

3-20-2024

Ford Motor Company,

I currently own a 2017 Ford Edge. It was recently (3-13-2024) discovered by the Ford dealership that I have an internal coolant leak. The Ford technician said this is a known engine defect in the 2.0L engines in my car's year and model. He recommended I replace my engine at a cost of \$10,000 to \$12,000. All my car maintenance has been done at the dealership. I suggested replacing the head gasket but was told the defect is in the engine and that would only provide temporary relief.

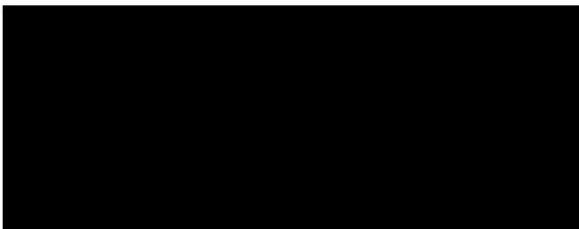
I have been doing some research on the internet and it appears this is a well-known issue with Ford. It is being chased by Lemon Law lawyers and is involved in Class Action lawsuits.

I am expecting Ford to stand by their product and replace my engine as it is a defect in the engine block.

I have been a Ford / Lincoln owner for the past 20 years if not longer.

I opened a case with Ford* but received a return call stating they will not do anything to assist with this issue.

This is neither an excellent product nor am I receiving excellent service. Perhaps Ford's Executive Chair, Bill Ford, should know how his customers are being treated.



Springboro OH [REDACTED]



VIN: 2FMPK4J9XHE [REDACTED]

*Ford Case ID: [REDACTED]

I hope Ford stands by this:

"We see no conflict between business goals and social and environmental needs. I believe the distinction between a good company and a great one is this: A good company delivers excellent products and services; a great one delivers excellent products and services and strives to make the world a better place."

Bill Ford
Executive Chair, Ford Motor Company

Ford Motor Company
P.O. Box 6248
Dearborn, MI 48126
Attn: Recalls

The following have been copied:

Ford Motor Company
P.O. Box 6248
Dearborn, MI 48126
Attn: Customer Service

Ford Motor Company
1 American Rd
Dearborn, MI 48126
Attn: James D Farley Jr, CEO

Ford Motor Company
1 American Rd
Dearborn, MI 48126
Attn: William Clay Ford, Executive Chair

Better Business Bureau
20300 W 12 Mile Rd #202
Southfield, MI 48076

Federal Motor Vehicle Safety Standards & Regulations
1200 New Jersey Avenue SE
Washington, DC 20590

US Department of Transportation
1200 New Jersey Ave., SE
Washington, DC 20590

[Redacted]
Springboro, OH

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Federal Motor Vehicle Safety Standards & Regulations
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Washington, DC 20590

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