ford of New Bedford 8333441937			Engine: No: Cylinders	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City New Bedford		STATE MA	ZIP Code 02746	
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:		Incident Date(s) 01-MAR-2023
	<input type="checkbox"/> Cruise Control				
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Components Codes: 060000 ENGINE AND ENGINE COOLING, 060000 ENGINE (PWS)				Failure Mileage 100000.0	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)		<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					
<i>(Please describe in detail the Incident(s), Failure(s), Crash(es), Injury(ies).)</i>					
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).					
<p>The contact owns a 2017 Ford Edge. The contact stated while driving at various speeds, the vehicle was jerking while depressing the accelerator pedal with the check engine warning light illuminated. The vehicle was initially taken to an independent mechanic where spark plug #3 and engine coil were replaced. The failure recurred and the same parts were replaced a second time. The contact then discovered that the coolant reservoir was empty. The vehicle was then taken to the dealer who discovered a coolant leak inside the engine causing engine failure. The manufacturer was not notified of the failure. The vehicle was not repaired. The failure mileage was approximately 100,000.</p> <p>The vehicle was purchased at CARMA X NORWOOD, MA. 02062. I brought the vehicle to Empire Ford for a diagnostic. They reported it to Ford. Although the vehicle's coolant level was discovered empty at 100,000 miles, I'm sure the coolant leak into the engine was well before 100,000 miles</p>					
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.					