



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



September 26, 2022

NEF-109 tgd
Ref. No. 11481340

[REDACTED]
Ocean Ridge, FL [REDACTED]

Dear [REDACTED]

Thank you for the letter about your model year (MY) 2014 Ford Fusion 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. You state that your vehicle is affected by the defect identified in NHTSA Safety Recall Campaign No. 22V-011. As you know, this recall addresses a problem with the brake pedal stop bumper detaching in certain MY 2014 and MY 2015 Ford Fusion vehicles. You have concerns with the dealer keeping your vehicle up to four days, thus requiring you to rent a car.

The notice for Recall 22V-011 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. We recommend that you contact Ford for assistance in locating a dealer in your area who can complete the recall repair within the prescribed time period, or closer to it. 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 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,

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