



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



September 30, 2022

NEF-109 tgd  
Ref. No. 11482379

[REDACTED]  
Lynwood, CA [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 NHTSA. We understand your concerns with the delay of NHTSA Safety Recall Campaign No. 20V-469. To monitor a manufacturer's recall repairs and timeliness, we require the manufacturer to report its recall completion rates to NHTSA on a quarterly basis once the remedy becomes available for any vehicles in the recall population. At the time we received your letter, we know that Ford dealers had been repairing affected vehicles throughout the country for over a year. In fact, Ford's most recent report showed that 267,697 of the 488,594 affected vehicles were repaired by the second quarter of 2022 (report enclosed).

Unfortunately, it appears that your problem is with the dealer's inability to secure the recall parts and repair your vehicle. If you have not done so already, we recommend that you report your problem to Ford. 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](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](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,

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

Enclosure

**Recall Quarterly Report****20V-469**

**Manufacturer Name :** Ford Motor Company  
**NHTSA Recall No. / MFR Recall No. :** 20V-469 /20S42  
**Recall Subject :** Front Brake Hoses Could Rupture  
**Owner Notification Beginning Date :** MAY 13, 2021  
**Owner Notification End Date:** MAY 14, 2021



Report #	Submission Date	Report Quarter	Recall Population	Total Remedied	Total Unreachable	Total Removed
5	JUL 26, 2022	2022-2	488,594	267,697	10,410	12
4	APR 26, 2022	2022-1	488,594	249,359	11,004	2
3	JAN 23, 2022	2021-4	488,594	219,101	11,826	2
2	OCT 11, 2021	2021-3	488,594	164,425	12,977	1
1	JUL 23, 2021	2021-2	488,594	96,078	13,889	1

This Document Last Updated : JUL 29, 2022

**Definitions :**

**Report Quarter :** The quarter the manufacturer is reporting recall completion figures (e.g. 2012-3 means the 3<sup>rd</sup> quarter of 2012).

**Recall Population :** The total number of products recalled by the manufacturer.

**Total Remedied :** The total number of products either remedied, inspected without needing remedy, or returned to inventory.

**Total Unreachable :** Products deemed unreachable as owner notifications were unable to be delivered.

**Total Removed :** Products that have been scrapped, stolen, or exported.