



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**



October 16, 2020

NEF-109 tdg
Ref. No. 11350550

[REDACTED]
Lilburn, GA [REDACTED]

Dear [REDACTED]:

Thank you for the letter about your Ford Fusion vehicle. The Georgia Attorney General's Office forwarded your letter to the National Highway Traffic Safety Administration (NHTSA). I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. You indicate that you experienced an ABS Hydraulic Control (HCU) failure in your Ford Fusion, which is the defect identified in NHTSA Safety Recall Campaign No. 19V-904. The recall addresses a problem with the valves within the ABS HCU in certain model year (MY) 2006 through MY 2010 Fusions, among other Ford vehicles. The reaction with brake fluids containing specific corrosion preventative additives may cause the valves not to close properly. A valve which is stuck open inside the HCU may result in extended brake pedal travel, potentially increasing the risk of a crash. You state that the incident occurred before you received Ford's recall notification and you paid to repair your vehicle. As such, you sent a reimbursement claim to Ford, but they denied your claim.

Federal regulations require a manufacturer conducting a safety recall of motor vehicles or motor vehicle equipment to reimburse owners who have paid to obtain a remedy for the problem within a reasonable time, which in many instances is one year prior to the manufacturer's notification. Certain restrictions apply, including the need to submit certain documents to the manufacturer. Owners should follow the instructions in the recall notification letter to file a claim. We appreciate your diligence; however, we recommend that you remain patient and wait to receive the final recall notice from Ford. When you receive the final notice, we encourage you to contact Ford for instructions on filing a reimbursement claim.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be reviewed on our website.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement