

AUG. 28, 2025

To Whom it may concern,

I have a 2017 Ford Edge with less than 100,000 miles, that I bought new from Galloway Ford, in Fort Myers, Fl. In May, I experienced engine problems while on vacation up North. I had it diagnosed as engine failure, coolant leaking into the engine. When I returned home to Cape Coral, Fl., I went to the dealership where I bought the car. They diagnosed the same problem. They acknowledged that there were TSB's on that model + was told to contact Ford. I did but without success. Ford also knew of the TSB's. This is a manufacturing defect in the engine. I was also told that an engine fire may result. Where is the concern for the safety of the consumer, Where is the protection of consumers regarding defects in manufacturing. I am asking you to please consider a recall on this model. This is not my fault. Ford + the dealership does not want to be responsible for this. Well, neither do I! I have complaints in with the dealership, Ford, FTC, NHTSA, + the Florida Attorney General. So, I received an

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email from the office of Florida Attorney  
General, today. They told me to contact you  
at this address. I'm hoping you look into  
this matter extensively. I'm an [REDACTED]  
[REDACTED] + I need my car to get  
groceries, + to make my Dr. appointments.  
The dealership wants me to pay \$11,000 to  
replace the engine. This is not my fault.  
There is an engine defect. This engine  
should get me 250,000 to 300,000 miles.  
Please help me to right this situation

Respectfully

[REDACTED]

[REDACTED]

CAPE CORAL, FL.

[REDACTED]



Cape Coral, FL



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WCF

NHTSA (ODI)  
Office of Defect Investigation / CRD  
1200 New Jersey Ave, Southeast  
Washington DC 20590

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