

**From:** [Ambrose, Ann-Marie L](#)  
**To:** [EVOO \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Br](#)  
**Cc:** [NHTSA ODI CED](#); [Strasser-King, Marion C](#)  
**Subject:** ODI- 11545059  
**Date:** Friday, September 29, 2023 7:52:54 PM

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**From:** [REDACTED]  
**Sent:** Wednesday, September 27, 2023 12:03 PM  
**To:** [nhtsa.webmaster@dot.gov](mailto:nhtsa.webmaster@dot.gov)  
**Subject:** Incident 11545059

[External Email]

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Can someone PLEASE explain how you can recall the 2017-2019 Ford Escapes for the coolant leaking into the cylinders causing a safety issue but not my 2018 Ford Edge that has the same issue? I have the same exact problem with the same exact diagnostic codes, P0302 and P0316. I was told that coolant is leaking into my engine and that I need my engine replaced. I got this car less than a year and a half ago and put less than 15,000 miles on it, but since it has 75,000 miles on it, its out of Ford factory warranty and they refusing to cover the cost bc there is no recall, despite the fact that they know its due to their faulty design. They have been sued over these coolant leaks in many different states and have been proven to have known about this for over 10 years but have not recalled all of the vehicles affected. Instead, they are putting innocent lives at risk and then expecting the customers to pay thousands of dollars to fix THEIR issue. OR we have to continue driving a car that at any time could stall in the middle of a busy intersection or leave us stranded somewhere or have our engine catch fire putting our lives at risk. Ford doesn't care and it seems you don't care either. You obviously admitted that the Ford Escapes and Fusion engines were unsafe due to this design flaw that causes the coolant to leak into the engine since you recalled them, but you don't seem to care about the Ford Edges that do the same thing. If that's the case, then would the NHTSA like to pay the cost of replacing my engine or would you rather my family sue you when my engine blows up because you did nothing when I asked for your help? I cant afford to pay for a new engine, nor should I have to, I just bought this car and this is something that Ford screwed up and its something they should have to fix, not me. Are you going to hold them accountable or are you going to allow them to put me and my family and many other families lives at risk?! You know of this issue so if you don't do anything you will be liable for what comes from you choosing to do nothing. I'm giving you the opportunity to do the right thing rather than wait until something tragic happens, but I guess you'd rather wait for someone to die in order to recall my car...

On Thu, Sep 21, 2023 at 4:07 PM [REDACTED] > wrote:



over 10 years, which is why there have been so many complaints and lawsuits.

Please see below:

# Ford EcoBoost Engine Lawsuit

*Last Updated on June 12, 2023*

## **This Alert Affects:**

Ford drivers who had issues with their car's 1.5-, 1.6- or 2.0-liter EcoBoost engine.

## **What's Going On?**

A lawsuit has been filed that claims the EcoBoost engine in certain Ford vehicles is plagued by a defect that causes coolant to leak into the engine cylinders, leading to a host of problems. The attorneys now need more drivers to come forward to help strengthen the litigation.

## **Which Vehicles Are Affected?**

2013-2019 Ford Escapes, 2013-2019 Ford Fusions, 2015-2018 Ford Edges, 2016-2019 Lincoln MKCs, and 2016-2019 Lincoln MKZs.

## **What Problems Are Being Reported?**

Overheating, engine damage, smoke from the exhaust pipe, the constant need to replenish coolant, and engine fires.

## **How Can a Class Action Help?**

A class action lawsuit could help drivers get back money for repairs and loss of their vehicles, as well as force Ford to find a permanent fix for the problem.

Attorneys working with ClassAction.org want to speak with more people who experienced problems with the EcoBoost engine in their Ford vehicle.

A lawsuit has been filed against Ford Motor Company over allegations that coolant can leak into the cylinders of the 1.5-, 1.6- and 2.0-liter EcoBoost engines and cause the vehicles to misfire, overheat and even catch fire.

Affected models include the following:

- 2013-2019 Ford Escape
- 2013-2019 Ford Fusion
- 2015-2018 Ford Edge
- 2016-2019 Lincoln MKC
- 2016-2019 Lincoln MKZ

## **What's the Issue with the Ford EcoBoost Engines?**

It's been alleged that a design defect in the EcoBoost's engine block and cylinder head is responsible for the problems Ford drivers have been experiencing.

The engine was designed with grooves on the cylinder head. Unfortunately, it's believed that as coolant flows throughout the engine, it can leak into these grooves. Should the coolant begin to pool, this may cause the seal to degrade and allow coolant to leak into the engine's cylinders.

## **What Problems Can the Leaking Coolant Cause?**

The leaking coolant problem can potentially cause:

- Overheating
- Engine fires

- Damage to the piston, cylinder head and other engine parts
- Vehicle misfires
- Smoke (sometimes blue) from the exhaust pipe

# Ford EcoBoost Has a Dangerous Engine Defect, Owners Say

 | December 7, 2020

Several Ford owners have filed a proposed class action lawsuit against the automaker alleging a [vehicle defect](#) in the EcoBoost engine causes coolant to leak into the cylinders, causing the potential for engine fires and failure, misfires, collision risk, and costly repairs.

The 74-page lawsuit was filed by five plaintiffs, Robert Reed, Stacy Coppock, Craig Morford, Kelli Morford, and David Schiavi, on Nov. 30, 2020, in the U.S. District Court for the District of Delaware.

The complaint raised a number of claims against Ford Motor Company surrounding breach of warranty under the federal Magnuson-Moss Warranty Act, fraud, unjust enrichment, negligent misrepresentation, and violations of various consumer protection laws under the state laws of Colorado, Michigan, Kansas, and New Jersey.

The lawsuit asserts that the automaker knew about the Ford EcoBoost [engine defect](#) since 2010 based on pre-production testing and complaints made by consumers to the NHTSA but didn't address the cause of the problem.

The plaintiffs in the suit argue that Ford failed to provide any solutions concerning the defect to those who owned or leased the affected vehicles, even if they're still under warranty. The lawsuit claims that the only remedy Ford has offered for the problem is installing coolant level sensors. However, the plaintiffs argue that implementing the sensors doesn't actually prevent the coolant from leaking.

According to the arguments raised in the complaint, "The EcoBoost Defect prevents Plaintiffs' and Class Members' ability to have safe, comfortable, and expected use of their Class Vehicles and leaves the Class Vehicles incapable of providing safe, reliable transportation."

The defect to the Ford EcoBoost engine results in engine coolant leaking through the grooves in the cylinder head and pooling as it travels through the engine, as stated in the complaint.

As a result of the alleged defect, the complaint asserts that there is not enough coolant in the engine to cool it, which can cause overheating leading to cracked cylinder heads, corrosion, damage to pistons and other internal components, engine seizure, or engine fire.

The plaintiffs contend that not only does the Ford EcoBoost defect result in the potential for safety risks and collision, but it requires those whose warranties have expired to pay for thousands of dollars for "exorbitant repairs and/or engine replacement."

One of the plaintiffs, Reed, contends that he was initially told he would have to pay \$10,000 for an engine replacement. When he informed the technician that he was considering getting rid of the vehicle, he was quoted a reduced replacement cost of \$7,178. However, Ford would not

cover any of the costs of a [replacement engine](#). Similarly, Coppock said that she was compelled to pay \$3,314 out of pocket for the repairs to her Ford EcoBoost. Schiavi said he was also informed he would need a new engine.

The Mofords assert that they spent four months researching a vehicle with passenger safety and reliability, two important factors. After purchasing the Ford EcoBoost, they claim they began experiencing the defect when the vehicle had 66,331 miles on the odometer. The [Ford](#) dealership advised that it would cost \$5,950 to make the repair, in addition to a \$100 diagnostic fee.

The plaintiffs all contend that they continue to drive their vehicles with the defect.

According to the suit, Ford issued several [Technical Service Bulletins](#) concerning the engine defect from 2018 through 2020. The automaker also issued a recall in 2017 and provided coolant level sensor installation at no cost to the consumer. However, the plaintiffs in the suit argue that “The Recall was inadequate because [the recall](#) did not address the true source of the problem and did nothing to repair the Engine Defect. Secondly, it did not include the full range of Vehicles affected by the defect.”

A supplement to the recall in 2018 advising consumers that the defect could cause an engine fire still didn’t address the root of the problem, says the complaint.

The lawsuit also raises allegations that Ford concealed the defect and told consumers that the condition was “normal or else providing ineffective and incomplete repairs.”

# What Vehicles Are Allegedly Affected By the Engine Defect?

The complaint alleges that certain vehicles equipped with 1.5L, 1.6L, or 2.0L Ford EcoBoost engines are affected by the defect, including:

- 2013-2019 Ford Escapes
- 2013-2019 Ford Fusions
- 2015-2018 Ford Edges
- 2017-2019 Lincoln MKC
- 2017-2019 Lincoln MKZ

Many owners have reported complaints about the EcoBoost engines in these makes and models on message boards such as [REDACTED] and to the NHTSA. Additionally, the lawsuit references a number of [complaints](#) made to the NHTSA by consumers who said they experienced similar issues with their Ford EcoBoost engines as those alleged by the plaintiffs.

The **Ford EcoBoost Engine Defect** Lawsuit is *Reed et al., v. Ford Motor Company*, Case No. 1:20-cv-01631-UNA, filed in the United States District Court for the District of Delaware.

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**March 28, 2021** — A Ford class action lawsuit alleges EcoBoost engine problems exist in 2013-2019 Ford Escape, **2015-2019 Ford Edge**, 2017-2019 Lincoln MKC and 2017-2019 Lincoln MKZ vehicles. The alleged Ford EcoBoost engine issues allegedly occur in 1.5L, 1.6L and 2.0L vehicles which cause engine coolant to leak into the cylinders.

The lawsuit includes all former and current Arkansas owners and lessees of the Ford and Lincoln vehicles equipped with EcoBoost engines.

According to the class action, **defects in the EcoBoost engines cause them to overheat, fail and catch fire.**

Arkansas plaintiff Patricia Lund says she owned a used 2016 Ford Escape equipped with a 2-liter EcoBoost engine. The lawsuit doesn't allege the plaintiff's vehicle suffered any engine problems, but she says Ford should have told her the Escape was defective.

The plaintiff says EcoBoost engine problems are caused by the design of the engine block and cylinder head, as well as a faulty cylinder head seal. The coolant allegedly remains in the engine instead of circulating from the engine to the radiator.

The EcoBoost engine coolant allegedly pools in the engine and damages components, reducing the amount of coolant which causes the engines to overheat.

The class action lawsuit also says the EcoBoost engine components wear down prematurely, something Ford has allegedly known since 2010.

## **Ford EcoBoost Engine Problems Lead To Recall**

In March 2017, Ford recalled "certain 2014 Escape, 2014-2015 Fiesta ST, 2013-2014 Fusion and 2013-2015 Transit Connect vehicles equipped with 1.6L GTDI engines." The [Ford EcoBoost engine recall notice](#) said due to low coolant levels, the "engine cylinder head may overheat, crack, and leak oil."

Ford dealerships were told to install a coolant level sensor, but the plaintiff says the recall "did not mention the risk of engine fire or failures."

However, recall documents filed by Ford with the government in March 2017 said, "Ford was aware of 26 reports of underhood fires with a cracked cylinder head, including localized fires near the turbochargers. Ford is not aware of any reports of accident or injury related to this condition."

**The EcoBoost class action alleges the recall was inadequate because:**

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"[I]t did not address the true source of the problem or fix the problem. It also did not encompass the full range of Vehicles affected by the defect. It did not apply to the 1.5L and 2.0L EcoBoost Engines with the same engine block design, which are made from the same materials, and likewise suffer from the Engine Defect. Likewise, it did not apply to all of the Vehicle models and model years with the defective EcoBoost Engines."

The lawsuit says the Ford EcoBoost recall didn't replace the engines and allegedly didn't reimburse customers for related expenses.

The plaintiff claims Ford EcoBoost engine problems have caused owners to seek warranty repairs but dealerships allegedly only install coolant sensors or replacement parts that allegedly do nothing to fix the issues.

The Ford class action lawsuit concerning EcoBoost engine problems was originally filed in the U.S. District Court for the Western District of Arkansas, but has now been transferred to the Eastern District of California: *Patricia Lund, v. Ford Motor Company*.

The plaintiff is represented by Milligan Law Offices, and the Thrash Law Firm, P.A.

## NEW LAWSUIT TARGETS FORD ECOBOOST FOUR-CYLINDER COOLANT LEAKS

By [Brett Foote](#)

December 9, 2020 6:54 am

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[195](#)

A new proposed class-action lawsuit filed in the U.S. District Court for the District of Delaware is targeting Ford EcoBoost four-cylinder engines produced since 2010. The suit alleges that these Ford EcoBoost engines have an inherent defect that causes coolant to leak into the cylinders, which in turn leads to corrosion, misfires, engine failure, and fires.

The lawsuit alleges that Ford has known about this defect since 2010, based on pre-production testing, as well as numerous complaints filed by

customers to the National Highway Traffic Safety Administration. However, the automaker has supposedly not yet addressed the problem or provided any solutions for owners of affected vehicles, outside of offering to install coolant level sensors, which don't actually keep the coolant from leaking.

This problem reportedly stems from a defect in the design of the engine block and cylinder head, as well as an inadequate seal on the head, which then allows coolant to seep into the combustion chambers. The problem reportedly affects Ford's [1.5L EcoBoost](#), [1.6L EcoBoost](#), and [2.0L EcoBoost](#) engines used in a variety of vehicles including the [Ford Escape](#), Ford Fusion, [Ford Edge](#), Lincoln MKC, and Lincoln MKZ.

Aside from the aforementioned problems this causes, low coolant levels can also lead to engines overheating and causing damage to pistons and other internal components, as well as cracked cylinder heads. Ford issued a number of technical service bulletins between 2018-2020 related to this problem, as well as a recall in 2017 to install the aforementioned coolant level sensors

Plaintiffs in the case also allege that damage caused by this issue is not covered under warranty, and many have been forced to pay for repairs out of pocket.

We'll have more on this pending lawsuit as soon as it's available, so be sure and [subscribe](#) to *Ford Authority* for the latest [Ford lawsuit news](#) and 24/7 [Ford news](#) coverage.

# LEAKING COOLANT KILLED ENGINE

[2018 FORD EDGE](#)

Pretty Bad

Typical Repair Cost:

**\$6,600**

Average Mileage:

**68,950 miles**

Total Complaints:

**Most Common Solutions:**

1. engine replacement

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## 2018 FORD EDGE OWNER COMMENTS

**#7**

### ADVERTISEMENTS

I have had my 2018 Ford Edge for 2 years and have not had any issues until June 12, 2023. The vehicle began to struggle to accelerate and shook badly as well as the check engine light flashing on and off while driving to work. Took it straight to the shop where they tried to replace the spark plugs with no luck. They recommended taking to the dealership to diagnose. Dealership is stating that the engine needs to be replaced due to coolant intrusion causing engine failure through no fault of my own, but through a manufacturing defect with the engine block. They quoted me \$8,100 for repairs. My extended warranty is through a 3rd party and have denied my claim due to it being a manufacturing issue and not some other kind of mechanical failure.

Come to find out, I am one of hundreds if not thousands with this same issue with this engine. Ford is aware of the issue because they issued a TSB on it but have not recalled it even though there is risk of engine fire and/or catastrophic failure, along with the fact that many people are experiencing the same issue. To say this is disappointing is a huge understatement. I have been without a vehicle for over 2 weeks with no way of knowing how I will afford the cost of this repair. I still owe 20K on it, which at this point is way more than it is worth. Ford should be ashamed and needs to be held accountable for their mistakes.

- [REDACTED] Eustis, US

**#6**

Ford knew about this problem and did not make any attempt to fix it. I contacted them directly and got nowhere and the Ford dealer I bought it from tried as well. Also my extended warranty would not cover it because it was not caused by and "internally lubricated part". This problem, as you well know was caused by Ford's idiot engineers who thought it advisable to cut grooves in the cylinder head for cooling that would compromise the head gasket and cause coolant to enter the crankcase. Unacceptable.

- [REDACTED] Leavenworth, KS, US

## #5

My mother purchased a 2018 Ford Edge with 74,498 in Jan 28, 2022 with a mechanical failure service contract and gap at Rountree Moore Ford in Lake City FL. The dealership called her to come back out to resign paperwork on Feb.17, 2022. Sam redid her paperwork, took off her warranties (Mfs and Gap) and replaced it with a car care service plan without explaining she doesn't have the warranties she asked to be included. He told he she had a warranty, not explaining he add a warranty that did not include taking care of the main concern of motor and transmission the most costly of all repairs.

Around 77,000 miles the car started overheating and stalled out in the middle of the highway in mid May and she took it to Rountree to get checked out. They told her a diagnostic that cost \$250 which she did not have, that's when she found out she did not have a warranty to take care of the problem. The service guy then told her he has been seeing a lot of those cars come in with those problems and that she will need another motor/engine. They claim they started the diagnostics but the car never moved. And from what I gather they put on file or in paperwork that the motor was the problem in the report I guess from assumptions instead of a full diagnostic or any diagnostics. We have seen the coolant tank was empty and he soon added water and antifreeze back into it.

I called Fidelity and they said the warranty was cancelled by the dealership on Jan 28th the same day she signed the 1st paperwork for the car. Sam said he must have accidentally hit the wrong button and canceled that part of the warranty. So we decided to go to her bank and get the warranties added back to the car. A few weeks later we took the car back to get a full diagnostic and to get whatever was starting to go wrong fixed. They (warranty people) refused to fix the problem because they said the problem happened before the warranty was added.

My mother is an elderly woman with limited income and resources and I feel she is being taken advantage of. The dealership is not taking any responsibility for their mistake. She didn't read or look over the paperwork or had somebody with her to look it over she just trusted him and went along with whatever he said just like millions of people do all the time expecting her warranties are on her car. I expressed to her always to ask to add extended warranties and gap to any vehicle that she will have to pay for for 5-6 years especially with 74,000 miles anything can happen and you will end up paying thousands of dollars out of pocket for repairs and or the lost of a vehicle, money that you don't have.

What gets me is the she drove the vehicle less than 2700 miles and the motor/engine blows. It's not her fault, she was taken advantage of and sold a vehicle that the dealership and Ford knows are having so many problems with (the motor) and not doing anything to take care of the problem or the customer. Her car has been setting at Rountree Moore Ford going on the 4th week.

We need some help with this problem A.S.A.P. Ford or the dealership needs to fix the problem. Purchased at 74,498 miles and the engine blown at 77,124 miles - barely driven and still responsible for monthly payments on this vehicle

- [REDACTED], LAKE CITY, FL, US

## #4

ADVERTISEMENTS

Vehicle started misfiring when first started, but seemed to run fine on the road. Husband had checked and added coolant in the past, he thought it frequently seemed to be low for some reason, and never noticed any smell or leaks. After a few weeks of misfiring (don't drive it everyday), Engine light came on and stayed on steady. Local garage diagnostic reported misfiring on a specific cylinder. Took it to Ford Dealer, and dropped off early before our scheduled appointment time, and within the hour they had already called us to say the Engine needed to be replaced, and that Ford was aware of the problem! Fortunately, our experience wasn't terribly frustrating, we received a decent loaner vehicle for entire duration, plus we do have the comfort level of having an Extended Warranty if we have further issues. I still want to file the complaint for awareness - it seems Ford is lacking in quality, and they are aware of issues, but are just waiting to see how many failures occur.

- [REDACTED] Ladysmith, WI, US

#3

My check engine light came on in my 2018 Ford Edge. After fixing all of the usual suspects, we took it to our mechanic to be told that there was coolant leaking into the engine. We were also told that it is a known (by Ford) problem. I was also told that the only solution was to replace my engine! Ford (at this time) is refusing to cover the costs. My car is now currently at my local dealership waiting a verdict and a final cost for repair. I am furious! Ford knows this is an issue and refuses to stand behind their product. I am still making payments on a car I cannot drive and cannot afford to drop a new engine into. This is their doing and they should fix it!

- [REDACTED] Oklahoma City, US

#2

I have a 2018 Ford Edge SE, that I purchased in June 2018. At around the 60,000 mile mark I started hearing what sounded like running water behind the dashboard. After a few weeks I took it into a service shop near my house (not Ford) and they stated they didn't see anything in dashboard such as condensation etc. Around the 62,000 mile mark the car started shudder violently when idling or when starting up the first time. I could usually then accelerate through the issue. After my engine light I took it in again to a different repair shop and again they stated they couldn't see any leaks or liquids anywhere. They tuned the car up with a new coil and spark plugs as to the diagnostics stating a misfire in 2 of the cylinders.

3 days later the engine light came on again and I took it back in stating it had to have something to do with the incessant sound of water sloshing around. This time they were able to see leaked coolant in the engine which was flooding the compartments and hampering the spark plugs from misfiring. The only fix now is replace the long block, quoted with labor at \$7400!! The car has 63,000 miles on it, so I missed the warranty by 3000 miles or 2 months at my current level of driving. The service shop said this is a known defect with Ford, but to date no recalls have been put in place.

This is totally unacceptable, especially considering the time in which it happened right when my warranty expired. Not sure where to go from here, aside from raising hell with Ford or sites like this.

- [REDACTED] Houston, TX, US

[#1](#)

Engine light came on, took the car to the Ford dealership where I purchased my car in 2018. Service rep informed me that I need a new engine that will cost around \$8000.00. He said that there is a known issue with the 2L engine and Ford is aware of the issue. He gave me a number for customer service to request assistance for replacing the battery. Ford agreed to pay for half of the cost of my new engine. The repair is expected to take a week. At first, the dealership could not provide a loaner car for me. I rented a car which cost \$130 for 1 day. The next day my service rep found a loaner car for me. The day of my appointment, my car would not start and I had to pay to have the car towed (\$135.00). The engine issue will cost me almost \$4000, which I do not feel I should have to pay for a 2018! Ford should have paid in full to replace my battery as well as the expenses I incurred due to the engine issue.

## 2017 FORD EDGE OWNER COMMENTS(PAGE 1 OF 2)

[#32](#)

### ADVERTISEMENTS

The problem started off with the check engine light coming on and overheating. The Edge was swallowing antifreeze at a crazy rate. Then, while driving, the engine overheat warning came on and the power was decreased to zero forcing me to pull over. There was white smoke coming out and it had a terrible smell.

I took my car to Pep Boys, and they said the Edge was misfiring on 2 cylinders. Their solution was to change the ignition coils. I got the Edge back and it was no better, and the check engine light came back on again and it would not start. I returned it to Pep Boys again, and this time they said the idle control valve was bad. They replaced it, and upon picking it up the check engine light came right back on again. I again returned it to Pep Boys, and this time they said I had dirty oil (even though I had a synthetic oil change 3 weeks prior), so they flushed out the engine oil and installed new spark plugs/tune-up. I picked the Edge up later that day, and again the check engine light came on.

Having had enough of Pep Boys, I finally took my Edge back to my local Ford Dealership for service. They said that the entire engine needed to be replaced due to coolant leaking into 3 cylinders. The dealer said this is a well-documented problem with the 2017 Ford

Edge 2.0L EcoBoost engine.

I only wish someone pointed this engine issue out when I bought it!

- [REDACTED] Thousand Oaks, CA, US

**#31**

We are seniors on a fixed income . We still owe over \$10,000 on the car. The check engine light came on so we too to Ford dealer to be checked out. We were told it need a new motor. We can't afford repairs, can't sell it . We only have one car. We care for great grandchildren that need picked up from school. Very angry we never were sent a recall ! No compensation from Ford at on and we have been longtime customers. Have no idea what we are going to do. I see Ford was well aware of the problem and changed motors and left the customers with old engine stranded in Hell! We will never buy another Ford!!! Please help correct this disregard of customers.

Update from Sep 8, 2023 Ford is now quotes our repair at \$7500 appears much higher than others on this site. We will never get what we owe. A big loss!

[REDACTED] Arkansas City, KS, US

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