

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

From: [REDACTED]
 To: [EVOQ \(NHTSA\)](#); [REDACTED]
 Cc: [NHTSA ODI CRD](#); [REDACTED]
 Subject: ODI-11425919
 Date: Thursday, August 19, 2021 9:40:49 AM

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[REDACTED]
 Subject: # [REDACTED] Complaint Number/Vin Number : 2FMPK3G96HE [REDACTED] REcall
 To: nhtsa.webmaster@dot.gov

1. The recall on my 2017 Ford Edge was improperly repaired and the problem still exists, the dealership will not complete repairs or return my calls. This recall should not be cleared as the problem still exists
2. Vin Number : 2FMPK3G96HE [REDACTED]

I have filed a complaint with BBB

1. NHTSA Automotive Recall case number [REDACTED] (1425919)
2. Bureau of Automotive Affairs Complaint number (pending) I can forward in the morning.
3. Ford Motor corporation under case Number- CAS- [REDACTED] CRM [REDACTED]
4. Ford Motor corporation under complaint CAS- [REDACTED] case Number
5. Better Business Bureau Case number

I have experienced complete brake failure on two separate occasions, one in 2019, and most recently July 22,2021. Both could have resulted in loss of life as I was exiting the Freeway,exit to off ramp, which put my life and others in harm's way . In each incident the vehicle was immediately ,taken to dealership for assessment of mechanical failure one being total mechanical failure of master cylinder and recently recall brakes rupture, please note that notification or recall was never provided to driver/ owner of vehicle

The Lithia Ford Lincoln dealership is procrastinating in completing the repairs to ensure my safety .And refusing Ford Motor Corporations consumer affairs representative request for resolution . Currently I do not feel safe driving my vehicle and it is parked , pending repairs.

I would like this addressed, I can be reached at [REDACTED] , or [REDACTED]
 Thank you in advance, for your time and attention in the matter. Thank you , vehicle owner.

[REDACTED]

[REDACTED] |Fresno Ca [REDACTED]
 [REDACTED]

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[REDACTED]

Quality Control Analyst



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