

U.S. Department of Transportation National Highway Traffic Safety Administration		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 MAR 05 2021 26-SEP-2019	Repository ☐ Reference No. 11258341
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City	FOREST CITY	State	NC	Zip Code	
<i>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).</i>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model	Model Year	
2FMDK3AK1D		FORD	EDGE	2013	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
	Keith Hawthorne		No: Cylinders		
Original Owner	Dealer's City	State	Zip Code		
☒					
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
	☐ Cruise Control			16-SEP-2019	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 030000 BRAKES (PWS)			Failure Mileage	Failure Speed	
			70000	45	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make	n/a	Tire Model (Name or Number)	n/a	Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)	n/a	☐ Original Equipment	Failure Location:	n/a	
		☐ Prior Repair			
Tire Component Code	n/a	Tire Failure Type:		n/a	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:	n/a	Date Manufactured:	n/a	Model No./Name: n/a	
Seat Type:	n/a	Installation System:	n/a		
Child Seat Component Code:	n/a	Failed Part:	n/a		
APPLICABLE INCIDENT INFORMATION					
(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)					
Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
☐ Yes ☒ No	☐ Yes ☒ No	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).					
TL* THE CONTACT OWNS A 2013 FORD EDGE. WHILE DRIVING APPROXIMATELY 45 MPH, THE BRAKE PEDAL WAS DEPRESSED, BUT WAS VERY FIRM. THE CONTACT STATED THAT EXTRA PRESSURE WAS NEEDED TO SLOW DOWN THE VEHICLE. THE VEHICLE WAS TAKEN TO SISK FAMILY FORD (565 OAK ST, FOREST CITY, NC 28043, (828) 245-1626) WHERE IT WAS DIAGNOSED. THE RESULTS WERE STILL PENDING. THE CONTACT STATED THAT AN INDEPENDENT MECHANIC INFORMED HER OF A TEAR IN THE DIAPHRAGM OF THE BRAKE BOOSTER. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 70,000.					
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.					

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

Brake Booster experienced a tear in diaphragm and was repaired at a Ford Dealership. ~~Manufacturer~~ Ford had issued a Limited extended warranty for 2012-2014 models for this same repair. My car was not included because the build date was about 1 1/2 months after the cut-off. I contacted Ford & was advised to file a safety complaint because my car most likely experienced the same issues as those outlined in the extended warranty one-time repair.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE,
Washington, D.C. 20077-9382

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Penalty for Private Use \$300

CHARLOTTE NC 280

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US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owners Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

