



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



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September 14, 2022

NEF-109 ela  
Ref. No. 11479908

[REDACTED]  
Gainesville, GA [REDACTED]

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2018 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 NHTSA. Your MY 2015 Ford Edge is affected by NHTSA Safety Recall Campaign No. 22V-413. We understand your concerns with the parts delay for Recall 22V-413. 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 continue to follow up with Ford and your dealer on the status of the parts availability for Recall 22V-413.

In addition, your request to have your vehicle replaced does not fall under our jurisdiction. We encourage you to continue to work with Ford and your dealer to explore the potential for an amicable resolution to your problem. You may ask your dealership for a meeting with a Ford district manager regarding your problem. You could also consider contacting your local Consumer Protection Agency or the Georgia Attorney General's Office regarding your problem and rights under state law. We entered your information into our 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 [www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls\\_808795.pdf](http://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](http://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