

January, 9 ,2025

Attention:

U.S. Department of Transportation National Highway Safety administration, Office of Defect Investigations.

I am contacting you with a problem I have encountered with my 2018 Ford Edge. This vehicle had 58200 miles and is six years old. The vehicle is driven from the Buffalo NY area to Naples Fla. every year the end of October. I arrived in Florida Sunday Oct. 27th 2024. I have had no mechanical with this vehicle in the past. I have records of all maintenance done on this vehicle since I bought in new from a ford dealer in Western New York on August 29, 2018.

Before leaving for Fla. I had this vehicle serviced. On August 5th 2024 with 55291 miles. I had new tires, oil change, New York state inspection, emission inspection and complete vehicle maintenance preformed on this vehicle. All passed with no problems.

I flew home in November, leaving my, [REDACTED] in Florida with this vehicle. On December 5th 2024 my wife called and stated "The vehicle stopped running. All warning lights went on with no power. I tried to contact two ford dealers in the Naples, Ford Myers area. Neither dealers service depts. would call back. I called a Local repair shop in Naples and had the vehicle towed there. The next morning, I received a call stating the engine was blown. I again tried to contact ford with no call back to the messages I had left. I called the West Herr Dealer in Western New York, who stated I would have tow the vehicle to the Dealer. I informed him the vehicle was in Fla. over 1500 miles away. With no other options left, I authorized the repair shop to replace the engine. The entire cost was \$8250.99.

I researched this problem on line and found numerous problems with this 2.0L ECO boost engine. I printed Technical Service Bulletin {2.0L EcoBoost-coolant in Cylinders}, 19-2208 dated June 26th 2019, and Class Actions Suits pending.

I called Ford Motors in Michigan. Number of compliant [REDACTED] on Dec. 10th. Ford stated that they would not help in any way. I contact West Herr Ford in Amherst NY. They contacted Ford who again stated they would not help with this problem. The dealer offered to pay \$1000.00 to help.

I feel that ford knew about this problem and now refuses to do anything. In My opinion, Ford should have recalled these vehicles and notified the owners of this problem. They clearly knew of this problem but waited until the 2022 models when they fixed the head gasket problem which caused the engine failure.

I would be happy to furnish the complete service history for this vehicle and motor replacement costs.

Thank you for your assistance in this matter.

[REDACTED]

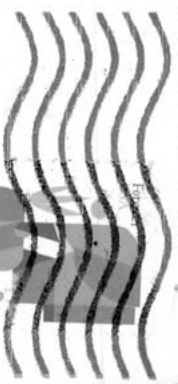
[REDACTED], Kenmore New York [REDACTED] Cell [REDACTED]. I will be in Florida until May 1st,2025 at [REDACTED], Naples Fla [REDACTED] Home number [REDACTED] Cell [REDACTED]

Handwritten initials

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