


INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

 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	Repository <input type="checkbox"/>	12-JUN-2017	Reference No. 10994461
		AUG 2 2 2017			
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City	State	Zip Code			
LOUDON	TN				
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		Make	Model	Model Year	
2FMDK39C69E		FORD	EDGE	2009	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
8/20/15	SON		No: Cylinders		
Original Owner ? <input type="checkbox"/>	Dealer's City	State	Zip Code	6	
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
	<input type="checkbox"/> Cruise Control			11-JUN-2017	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 030000 BRAKES (PWS)			Failure Mileage	Failure Speed	
			83000	35	
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)	<input type="checkbox"/> Original Equipment	Failure Location:			
	<input type="checkbox"/> Prior Repair				
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					
<i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury (ies).)</i>					
Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			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).					
TL* THE CONTACT OWNS A 2009 FORD EDGE. WHILE DRIVING 35 MPH, THE BRAKES MALFUNCTIONED WITHOUT WARNING. THE CONTACT STATED THAT THE BRAKE PEDAL BECAME STIFF AND NEARLY IMPOSSIBLE TO DEPRESS. THE CONTACT ENGAGED THE EMERGENCY BRAKE TO STOP THE VEHICLE. LENOIR CITY FORD OF LENOIR CITY, TENNESSEE WAS CONTACTED ABOUT THE FAILURE AND DETERMINED THAT THE BRAKE BOOSTER NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED, BUT THE CONTACT RECEIVED A LOANER VEHICLE. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND ADVISED THE CONTACT TO CALL NHTSA AND FILE A COMPLAINT DUE TO THE FACT THAT THERE WAS NO RECALL ON THE VEHICLE. THE FAILURE MILEAGE WAS APPROXIMATELY 83,000.					
See Attachment. = =					
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.					

Accident Incident Information, Narrative Description of Incident:

Your written narrative is incorrect:

- “The brake pedal became stiff and nearly impossible to depress.”
- “The vehicle was not repaired but the contact received a loaner vehicle.”

The correct narrative follows:

My son who sold me the 2009 Ford Edge said that “the brakes don’t feel right.”

As I drove the SUV I noticed that it took more and more foot power to stop the vehicle when applying the brakes. And sometimes I had to continuously pump the brake until it would actually stop.

It progressively got worse until I had to use the emergency brake on several occasions to avoid accidents while trying to stop the vehicle. The last time I had to drive into the curb to help stop the SUV.

I immediately took the Ford Edge in to the Ford Dealership in Lenoir City, TN and was told that the booster needed to be replaced. See the attached statement from Ford in the amount of \$392.00 which we paid due to the fact that it was not part of the recall.

Ford had a recall on Ford Edges from 2010 and up. My 2009 Ford Edge was not included in the recall even though it appears to have had the same booster problem.

Please note that the vehicle was repaired at the Ford Dealership and we paid for this.

We got a car rental only for the time it took for Ford to replace the booster.

