

27 October 2025

Ford Motor Company "FMC" Customer Relationship Center P.O. Box 6248 Dearborn, MI 48126	Chalmers Ford Andy Strebe, General Manager 2500 Rio Rancho Dr. SE Albuquerque 87124	National Highway Traffic Safety Admin. 1200 New Jersey Avenue, SE Washington, D.C. 20590
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Re: 2017 Edge 2 liter ecoboost VIN [REDACTED]

Dear Messrs. Farley and Strebe:

I love FMC and Chalmers Ford, but sadly my one owner car is at the dealer with a major engine failure after 68000 miles. I am asking that FMC consider this a customer satisfaction issue and likely a recall. These engines are dangerous and defective, and the new engines from 2018 forward on have improvements that lessen this risk. We lost power and made it to the service center but could have been stranded.

Several TSB's and many internet searches confirm that this is a faulty engine block and head design.

My ask is for at least parts for a long block and I pay my dealer for labor. I do not want a free lunch. Just a safe Edge that lasts more than 70K miles before a \$9000 repair.

Yours Truly,

[REDACTED]

(now not in the past)

[REDACTED]

Albuquerque, NM [REDACTED]
Phone [REDACTED]

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