



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, DC 20590

July 2, 2025

The Honorable Ashley Moody
United States Senator
201 South Orange Avenue, Suite 350
Orlando, FL 32801

NEF-109 rrr
Ref. No. 11661493

Dear Senator Moody:

Thank you for the letter on behalf of your constituent, [REDACTED], concerning his model year (MY) 2017 Ford Edge vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. NHTSA's mission is to save lives, prevent injuries, and reduce economic costs due to road traffic crashes, through education, research, motor vehicle safety standards, and enforcement activity.

We appreciate the letter you provided. Among other enforcement activities, NHTSA continuously monitors available information to identify potential safety defect trends. As such, information from motorists is a very important source of information for us. We received an additional complaint from [REDACTED] regarding the same issue through our Vehicle Safety Hotline on May 25, 2025, (Ref. No. 11661493, enclosed). Please note when a motorist contacts NHTSA, their complaint does not automatically open a formal investigation by our Agency. The information from [REDACTED] letter and complaint was entered into our complaint database and reviewed by our staff to evaluate if a safety defect trend exists requiring our attention. NHTSA staff may follow up and contact a vehicle owner who submitted a complaint if we require additional information. Also, contacts initiated by our Agency to obtain additional information do not automatically open a formal investigation.

In [REDACTED] letter, he indicates there are several technical service bulletins (TSB) about the problem he is experiencing with his MY 2017 Ford Edge vehicle. He states coolant has leaked into the engine cylinder bores and is causing a misfire, which he feels is a safety issue. We reviewed our database to identify whether a safety defect trend exists with coolant leaking into engine cylinder bores in MY 2017 Ford Edge vehicles. At this time, NHTSA has not identified sufficient evidence to support the opening of a safety defect investigation or to initiate a recall. However, we entered the information in [REDACTED] letter into NHTSA's database, where it will be used with other reports to identify any safety defect trends that require our attention. [REDACTED] can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.gov/files/2024-11/MVSDefectsandRecalls-Update_112124_v1a_tag.pdf.

The Honorable Ashley Moody

Please note that the issuance of a TSB by a manufacturer does not necessarily mean that a vehicle contains a safety-related defect under the National Traffic and Motor Vehicle Safety Act. Manufacturers may issue these types of actions at their discretion to address a known problem unrelated to motor vehicle safety and to restore customer satisfaction. While NHTSA continuously monitors manufacturer TSBs to identify potential vehicle safety issues for which a recall is necessary, the Agency does not otherwise regulate TSBs. The manufacturer remains responsible for all aspects of TSBs including the nature and scope of the repair and the vehicle make, model, and years at issue.

We encourage [REDACTED] to continue to work with Ford and his local dealership to explore the potential for an amicable resolution to his problem. He can ask his dealership for a meeting with a Ford representative to discuss his issue. [REDACTED] may also consider contacting his local Consumer Protection Agency or the Florida Attorney General's Office regarding his rights under State law. In addition, the Federal Trade Commission (FTC) regulates and investigates warranty disputes, dealership problems, reimbursement matters, and fair-trade practices. Therefore, if [REDACTED] believes this issue potentially relates to such a practice, he can contact the FTC to discuss the matter. He can contact the FTC by toll free telephone at 877-FTC-Help or by using the internet complaint form at ftc.gov/complaint.

I hope this information is helpful. If you have any questions, please feel free to contact me at david.bell@dot.gov.

Sincerely,

[REDACTED]

David Bell
Director of Governmental
and Legislative Affairs

Enclosure