

January 2, 2025

NHTSA

National Highway Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

RE: Complaint Number: 11632651 – Ford Motor Company

TO WHOM IT MAY CONCERN:

On December 27, 2024, I spoke with William regarding issues I was having with my 2019 Ford Edge. The EGR coolant failed. The only remedy was to replace it at a cost of \$1467.61. The vehicle's mileage at the time-of-service intake on November 29, 2024, was 26446.

I have enclosed a letter I sent to the Ford Motor Company and supporting information I have found to date. Please add this documentation to my complaint number. Thank You.

Sincerely,

[REDACTED]

[REDACTED]

Lombard, IL

[REDACTED]

Enclosures

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

January 2, 2025

Ford Motor Company

ATTN: Mr. James Farley, CEO/President
Ms. Elena Ford, Ford Media Center
Board of Directors
PO Box 6248
Dearborn, MI 48126

RE: Case Number: [REDACTED], VIN Number: 2FMPK4J95KB [REDACTED]

TO ALL ADDRESSED ABOVE:

I purchased my 2019 Ford Edge SEL AWD, TWIN-SCRL 2.0L EcoBoost Engine in August 2021, from Hopkins Ford Dealership in Elgin, IL. The mileage was 8400 (I was extremely pleased with my 2015 Ford Edge which was without any mechanical problems. So invested in another Ford Edge.)

This vehicle was first offered for sale by Portage Ford Chrysler Jeep Dodge in Portage, WI on November 5, 2018. March 6, 2019, vehicle was titled to the original owner. The vehicle was sold to Hopkins Ford, Elgin, IL. The vehicle was offered for sale June 30, 2021. I purchased the vehicle August 6, 2021.

On November 22, 2024, the vehicle began having problems with no heat coming into the interior cabin. On November 27, 2024, the vehicle was placed under diagnostics at Hawk Ford in Carol Stream, IL. It was diagnosed to have a defective EGR coolant problem, allowing coolant internally. There were no advance indications on the dash regarding motor issues until November 26, 2024. White smoke did escape from the exhaust the day of admitting it for diagnostics, and the check engine light came on also.

The original estimate for fixing/replacing the EGR was \$1,774.57. As this is my only vehicle for transportation, I had no choice but to agree to the estimate. The vehicle was at the dealership for 2 days. This was the Thanksgiving holiday. I picked up the vehicle on November 27, 2024, (Friday after Thanksgiving) and presented a \$100.00 off dealer coupon I found on the internet. I asked for any type of "Black Friday" special, or a [REDACTED] discount and the service department amended the invoice to \$1,467.61. The time worked on the vehicle was 5 hours.

On Friday, November 27, 2024, I called your Ford Customer Experience Department and spoke with customer service representative, Kate. I explained in detail the problem

encountered with the vehicle. I stated I knew there were no recalls at this time. She stated no active recalls were at that time too. The rep was very polite and sympathetic to my request for compensation and/or reimbursement from Ford Motor Company and I was told she would expedite as a high priority and a Customer Experience Specialist would be calling. Kate gave me the Case Number [REDACTED]

A full week passed before I called back on December 5, 2024. I had not heard a response from your specialist. I spoke with another customer representative who again was very sympathetic to my issue and also put a high priority, expedite on my case. Attempts by your rep to contact your Customer Experience Specialist failed. The rep said to expect a phone call from your specialist, Mary Vasquez. None received. On December 13, 2024, I called again and was told Mary Vasquez would call and the first three numbers on the phone number would be either 800 or 866. Again, no contact from Ms. Vasquez.

On December 27, 2024, I spoke to your representative, Andrew. He was polite at first. However, he did not fully understand what I had been trying to say. I asked him to refer to the previously recorded calls. Which he did acknowledge seeing. I questioned the standard script the reps were given to placate Ford owners. He was very insistent my vehicle did not qualify for a recall. My phone calls were NOT made in response to any recalls, but as a complaint of **engine parts failure** and **poor manufacturer quality control and assembly**. Ford Motor Company should stand behind their vehicles when such issues arise.

This EGR valve was defective, causing coolant to enter the engine. The vehicle only had 26446 miles on it. This could have led to a much more serious situation if the engine had stalled due to the malfunctioning of the EGR during highway driving, causing a safety issue. This vehicle has been driven mainly highway miles; no stopping and going. Research tells me this valve should not need replacement for a minimum of 50,000 miles and should cost a maximum \$500.00 to fix.

Continuously Andrew insisted there were no recalls on my VIN number and my vehicle did not qualify for any recalls. I knew this. He would not listen to the customer. Andrew further stated the previous three Ford representatives had given me incorrect information on Ford's exceptions to claims which led me to have false hope and faith. Can you explain why a case number was assigned to me on November 27, 2024, if my issue was not going to be looked into or at a minimum have some kind of agreeable solution?

Again, I repeatedly said to Andrew as I did with the other reps, I did not call in response to a recall. I was asking Ford Motor Company to stand behind their vehicles and parts used and offer assistance in paying for this invoice due to either **poor quality workmanship or defective parts**. Vehicles with EcoBoost engines had been recalled up through 2018. My vehicle, as stated above, was placed on the market in November 2018. Incidentally, this was one of the recall years for this engine. **Because The EGR coolant part was most**

probably from the parts batch of 2018, I believe this part to have been defective when it was installed during the assembly process.

Andrew stated the only recalls considered by Ford Motor Company come from the Government. A recall was the ONLY way to receive any type of remedy or compensation. No help from Ford Motor Company. He further stated I would need to speak with NHTSA. He gave me their phone number. I repeated the number back to him and he confirmed.

The number for NHTSA, Andrew, your representative, gave me was a bunch of commercials for safety products and insurance products for which I might qualify. I thought it was odd the Government would sanction these commercials before reaching an NHTSA agent. I googled the NHTSA phone number, and the number Andrew gave me was incorrect by one number. It is outlandish one of your employees would play such a trick, patronizing a senior citizen in this fashion. I had already wasted a month of my time! I only sought to have compensation/help with paying this invoice.

I would like to urge you to listen to my recorded sessions with your representatives from November 27, 2024, December 5, 2024, December 13, 2024, and December 27, 2024.

Unfortunately, my avenues seem limited. I had no choice but to file a complaint with NHTSA regarding the safety of this vehicle and hope to encourage others who might have the same problem or issue to come forward.

I spoke with William at NHTSA. First off, William explained the Government does NOT dictate the recalls for the car companies. **The recalls come from the companies. Not the other way around as Andrew said.**

Please help restore my faith in purchasing American cars. Ford Motor Company is the first automaker and oldest manufacturer of cars in America.

I have enclosed a copy of the invoice from Hawk Ford, Carol Stream, IL, and other website documentations I found relevant to this issue.

Thank you for your consideration. I look forward to hearing from you shortly.

[REDACTED]

[REDACTED]

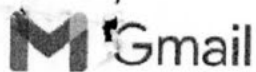
[REDACTED]

[REDACTED]

Lombard, IL [REDACTED]

Enclosures

CC NHTSA



Ford

1 message

Mon, Dec 30, 2024 at 11:57 AM

Ford HAWK
 775 W. North Ave.
 Campbellsburg, IN 46105
 Phone (317) 862-3300
 Service Dept.
 Hours: Mon-Fri 9am-5pm
 Sat 9am-1pm
 Sun 10am-5pm

DUPLICATE 1
 PAGE 1

SERVICE ADVISOR: 46127 RACHARY KOHLER

DATE: 12/27/24
 TIME: 12:00
 VIN: [REDACTED]
 LICENSE: 26485/26447
 MAKE IN CHG: [REDACTED]
 RATE: [REDACTED]
 REV. DATE: [REDACTED]

27 JAN 19 24
 17 FORD EDGE
 26485/26447
 12/27/24
 12:00
 26485/26447
 12/27/24

7741 27NOV24 10129 22N024
 LINE OF WORK 1200 TYPE HOLES
 A/C/S THAT HEAT DOES NOT WORK
 A99 see line 2
 40111COUP
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOT
 26485 related to line 2

B VEHICLE HAS NO COOLANT IS OVERFLOW BOTTLE
 A99 replaced egr cooler
 40111 C
 3 VC*13DL*O ANTI-FREEZE
 1 K2GZ*9E470*8 TUBE - CONNECTING
 1 K2GZ*9F664*8 COOLER - EGR
 PARTS: 224.64 LABOR: 1200.00 OTHER: 0.00 TOT
 26446 Verified concern. Found coolant level low. Found
 out of exhaust. Pressure tested cooling system. Egr cool
 internally. egr replacement is recommend. replaced egr c
 filled coolant system. Reprogrammed pcm. cleared codes.
 concern no longer present.

C CUSTOMER STATES THAT CHECK ENGINE LIGHT IS ON PLEASE C
 CAUSE: CUSTOMER STATES THAT CHECK ENGINE LIGHT IS ON PLEASE
 ADVISE
 A99 see line 2
 40111COUP
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOT

D PERFORM MULTI-POINT INSPECTION
 999 PERFORM MULTI-POINT INSPECTION
 40111COUP
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOT

DESCRIPTION	AMOUNT	TOTAL
LABOR AMOUNT	1200.00	
PARTS AMOUNT	224.64	
GAS OIL LUBE	0.00	
SUBLET AMOUNT	0.00	
MISC CHARGES	25.00	
TOTAL CHARGES	1449.64	
CHARGE AMOUNT	0.00	
SALES TAX	17.97	
CASH AMOUNT	1467.61	

CUSTOMER SIGNATURE: [REDACTED]
 AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE: [REDACTED]

CUSTOMER COPY



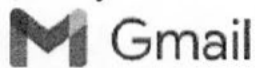
Never Forget

NHTSA



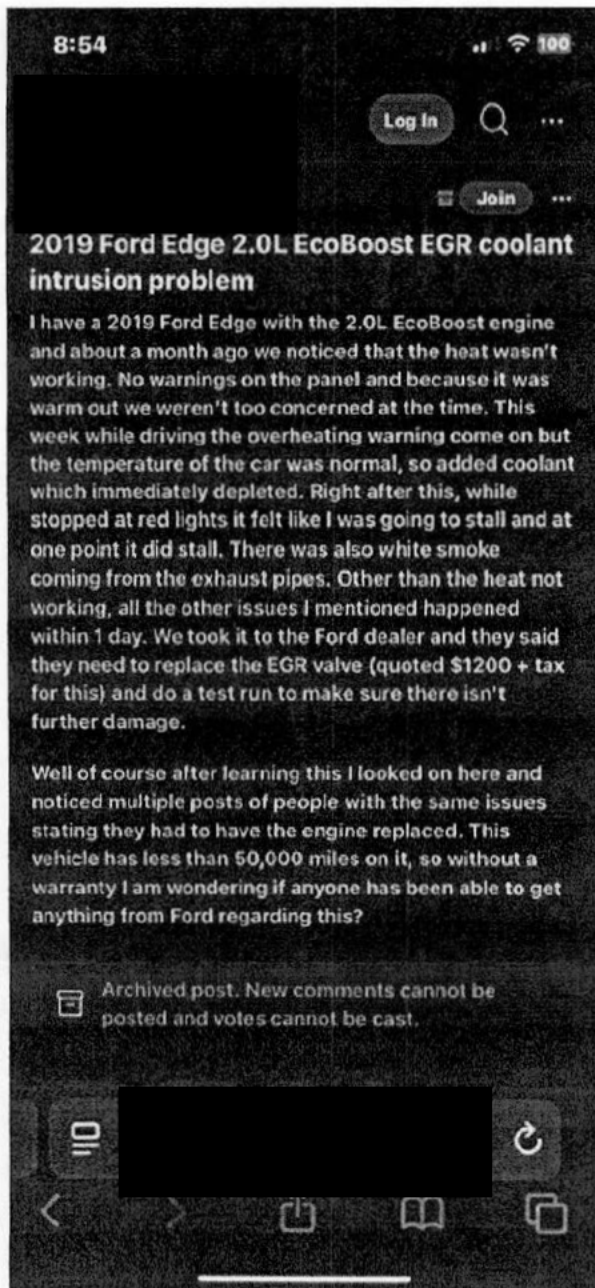
121136

Sent from my iPhone

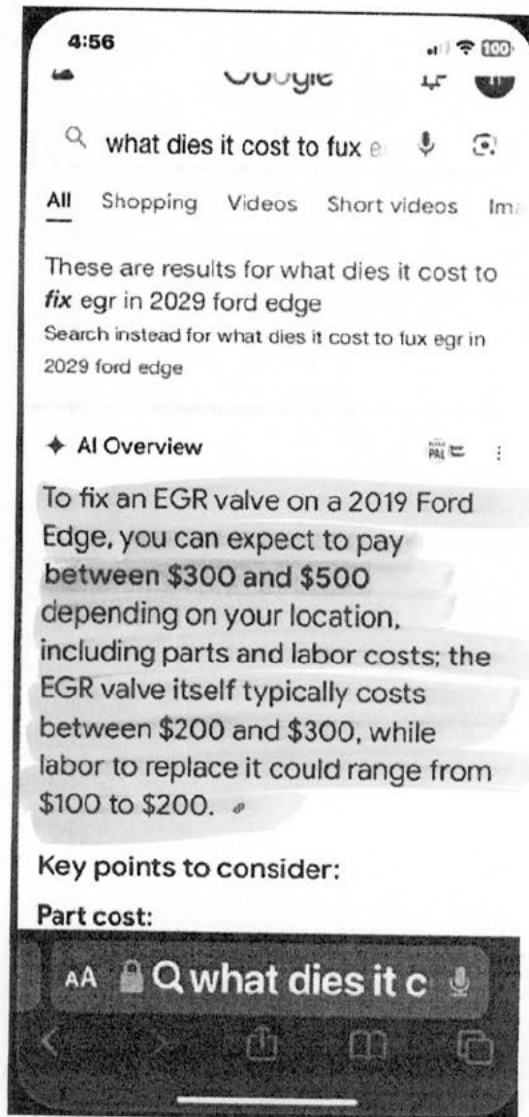
**Ford**

1 message

Sun, Dec 29, 2024 at 12:47 PM



Sent from my iPhone



What is the Ford Motor Company scandal? ^

The National Highway Traffic Safety Administration today announced a consent order with Ford Motor Company for failing to comply with federal recall requirements. The consent order

12/30/24, 11:53 AM

Gmail - (no subject)

includes a civil penalty of \$165 million, the second-largest civil penalty in NHTSA's history. Nov 14, 2024

 <https://www.nhtsa.gov/press-releases>

Ford Consent Order; \$165 Million Civil Penalty - NHTSA

What to do when dealing with



Q address for ford motor c

2:31

  91%

good car?

Are Ford edges expensive to repair?

Do Ford Edge have engine problems?

According to the Ford EcoBoost class action lawsuit, the engines have inadequate seals on the cylinder heads and grooves where the cylinder heads attach to the engine blocks. Coolant allegedly enters through the grooves where it pools and degrades the gasket seals and causes coolant to leak into the cylinders.

2:31



where it pools and degrades the gasket seals and causes coolant to leak into the cylinders.

[REDACTED]

What's Wrong with the Ford Edge? -
Ford Problems

What is the difference between
2.0 and 2.7 EcoBoost? 

Who makes Ford 4-cylinder
engines? 

What is the Ford Edge EcoBoost
engine lawsuit? 

The lawsuit alleges that Ford has
known about this issue with its 1.0L

[REDACTED]

2:25

  89%

What is the Ford Edge EcoBoost engine lawsuit?

Does the Ford Edge have transmission issues?

What is the Ford Edge EcoBoost engine lawsuit?

The lawsuit alleges that Ford has known about this issue with its 1.0L EcoBoost engine since at least 2016, but continued selling cars equipped with it. In a sample recall letter, Ford says that drivers do not need to stop driving any of the affected vehicles, including: 2018 to 2021 Ford EcoSport.

Sep 6, 2024

Has Ford fixed the EcoBoost problems? ^

Ford claim to have released a revised version of the engine which promises to fix the issues related to coolant leakage, by making changes to the cylinder head, hoses and seals. Any new Ford models, from 2019 onwards, are

See letter

12/30/24, 11:53 AM

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stated to have this updated version of the Ecoboost engine. Oct 9, 2024


The 3 Most Common Ecoboost Problems
- GT Automotive Parts

How do I join the Ford EcoBoost lawsuit? v

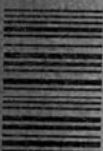
mechanical issues with:

Lombard

Retail



UNITED STATES
POSTAL SERVICE



20590

RDC 99

S2324E5017C6-98

\$2.04

U.S. POSTAGE PAID
FCM LG ENV
LOMBARD, IL 60148
JAN 03, 2025

NHTSA

1200 NEW JERSEY AVE, SE

WASHINGTON, DC 20590