



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



September 12, 2022

NEF-109 tgd
Ref. No. 11478931

[REDACTED]
Phoenix, AZ [REDACTED]

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2017 Ford Edge vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

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 us. We understand your concerns with the delay of two recalls on your MY 2017 Ford Edge. As you know, NHTSA Safety Recall Campaign No. 20V-469 addresses a problem with the front brake hoses that may rupture prematurely in certain MY 2015 through MY 2018 Ford Edge vehicles. The notice states that the time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. There appears to be a problem with this specific dealer's inability to schedule and perform the repair in a prescribed time. If you have not done so already, we recommend that you report your problem to Ford and request assistance with the recall repair.

You also just received a notice for NHTSA Safety Recall Campaign No. 22V-413. This recall addresses a problem with a bushing that attaches the shifter cable to the transmission, which may degrade or detach in certain MY 2015 through 2018 Edge vehicles. The remedy for this recall is not yet available. Ford informed NHTSA that the remedy parts are expected to be available in the 4th Quarter of 2022. 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 stay in contact with Ford and your dealer for updates on when the remedy for Recall 22V-413 will be available.

When you contact Ford about the recalls, you should provide them your correct address and contact information. We entered your information into NHTSA's database, where it will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

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,

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

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