

From: [REDACTED]
To: [EVOQ \(NHTSA\)](mailto:EVOQ@dot.gov)
Subject: Re: Follow up to ODI Complaint ---11509713
Date: Friday, March 17, 2023 10:48:50 AM
Attachments: [REDACTED]

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In JESUS' love and service,

[REDACTED]
[REDACTED]
Bartlett, TN
[REDACTED]
[REDACTED]

On Mar 17, 2023, at 9:30 AM, EVOQ (NHTSA) <EVOQ@dot.gov> wrote:

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to 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

[REDACTED]

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

01-MAR-2023

Repository Reference No.
11509713**OWNER INFORMATION (Type or Print)**

Name [REDACTED]		
Address [REDACTED]		
City Memphis	State TN	ZIP Code [REDACTED]

Daytime Telephone Number [REDACTED]	E-mail Address [REDACTED]
Evening Telephone Number	

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 2FMPK3J93H[REDACTED]		MAKE FORD	Model EDGE	Model Year 2017
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City: Bolivar	STATE TN	ZIP Code 38008	
Transmission Type	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 01-MAR-2023

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 034200 SERVICE BRAKES, HYDRAULIC:FOUNDATION COMPONENTS:HOSES, LINES/PIPING, AND FITTINGS	Failure Mileage 97000.0	Failure Speed
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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)	<input type="checkbox"/> Original Requirement <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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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's son owns a 2017 Ford Edge. The contact stated that his son received notification of the NHTSA Campaign Number: 22V469000 (Service Brakes, Hydraulic). The vehicle was taken to the dealer where the recall was repaired however, the contact stated that a month later while his son was driving at an undisclosed speed, he depressed the brake pedal and the vehicle failed to stop. The contact stated that his son had to apply pressure and pump the brake pedal multiple times to coast the vehicle to a stop. The brake warning light was illuminated. The contact stated that upon inspecting the vehicle, he noticed that the rear passenger's side brake line had ruptured. The contact stated that he replaced the brake line. The vehicle was repaired however, the failure recurred. The contact stated that upon inspecting the vehicle he noticed that the rear driver's side brake line had ruptured. The brake warning light was illuminated. The dealer was not notified of the failure. The vehicle was not repaired. The manufacturer was notified of the failure and a case was opened. The contact was advised to call the NHTSA Hotline for assistance. The failure mileage was approximately 97,000.

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 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.