



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



October 19, 2022

NEF-109 ela  
Ref. No. 11485507

[REDACTED]  
Ellenwood, 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 us. We understand your concerns with the parts delay for NHTSA Safety Recall Campaign No. 22V-413. Recall No. 22V-413 addresses a potential roll away problem caused by a transmission shift cable bushing that detaches or degrades in certain MY 2015 through MY 2018 Edge vehicles. As such, the roll away events only occur while the subject vehicles are parked. 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. Ford informed NHTSA that the remedy for Recall 22V-413 is expected to be available in the 4th Quarter of 2022. We encourage you to continue to follow up with Ford and your local dealer for updates on the status of Recall 22V-413.

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