



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

29-JUL-2015

Repository ☐

Reference No.
10744746

OWNER INFORMATION (Type or Print)

Name

Address

City

CONCORD

State NC

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

2FMDK3KCXD

Make

FORD

Model

EDGE

Model Year

2013

Date Purchased

11/14

Dealer's Name and Telephone Number

Hilbisch Ford

888 577 5501

704 933 2132

Engine:

No: Cylinders

6

Fuel Type:

unleaded

Original Owner

☐

Dealer's City

Kannapolis

State

NC

Zip Code

28083

Transmission Type

6 speed

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Multiple Failure: yes

Incident Date(s)

20-JUL-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, ENGINE (PWS)

Throttle linkage

Failure Mileage

39338

Failure Speed

45

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment

☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

0

0

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

7/20/15-WHILE TRAVELING IN UPTOWN CHARLOTTE, NC, MY CAR COMPLETELY SHUT OFF CAUSING ME TO ENGAGE MY HAZARD LIGHTS AND COAST IN NEUTRAL (IN A VERY HIGH TRAFFIC AREA) TO A NO PARKING ZONE. NO DIAGNOSTIC CODE APPEARED BUT THE WRENCH ICON APPEARED. I RAN AN ONBOARD SYSTEM DIAGNOSTICS AND IT WAS CLEAR. CAR RESTARTED WHEN PUT IN NEUTRAL AND I THEN DROVE IT THE REST OF THE DAY. 7/21/15- APPROXIMATELY 110+ MILES SINCE THE PRIOR DAYS PROBLEM, THE CAR RAN FINE UNTIL THE EVENING WHEN I WAS DRIVING 45 MPH AND CLIMBING A GRADE AROUND A CURVE AND THE CAR JERKED AND SHUT OFF SHOWING THE WRENCH ICON AGAIN. THERE WAS NO SHOULDER TO COAST ONTO AND TURNED ON THE HAZARD LIGHTS, AND PRAYED NO ONE WAS BEHIND ME CAUSING A COLLISION. AFTER 3 ATTEMPTS THE CAR RESTARTED IN THE PARK POSITION JUST AS A VAN SWERVED TO MISS ME IN THE NO PASSING ZONE WHERE THE CAR FAILED. IT WAS AFTER HOURS FOR THE DEALERSHIP SERVICE DEPARTMENT AND THE CAR IS A CERTIFIED PRE OWNED VEHICLE WITH ADDITIONAL WARRANTY. I FILLED OUT THE DESCRIPTION OF THE PROBLEM AND LEFT THE CAR WITH THEM UNTIL 7/28/15 AND AUTHORIZED ALLOWING A MECHANIC TO DRIVE IT HOME IF NEEDED AS NO DIAGNOSTIC CODE WAS GENERATED. NO REPAIRS WERE MADE AND THE CAR WAS THEN DROVE LESS THAN 40 MILES WHEN IT STOPPED RUNNING AGAIN 7/29/15 WITHOUT WARNING THE THIRD TIME. FORD CORPORATE HAS REFUSED TO MAKE REPAIRS WITHOUT A CODE AND THE DEALERSHIP DID AS WELL, HOWEVER, SINCE HA

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Kannapolis After numerous requests on my part, Ford Motor Corporate still refused to deny the problem & warranty repair. Mileage 39676, Hilbisch Ford replaced throttle linkage repairing it

From: [Williams, Maritza CTR \(NHTSA\)](#) on behalf of [DataQuality, DataQuality \(NHTSA\)](#)
To: [Abbew, Margaret CTR \(NHTSA\)](#)
Subject: FW: Additional info regarding complaint 10744746
Date: Friday, September 11, 2015 12:23:38 PM
Attachments: [Scan0004.pdf](#)

Questionnaire.

Maritza L. Marshall-Williams
BLF Technologies Inc.
on assignment with National Highway Traffic Safety Administration,
Dept. Of Transportation
W48-204
maritza.williams.ctr@dot.gov
Ph: 202-493-0317
Fax: 202-366-3081

From: [REDACTED]
Sent: Thursday, September 10, 2015 11:14 PM
To: DataQuality, DataQuality (NHTSA)
Cc: [REDACTED]
Subject: Additional info regarding complaint 10744746

Good day!

In response to your request for additional info from my original 7/29/15 complaint, the vehicle was repaired on 7/30/15 after numerous failures and days of loss of use. I appealed to Hilbish Ford to replace the throttle body the first day the car was in the shop after researching the problem and they denied finding a problem and that the throttle body failed. An appeal was also made to Ford Motor Company Customer Service as there is an extended warranty on the vehicle and they said that regardless of the numerous failures that occurred while it was in my care/control and the risk of personal injury, until they saw the problem themselves, no action would be taken to remedy the problem. When my husband made a final appeal to the service manager, he did agree to replace the throttle body under warranty and there have been no further problems at this time.

This is a dangerous situation and is happening with other Ford Edge vehicles just as it did with the Ford Escape. Please protect consumers by making Ford take action.

Sincerely,

[REDACTED]



2600 South Cannon Blvd at I-85
Kannapolis, NC 28083
Phone: (704) 938-3121
N.C. Wats Line: 1-800-849-0233
tommy.moore@hilbishford.com - hilbishford.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
7:30 a.m. - 2:00 p.m. - Saturday

R/O Open Date	R/O Number
7/30/15	
R/O Close Date	Status
7/30/15	Final
Mileage In	Mileage Out
39676	39676
Service Advisor / Tag #	
Terri Barricell/4*W*	
Vehicle Identification Number	
2FMDK3KCXDE	
Delivery Date	In-Service Date
11/03/14	3/13/13
Color	License Number
TUXEDO BLA	

CONCORD, NC

Work Phone

Home Phone

Year	Make	Model	Body	
2013	FORD	EDGE	4DR LIMITED FWD	
PREMIUMCAR FORD ESP Exp: 48000 or 2/28/17 Ded: 100				

DESCRIPTION OF SERVICE AND PARTS

AR#: 1922

AMOUNT

#1 - 10FODIAG: DIAGNOSIS

CUST STATES WHILE DRIVING THE WRENCH LIGHT WILL
COME ON AND VEHICLE CUTS OFF. HAVE TO LET COOL OFF
TO GET IT TO RESTART

Work performed by ANDY KLUTTZ

(567)

Installed AT4Z 9E926 B :THROTTLE BODY AND MOTOR AS Qty: 1

DIAG, PINPOINT TEST P0122. REPLACED ETB PER RESULT
OF PINPOINT TEST DV10

Serv Contr
Serv Contr

#2 - P99: PERFORM MULTI-POINT INSPECTION

Work performed by HOUSE TECH

(999)

Sub Total: .00

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	100.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	100.00
A/R:1922 GROUND BREAKERS INC	100.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X