



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



October 18, 2021

NEF-109 ela
Ref. No. 11435508

Buford, GA

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2017 Ford Edge vehicle. The Georgia Attorney General's Office forwarded your letter to our office. I am pleased to respond.

The National Highway Traffic Safety Administration (NHTSA) is the Federal agency responsible for improving safety on our Nation's roadways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects, such as in their design, construction, or performance. Among other activities, 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 NHTSA. We understand your concerns with the parts delay for NHTSA Safety Recall Campaign No. 20V-469. Please note that it is not unusual for manufacturers to have an inadequate inventory of recall parts shortly after a recall is announced. Recall parts availability can be affected by numerous factors including, but not limited to, redesign, testing, manufacturing and logistics. We encourage you to continue to follow up with Ford and your dealer on the status of the parts availability for Recall 20V-469.

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, you may review owners' complaints, safety recalls, manufacturers' service bulletins, etc., on our website.

Sincerely,

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