

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

National Highway Traffic Safety Administration 1-888-DASH-2-001 (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
		Date Received 12-NOV-2020	Repository <input type="checkbox"/> Reference No. 4000318 11374240
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	
Address		E-mail Address	
City	State	ZIP Code	Evening Telephone Number
SADDLE RIVER	NJ		
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 2FMPK4J81J		MAKE FORD	Model Year 2018
Date Purchased	Dealer's Name and Telephone Number <i>see below *</i>		Engine No: Cylinders
Original Owner <input checked="" type="checkbox"/>	Dealer's City	STATE	Fuel Type:
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 15-OCT-2020
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Components Codes: 030000 BRAKES (PWS)		Failure Mileage	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 DOTM1 9ABC036)	<input type="checkbox"/> Original Requirement <input type="checkbox"/> 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 <i>(Please describe in detail the incident(s), failure(s), crash(es), injury(ies).)</i>			
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths
		Reported to Police N	
Narrative Description of incident(s), Crash(es), 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).			
THE CONTACT OWNS A 2018 FORD EDGE. THE CONTACT RECEIVED A RECALL NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 20V469000 (SERVICE BRAKES, SERVICE BRAKES, HYDRAULIC) HOWEVER, THE PART TO DO THE REPAIR WAS NOT AVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE CONTACT CALLED VERNER-CADBY INC DEALER, 1240 BLOOMFIELD AVE, FAIRFIELD, NJ 07004, AND WAS INFORMED PART WAS NOT AVAILABLE. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE AND INFORMED THE CONTACT THAT PART WILL BECOME AVAILABLE 2021. THE CONTACT HAD NOT EXPERIENCED A FAILURE. VIN TOOL CONFIRMED PART NOT AVAILABLE.			
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)

See Attached

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
Business Reply Mail
Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL
FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

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:

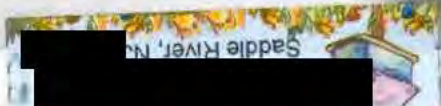
www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



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



To: National Highway Traffic Safety Admin
1200 New Jersey Ave. SE
Washington, DC 20077-9382

From: [REDACTED] (email)
[REDACTED]
Saddle River, NJ [REDACTED]

Dear Sir/Madam,

We contacted your agency to express our fear & concern over the fact that Ford sent a letter in September 2020 regarding a recall that came out in August indicating that brakes may fail & result in crash and the parts to fix the issue were not available! (see notes attached)

I found that hard to believe so I contacted our dealer, Verner-Cadby Ford here in NJ. They made many efforts to try to get the parts including calling Ford. I called Ford on more than one occasion as well. We all got the same story...no parts available to fix brakes that may fail & result in a crash & loss of life This is a danger to us the drivers as well as other people on the road. I'm hoping that your agency can help with this matter.

Thank you,

Sincerely,
[REDACTED]



Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
Dearborn, Michigan 48121-1904

[Redacted]



[Redacted]
SADDLE RIVER, NJ [Redacted]

September 2020

***** IMPORTANT SAFETY RECALL *****

Safety Recall Notice 20S42 / NHTSA Recall 20V-469

2018 Edge

Your Vehicle Identification Number (VIN): 2FMPK4J81JE [Redacted]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the VIN shown above.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

What is the issue?



In some of the affected vehicles, brake fluid may leak from one or both front brake flexible hoses. If the brake fluid reservoir is depleted below a predetermined level, the brake fluid warning indicator light will illuminate.

What is the risk?

You may experience an increase in pedal travel together with a reduction in the rate of deceleration, increasing the risk of a crash.

What will Ford and your dealer do?

Ford Motor Company is working closely with its suppliers to produce parts for this repair. When parts become available, Ford Motor Company will notify you via mail to schedule a service appointment with your dealer for repairs to be completed free of charge (parts and labor). Parts are anticipated to be available 1st Quarter 2021.

What should you do?

When parts are available, Ford Motor Company will send a letter to inform you that parts are available and to contact your dealer to schedule a repair. Ford has not issued instructions to stop driving your vehicle under this safety recall. When parts are available, you should contact your dealer for an appointment to have your vehicle remedied as soon as practicable. You can continue to safely drive your vehicle.

If your vehicle exhibits an illuminated brake fluid warning indicator light or increase in pedal travel together with a reduction in the rate of deceleration, please contact your dealer to schedule a service appointment.

**What should you do?
(continued)**

If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

**COVID-19
(CORONAVIRUS)**

Ford dealerships have implemented enhanced protocols to ensure both your safety and the safety of dealership employees. This includes specific procedures for cleaning and disinfecting customer vehicles before and after each vehicle is serviced. In most places, vehicle service has been deemed a critical service. Please contact your local dealer to confirm current service hours. For more information on how Ford and your local dealer are working hard to keep you on the road during these challenging times, please visit owner.ford.com.

Thank you for your attention to this important matter.

Ford Customer Service Division

PRO DEMAND

YMMS: 2018 Ford Edge SEL
Engine: 3.5L Eng
VIN: 2FMPK4J81JB [REDACTED]

Oct 27, 2020
License:
Odometer:

SERVICE BRAKES, HYDRAULIC:FOUNDATION COMPONENTS:HOSES, LINES/PIPING, AND FITTINGS

NHTSA RECALL BULLETIN

Reference Number(s): 20V469000

VEHICLE DESCRIPTION

Model(s): 2015 FORD EDGE

2015 FORD EDGE

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2015 FORD EDGE

2015 FORD EDGE

2015 FORD EDGE

2015 FORD EDGE

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2016 LINCOLN MKX

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Ford US 800 392-3673

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Chris 1866 436-7332 10/30/20 Ford 2021

~~Dept Trans Highway Safety 8-8 M-F~~

888 327-4236

1 2-complaint office of Defects
Latisa investigation

Campaign No: 20V469000

Ford (800) 392-3673

Joy Front Brake

Number of Affected Vehicles: 488594

Beginning Date of Manufacture: 1900 JAN

Dept Trans Veh. Safety Hotline

Ending Date of Manufacture: 1900 JAN

SYSTEM

SERVICE BRAKES, HYDRAULIC:FOUNDATION COMPONENTS:HOSES, LINES/PIPING, AND FITTINGS

DESCRIPTION OF DEFECT

Ford Motor Company (Ford) is recalling certain 2015-2018 Ford Edge and 2016-2018 Lincoln MKX vehicles. The front brake hoses may rupture prematurely.

CONSEQUENCE OF DEFECT

A ruptured front brake hose will cause a brake fluid leak, lengthening the distance needed to stop the vehicle, increasing the risk of a crash.

CORRECTIVE ACTION

Ford will notify owners, and dealers will replace the front brake hoses with the new hoses that have a revised braid material, free of charge. Parts are not currently available. Ford will send an interim notification beginning September 14, 2020 to make owners aware of the issue. A second letter will be mailed once parts are available. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 20S42. Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov. 000104804004228821000000073 Right Front Brake Hose Edge and MKX F2GC-2078-AE

ADDITIONAL INFORMATION

The National Highway Traffic Safety Administration operates Monday through Friday from 8:00 AM to 4:00 PM, Eastern Time. For more information call (800) 424-9393 or (202) 366-0123. For the hearing impaired, call (800) 424-9153.

888 321-4236



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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NEF-160

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

To: National Highway Traffic Safety Admin
1200 New Jersey Ave. SE
Washington, DC 20077-9382

From: [REDACTED] [REDACTED] [REDACTED] (email)
[REDACTED]
Saddle River, NJ [REDACTED]

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