

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		Repository ☐			
				16-JUN-2020		Reference No. 11329201			
JUL 29 2020				Daytime Telephone Number		E-mail Address ☒			
Evening Telephone Number									
OWNER INFORMATION (Type or Print)									
Name									
Address									
City		State		Zip Code					
LAS VEGAS		NV							
<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			
2FMDK3JC4D8				FORD		EDGE			
Date Purchased		Dealer's Name and Telephone Number		Engine:		Model Year			
10/17/2015		AUTONATION FORD		No: Cylinders		2013			
Original Owner ☐		Dealer's City		State		Fuel Type:			
		TORRANCE		CA		gas			
Transmission Type		☒ Antilock Brakes		Powertrain		Incident Date(s)			
Automatic		☒ Cruise Control				01-MAY-2019			
FAILED COMPONENT(S)/PART(S) INFORMATION									
Vehicle Component Code: 030000 BRAKES (PWS)						Failure Mileage			
						23627			
Failure Speed									
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		Failure Location:					
		☐ 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 ☐ Yes ☒ No		Fire ☐ Yes ☒ No		Number of Persons Injured		Number of Deaths			
						Reported to Police			
						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. THE CONTACT STATED THAT WHILE DRIVING AT VARIOUS SPEEDS AND DEPRESSING THE BRAKE PEDAL, AN ABNORMAL SOUND WAS HEARD. THE VEHICLE WAS TAKEN TO AUTONATION FORD TORRANCE (3111 PACIFIC COAST HWY, TORRANCE, CA 90505), WHERE THE BRAKE BOOSTER WAS REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 23,627. *LN									
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.									

[REDACTED]
Las Vegas, NV
[REDACTED]

VIN: 2FMDK3JC4D [REDACTED]

DOT

In May of 2019, while depressing my brakes, I heard a "hissing" noise. It continued to progress, so I took my car into Auto Nation Ford in Torrance, CA.

They diagnosed my car with **BRAKE BOOSTER FAILURE**.

They replaced my brake booster, and I paid the bill. (See enclosed bill and invoice)

Shortly thereafter, I learned of a recall for Ford Edges made at the Ontario plant, that ended with the cars manufactured in March of 2013. **My car was manufactured at this same plant in May of 2013**, so it did not qualify for this recall.

I contacted Auto Nation Ford customer service, and left messages for Tom on May 4, and 5th of 2020.

I ended up getting ahold of Jessica on May 5th. She created a case number for me [REDACTED]

On June 16, 2020 I called Ford customer service and spoke with Ron. He told me to send receipt for reimbursement to Ford and gave me their address. This did not sound right to me, so I called back and spoke with Abby. She then gave me the name of the National Highway Traffic Administration number. I called and spoke with Adelina confirmation number: 11329201.

On June 22 I wrote to Greg Cottrell at Ford Customer Relationship Center. See enclosed letter.

I think my car should have been part of the original recall. It only had 23,627 miles on the car when the brake booster failed. This is a safety issue, and I hope you extend the recall.

Thank you,
[REDACTED]
[REDACTED]

INVOICE

Invoice #:

AutoNation

AutoNation Ford Torrance

3111 PACIFIC COAST HWY.
TORRANCE, CA 90505
PHONE (310) 784-4700 · FAX (310) 784-4758
SERVICE DEPARTMENT (310) 784-4720
B.A.R. LICENSE # AK 073578
P & A # 055244
EPA # CAL000140188

Tag #: **2100**

REDONDO BEACH, CA

Home:

Bus:

Customer #

Cell:

Email:

home

Service Advisor: **6738 REBECCA CLAXTON**

COLOR	YEAR	MAKE/MODEL			VIN		LICENSE	MILEAGE IN	MILEAGE OUT
RUBY RED	13	FORD EDGE			2FMDK3JC4DE			23627	23628
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
17OCT15 D			17:00 24MAY19		0.00	CASH	28MAY19	15:03 24MAY19	10:56 28MAY19
OPTIONS: SOLD-STK:D		DLR	ENG:3.5 LITER TRN:A						

PRESSURE CHECK AND INFLATE SERVICE

PARTS: 8990 CF 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00 0.00

EST: 160.00

24MAY19 15:03 SA: 6738

PAID
MAY 28 2019
BY: *[Signature]*

31.49

NOTE: BY LAW, YOU MAY CHOOSE ANOTHER FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

I hereby authorize the below work to be done along with the necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. Customer states no articles of personal property have been left in vehicle.

X

CUSTOMER SIGNATURE

*HAZARDOUS WASTE DISPOSAL: As a result of Federal and State Mandated Management Regulating, a small amount will be charged for disposal of hazardous waste generated by repair of your vehicle. Hazardous waste items are oil, oil filter, solvents, tires, batteries, asbestos, gasoline, antifreeze, etc.

TERMS: CASH OR VISA · MASTERCARD · DISCOVER

I UNDERSTAND THAT I HAVE THE RIGHT TO HAVE EMISSION SERVICE AND/OR ADJUSTMENT DONE ELSEWHERE. I HEREBY WAIVE THIS RIGHT.

X

SMOG WAIVER

LABOR AMOUNT	675.00
PARTS AMOUNT	331.43
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	1006.43
LESS INSURANCE	0.00
SALES TAX	31.49
PLEASE PAY THIS AMOUNT	1037.92

We are a proud retailer of Original Equipment (OE) parts, sourced from the vehicle manufacturer and backed by its limited warranty.

We also offer high quality non-OE parts that are suitable for your vehicle and fit all budgets and needs. If you have chosen a non-OE part, it will be identified on your invoice as "AP*." These non-OE (AP*) parts are not sourced from the vehicle's manufacturer or covered by its warranty. Non-OE parts come with a limited warranty backed by AutoNation and/or the parts manufacturer.

Dealer is not authorized to perform recall repairs for non-Dealer brand vehicles and Dealer's Vehicles Safety and Condition Inspection and/or service does not include a review of possible pending recalls or service campaigns issued by manufacturers of other makes and models.

Customer Copy

Notice to Consumer: Please read important information on back.

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INVOICE

Invoice #:

Tag #: 2100

AutoNation

AutoNation Ford Torrance

3111 PACIFIC COAST HWY.
TORRANCE, CA 90505
PHONE (310) 784-4700 • FAX (310) 784-4756
SERVICE DEPARTMENT (310) 784-4720
B.A.R. LICENSE # AK 073578
P & A # 055244
EPA # CAL000140188

REDONDO BEACH, CA

Home: Bus: Customer:

Cell: Email: | home

Service Advisor: 6738 REBECCA CLAXTON

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN	MILEAGE OUT	
RUBY RED	13	FORD EDGE		2FMDK3JC4DE			23627	23628	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
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OPTIONS: SOLD-STK:D DLR ENG:3.5 LITER TRN:A									

A CUSTOMER STATES WHEN LIGHTLY PRESSING BRAKE SHE HEARS VACUUM/HISSING NOISE, WHEN PRESSING HARD SHE HEARS A LOUD SHRIEKING

00 VERIFIED NOISE, FOUND BRAKE BOOSTER CAUSING NOISE DUE TO VACUUM LEAK, REPLACED BRAKE BOOSTER

8990	CF								
1	BT42*2005*A	BOOSTER ASY - BRAKE	290.74	290.74	290.74				
1	3M5Z*2L523*AA	BUSH	4.12	4.12	4.12				
1	AT42*9H486*A	GASKET	21.95	21.95	21.95				
2	PM*1*C	FLUID - BRAKE	7.31	7.31	14.62				
PARTS:	331.43	LABOR:	675.00	OTHER:	0.00	TOTAL LINE A:		1006.43	

23629 CHECKED AND VERIFIED. FOUND BRAKE BOOSTER CAUSING NOISE DUE TO VACUUM LEAK. REPLACED BRAKE BOOSTER AND RECHECKED, OK.

B Customer requested to have Multi Point Inspection performed this visit

CAUSE: PERFORMED MULTI POINT INSPECTION

MULTI-A Customer requested to have Multi Point. Inspection performed this visit

8990	CF					0.00	0.00
GBATT	BATTERY	CONDITION IS GOOD					
8990	CF					0.00	0.00
GTIRE	TIRE	TREAD AND WEAR IS OK AT THIS TIME					
8990	CF					0.00	0.00
GBK	BRAKE	LININGS ARE OK AT THIS TIME					
8990	CF					0.00	0.00
DSCSS	DECLINED	COOLANT FLUID SERVICE					
8990	CF					0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

C DEALER OFFERED AND CUSTOMER APPROVED TIRE PRESSURE CHECK AND INFLATE SERVICE

CAUSE: TIRE PRESSURE CHECK PER MANUFACTURER'S SPECIFICATIONS
TPC DEALER OFFERED AND CUSTOMER APPROVED TIRE

NOTE: BY LAW, YOU MAY CHOOSE ANOTHER FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

I hereby authorize the below work to be done along with the necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. Customer states no articles of personal property have been left in vehicle.

X _____
CUSTOMER SIGNATURE

*HAZARDOUS WASTE DISPOSAL: As a result of Federal and State Mandated Management Regulating, a small amount will be charged for disposal of hazardous waste generated by repair of your vehicle. Hazardous waste items are oil, oil filter, solvents, tires, batteries, asbestos, gasoline, antifreeze, etc.

TERMS: CASH OR VISA • MASTERCARD • DISCOVER

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X _____
SMOG WATVER

LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

We are a proud retailer of Original Equipment (OE) parts, sourced from the vehicle manufacturer and backed by its limited warranty.

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Customer Copy

Notice to Consumer: Please read important information on back.

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Auto Nation Ford Torrance-251

3111 Pacific Coast Highway

Torrance California 90505

(310) 784-4700

Customer information

Street:

Zip code:

Cardholder Signature

Transaction information

Sale

Date: 05/28/2019 3:17 PM

Merchant ID: 12726008

Terminal ID: 00000001

Invoice No.: [REDACTED]

Amount: \$1,037.92

Donation: \$1.00

Net Amount: \$1,038.92

Card Number: [REDACTED]

Response Msg: Approved

Auth Code: 01674D

Auth Mode: Issuer

Application Name: CAPITAL ONE VISA

Processed as: VISA

Entry Method: Chip Read

Trace No.: [REDACTED]

Reference No.: [REDACTED]

Match AVS: Not Present

Match ZIP: Not Present

Match CVV: Not Present

Chip Card AID: A0000000031010

TVR: 0000008000

IAD: 06010A03A02002

TSI: E800

ARC: 00

User ID: [REDACTED]

I Agree to Pay Above Total Amount According to Card Issuer Agreement (Merchant Agreement if Credit Voucher).

Merchant / Customer Copy

*** Thank you for joining us in the fight against cancer. We've partnered with the BCRF to raise funds for the world's most promisi

June 22, 2020

Greg Cottrell
Ford Motor Company Customer Relationship Center
P.O. Box 6248
Deerborn, MI 48126

Dear Mr. Cottrell,

I have called Ford several times regarding my 2013 Ford Edge.

In May of 2019, my Edge started to have a hissing sound when I put on the brakes. I took my car to the Ford dealer, who diagnosed my car with a tear in the brake booster. They fixed my car, and I paid over a thousand dollars for it.

About six months later I learned that Ford had a recall on this EXACT same problem. My car was manufactured at the Ontario plant in May 2013. The recall ended with the cars manufactured until March 2013. Because my car did not fall under the initial recall, no one is willing to help me. I have been a Ford customer since 1994. I have purchased 3 Ford Explorers, and this Edge. My husband still drives one of our Explorers. I love my Edge, but I am so unhappy with the way that this is being handled.

I was told my only recourse was to file a complaint with the National Highway Traffic Administration.

To me, if this car had a recall for the exact same problem, (tear in brake booster) then it should be fixed by Ford. My car only had 23,627 miles on it at the time of the tear. A brake Booster SHOULD last longer than 23,627 miles. I was told to file a complaint with the manufacturer of the brake booster. When I asked who manufactured the brake booster, I was told FORD. It is such a run around.

I have been a loyal Ford customer and have sung your praises to all my friends, but this situation is going to make it harder for me to do so. Where is the customer service? What about loyal returning customers? I can see from the run around I have gotten that it does not really matter to Ford.

I am hoping that you will take a moment, look at my case file, and realize that Ford should be paying for this repair.

I am enclosing a copy of my receipt.
I look forward to hearing from you soon.

Sincerely,

[REDACTED]
Case# [REDACTED]
VIN# 2FMDK3JC4D [REDACTED]
[REDACTED]
Las Vegas, NV [REDACTED]
[REDACTED]