

## OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

**From:** [DataQuality, DataQuality \(NHTSA\)](#)  
**To:** [EVOQ \(NHTSA\)](#)  
**Subject:** FW: Follow up to ODI Complaint -11487301  
**Date:** Tuesday, January 3, 2023 9:10:44 AM  
**Attachments:** [REDACTED]

**Importance:** High

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**From:** [REDACTED]  
**Sent:** Monday, January 2, 2023 3:15 PM  
**To:** DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>  
**Subject:** FW: Follow up to ODI Complaint -11487301  
**Importance:** High

**CAUTION:** This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Attached is the updated questionnaire you sent with added information in the questionnaire as well as additional information that should be helpful. You stated to email this information back but the response letter mentioned mailing the info. If I need to also mail the information can you please email back to confirm to also mail this information.

Thank you for your help with the situation with my vehicle.

[REDACTED]  
[REDACTED]  
[REDACTED]

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**From:** EVOQ (NHTSA) <[EVOQ@dot.gov](mailto:EVOQ@dot.gov)>  
**Sent:** Thursday, December 29, 2022 11:26 AM  
**To:** [REDACTED]  
**Subject:** Follow up to ODI Complaint -11487301

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to [dataquality@dot.gov](mailto:dataquality@dot.gov) or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.  
NHTSA/Office of Defects Investigation

U.S. Department  
of TransportationNational Highway  
Traffic Safety  
Administration

DOT Auto Safety Hotline  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

30-SEP-2022

Repository ☐Reference No.  
11487301

## OWNER INFORMATION (Type or Print)

Name

Address

City

New Berlin

State

WI

ZIP Code

Evening Telephone Number

E-mail Address

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

## VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
2FMDK3JC7DEMAKE  
FORDModel  
EDGEModel Year  
2013

Date Purchased

Dealer's Name and Telephone Number  
Griffin Ford 2625425781Engine:  
No: Cylinders

Fuel Type:

Original Owner  
☐

Dealer's City Waukesha

STATE  
WIZIP Code  
53186

Transmission Type

☐ Antilock Brakes  
☐ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)  
29-SEP-2022

## FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 030000 SERVICE BRAKES, HYDRAULIC

Failure Mileage  
43209.0Failure Speed  
35

## ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTMAL 9ABC036)

☐ Original Requirement  
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

## ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code: Failed Part:

## APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), Injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police  
N

Narrative Description of Incident(s), Crash(es), Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

The contact owns a 2013 Ford Edge. The contact stated while driving 35 MPH and depressing the brake pedal, the vehicle failed to stop as needed. The contact stated that the check engine warning light was illuminated. The contact continued to depress the brake pedal forcefully until the vehicle stopped. The contact was able to continue driving to the closest independent mechanic. The contact took the vehicle to an independent mechanic and was informed that the manifold vacuum supply line, the booster assembly, and the intake manifold gaskets needed to be replaced. The vehicle was repaired. The contact called the local dealer and made them aware of the failure. The manufacturer had not been informed of the failure. The failure mileage was 43,209.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579. This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.



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

1200 New Jersey Avenue SE  
Washington, DC 20590

Dear Consumer:

NEF-160

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failures(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement

Enclosure: VOQ



Ford Motor Company  
Customer Relationship Center  
P.O. Box 6248  
Dearborn, MI 48121

I am writing to you about an issue with my 2013 Ford Edge that currently has 49,300 miles on it. I have been a loyal Ford customer for many years and currently own a 2013 Ford Edge, 2014 Edge, 2014 Expedition and a 2020 Explorer. All these vehicles had the Ford ESP extended warranty plan on them and had all oil changes and service work performed at Ford dealers in either Estero FL or Waukesha WI, since my wife and I are snowbirds. I recently had an issue with my 2013 Edge where I heard a hissing noise when putting on the brakes. The hissing noise was not very loud so many times I did not notice it. Shortly after this I was driving and when I applied the brakes the vehicle was not stopping. I had to apply extreme pressure to the brake pedal before the brakes seem to apply and, in the process, almost hit the vehicle in front of me. I pulled over and called my Ford dealer and they stated they would not be able to get me in until the following week. I was very near a local shop so I stopped there, and they stated they could look at it the next day. They stated it sounded like a brake booster issue and have repaired other Ford Edge vehicles with a similar issue.

The next day after checking the vehicle out the shop diagnosed the issue as a leaking vacuum supply line that they called an HCU, and an internally leaking brake booster. I gave them authorization to fix the vehicle as it was not safe to drive. They replaced the parts with Motorcraft components and got me on my way.

I started to look on the internet and found that there was a Customer Satisfaction Program 13N02 on the 2011 through 2013 Ford Edge and MKX vehicles assembled at your Oakville plant. As I further investigated there were two bulletins on this CSP, one dated January and a supplement dated in September. The January letter stated the 2011 through 2013 vehicles manufactured at the Oakville plant would have an extended warranty of 10 years and 150,000 miles if this issue occurred. As I looked into my vehicle it was assembled at the Oakville plant on April 10, 2013, yet I did not receive a letter on this or receive the extended warranty. I also found that in September a revised bulletin was sent stating that only certain vehicles assembled through March 28, 2013, were included.

My vehicle experienced the exact issue that this program spells out and my car was assembled within 12 days of the other vehicles on this program. I feel this CSP 13N02 should have included vehicles beyond the March 28<sup>th</sup> date assembled at this plant as my vehicle is a perfect example since it experienced this exact issue. Also, when the shop diagnosed my car, they stated it had a leak on the HCU line stated below and also found an internal leak on the brake booster as is stated on Attachment III below.

## CERTAIN 2010-2013 MODEL YEAR EDGE AND MKX VEHICLES — EXTENDED WARRANTY COVERAGE ON BRAKE BOOSTER

### **NEW!** OVERVIEW

#### **REASON FOR PROVIDING ADDITIONAL COVERAGE**

In some of the affected vehicles, it is possible for the brake booster to develop a small tear in the diaphragm under certain driving and environmental conditions. If this occurs, the driver may hear a hissing noise while depressing the pedal and may also experience a "spongy" pedal feel without a noticeable effect on braking performance. If the vehicle is not serviced, the tear will eventually expand and the pedal effort required to stop the vehicle will gradually increase. However, in all cases, the fundamental vehicle braking system remains functional.

*If an affected vehicle displays this condition, dealers are authorized to replace the brake booster under this one-time repair program.*

#### **SERVICE PROCEDURE**

 **NOTICE:** The purpose of the master cylinder to Hydraulic Control Unit (HCU) braided flex lines are to improve vehicle Noise, Vibration, and Harshness (NVH). Bending or flexing the lines will cause damage to the inner portion of the braided section of the lines. **Do not attempt to position the master cylinder aside without disconnecting the brake lines from the HCU.**

1. Verify that the brake booster requires replacement.
2. Replace the brake booster. For additional information, refer to Workshop Manual (WSM) Section 206-07.

I have reported this to the NHTSA on my issue as suggested by a representative when I called into your Customer Service 800 number and was given a case number 11487301, hoping their investigation could make other Ford owners of this vehicle aware of a potentially dangerous situation. I could not get my vehicle into the Ford dealer I normally deal with but in talking with them after the fact it didn't sound like they would have been able to get this issue repaired under this program even if I could get it in as they dated my VIN was not part of the program.

As a very loyal Ford customer and a stockholder in Ford I am asking Ford Motor Company to please look at my claim and the repair invoice from the shop that I had my vehicle repaired and help me out on this repair. You will see on the invoice I replaced all parts with Motorcraft which I requested and asked for the old parts back so I could send them into you if you desired so your engineering department could analyze. Please contact me if you would like to see the old parts and I will send them into the department you would like.

I am hoping you could help me out with the cost of this repair in some amount that you feel is fair and comparable to what you would have covered with the Ford dealer if I had taken it there. I have included a copy of the letters that were issued on this program as well as a copy of my invoice and information on my vehicle as far as the manufactured date that I requested from my local dealership. If you need additional information or have questions, please feel free to contact me via phone or email.

Thank you for looking into this important issue and considering my request.

[REDACTED]  
[REDACTED]

New Berlin, WI [REDACTED]

[REDACTED]  
[REDACTED]

[REDACTED] – 3.5L  
VIN 2FMDK3JC7DB [REDACTED]