

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

**From:** [DataQuality, DataQuality \(NHTSA\)](#)  
**To:** [EVOQ \(NHTSA\)](#)  
**Subject:** FW: Safety Recall Notice 20S42  
**Date:** Wednesday, June 9, 2021 8:14:06 AM  
**Attachments:** [REDACTED]

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**From:** [REDACTED]  
**Sent:** Tuesday, June 08, 2021 7:12 PM  
**To:** DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>  
**Subject:** Safety Recall Notice 20S42

**CAUTION:** This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Attached is the copy of the Safety Recall Notice 20S42 for Ford Edge 2017 that's been edited.

Thank you very much,  
[REDACTED]



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

11-MAY-2021

Repository [ ]

Reference No. 11416097

OWNER INFORMATION (Type or Print)

Name [Redacted]
Address [Redacted]
City ELK GROVE State CA ZIP Code [Redacted]

Daytime Telephone Number [Redacted]

E-mail Address [Redacted]

Evening Telephone Number

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: 2FMPK4K88HB [Redacted]
MAKE FORD Model EDGE TITANIUM Model Year 2017
Date Purchased 10-22-2017 Dealer's Name and Telephone Number ELK GROVE FORD 916-478-7000
Engine: No: Cylinders 6 Fuel Type: Gas
Original Owner [X] Dealer's City OWINGS MILLS STATE CA ZIP Code 95757
Transmission Type [X] Antilock Brakes [X] Cruise Control Powertrain Multiple Failure: N/A Incident Date(s) N/A

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 030000 SERVICE BRAKES, HYDRAULIC, 030000 BRAKES (PWS)
SAFETY RECALL NOTICE 20S42 BOTH FRONT BRAKE FLEXIBLE HOSES
Failure Mileage 0.0 Failure Speed N/A

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make MASTERCRAFT N/A Tire Model (Name or Number) COURSER AXT Tire Size (Example P215/65R15) 275/55R20
DOT No. (Example: DOTMAL 9ABC036) UTYJFXU1919 [X] Original Requirement [ ] Prior Repair Failure Location: DRIVER SIDE REAR
Tire Component Code 190000 TIRES Tire Failure Type: TREAD SEPARATION

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: N/A Date Manufactured: Model No./Name:
Seat Type: Installation System:
Child Seat Component Code: Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), injury(ies).)

Crash [ ] Yes [X] No Fire [ ] Yes [X] No Number of Persons Injured N/A Number of Deaths N/A 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).

TL\* THE CONTACT OWNS A 2017 FORD EDGE. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 20V469000 (SERVICE BRAKES, SERVICE BRAKES, HYDRAULIC) HOWEVER, THE PART TO DO THE RECALL REPAIR WAS UNAVAILABLE. THE CONTACT CALLED ELK GROVE FORD (9645 AUTO CENTER DR, ELK GROVE, CA 95757, (916) 249-1630) AND IT WAS CONFIRMED THAT THE PART WAS NOT YET AVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER HAD EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS NOT MADE AWARE OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. PARTS DISTRIBUTION DISCONNECT.

5-21-2021 - Received letter from Ford Motor Co. in Dearborn, Michigan that parts is now available and authorized repair to my vehicle.
5-24-2021 - Went to Ford Dealership in Elk Grove, CA to order the front brake flexible hoses for both sides. Recall department in Elk Grove, said will take 2 wks for parts to arrived.
6-7-2021 - Called Ford Elk Grove and said parts did not arrive and have to wait another 1-2 wks. will call me when parts arrived.