

[REDACTED]
Portland, OR
[REDACTED]

Administrator, National Highway Traffic Safety Administration
1200 New Jersey Ave. S.E.
Washington, D.C. 20590

Re: NHTSA Recall 25V572

October 31, 2025

Dear Administrator,

On October 9, 2025 I mailed the letters on the following pages to Ford Motor Company via certified mail which was "...delivered to an agent. The item was picked up at USPS at 9:59 am on October 17, 2025 in DEARBORN, MI 48120." So far, I have not had a response from Ford. I am writing to you to facilitate the reimbursement of the \$297.02 that I contend Ford owes me.

Thank you for your help with this matter,

[REDACTED]

[Handwritten signature]

[REDACTED]
Portland, OR
[REDACTED]

Ford Motor Company
Customer Service Division
PO Box 1904
Dearborn, MI 48121

October 9, 2025

My contention: Ford Motor Company owes me \$297.02 to reimburse me for replacement of the right and left rear brake hoses on my 2017 Ford Edge (VIN: [REDACTED] which have now been recalled under Recall Notice 25S89/ NHTSA Recall 25V572.

Short summary. On 2-17-2023 the right rear brake hose ruptured on my 2017 Ford Edge. Ford refused to cover the cost on my extended warranty and the Ford dealership wanted over \$400 for the repair so I had it done at my expense of \$186.80. I filed a dispute with the Better Business Bureau and I notified the NHTSA. According to a phone call from the Better Business Bureau arbitrator Ford agreed to reimburse me but Ford subtracted \$100 dollar for deductible only paying me \$86.80. Now under the recall I feel I should be reimbursed that \$100 plus the cost of replacing the left rear brake hose of \$197.02 making a total of \$297.02. I can provide the original 19 pages of documentation upon request. If I do not receive a response to this request within two weeks I will be contacting the administrator of the National Highway Traffic Safety Administration.

Thank you for your prompt attention to this matter.

[REDACTED]
Attachments:

Safety Recall Notice September 2025
Phone call from BBB arbitrator 4-13-2023

[REDACTED]
Portland, OR
[REDACTED]

October 9, 2025

Attachments continued:

Tigard Auto Service invoice to replace right rear brake hose [REDACTED]

Tigard Auto Service invoice to replace left rear brake hose [REDACTED]

Evidence of payment for right brake hose payment sent to Ford [REDACTED]

NHTSA complaint [REDACTED]

BBB follow up letter where I complain Ford subtracted \$100 deductible [REDACTED]



Ford Motor Company
Customer Service Division
PO Box 1904
Dearborn, Michigan 48121

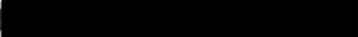


September 2025

***** IMPORTANT SAFETY RECALL *****

Safety Recall Notice 25S87 / NHTSA Recall 25V544

2017 Edge

This Notice Applies to Your Vehicle, Vehicle Identification Number (VIN) 

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in certain 2015-2018 Edge vehicles, including the VIN shown above.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

What is the issue?



It is possible that your vehicle's rear flexible brake hose(s) may leak. If a flexible brake hose develops a leak, you may experience an increase in brake pedal travel together with an increase in stopping distance. If the brake fluid level in the master cylinder reservoir becomes low, the red brake fluid warning indicator light will illuminate.

What is the risk?

An increase in stopping distance increases the risk of a crash.

What will Ford and your dealer do?

Parts are not available. Ford Motor Company is working to provide parts for this repair. When the remedy becomes available, Ford Motor Company will notify you via mail to schedule a service appointment with your dealer for repairs to be completed free of charge.

What should you do?

When the remedy is available, Ford Motor Company will send a letter to inform you to contact your dealer to schedule a repair.

Ford has not issued instructions to stop driving your vehicle under this safety recall. When the remedy is available, you should contact your dealer for an appointment to have your vehicle remedied as soon as practicable.

If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions.

**What should you do?
(continued)**

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-888-275-9171) or go to NHTSA.gov. Reference NHTSA Safety Recall 25V544.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition, there are other features such as reserving parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

What if you no longer own this vehicle?

If you no longer own this vehicle and have an address for the current owner, please forward this letter to the new owner.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

Thank you for your attention to this important matter.

Customer Service Division

23-04-13 Call from BBB Arbitrator

Today [REDACTED] an arbitrator for the BBB called me from Arlington, Virginia 703-276-0212 (he said his number is [REDACTED]) he said Ford wants to settle my claim with the BBB. They will reimburse me \$186.80 for the brake repair.

I agreed

23-05-12 I called BBB about \$86 not \$186

I left a message for [REDACTED] 800-955-5100 that Ford paid \$86.80 not the agreed upon \$186.80. They subtracted \$100 deductible. I explained that I felt the deductible should not have been subtracted because my extended warranty has a "disappearing deductible" and I tried to get the repair done at the dealership (in fact they had the car for 12 days but refused to cover the repair ~~it~~ under warranty and wanted over \$400 to repair it so I had the repair done elsewhere for \$186.80). I said I could live with it either way, but I left my phone number in case he agrees to pursue it.

23-05-31 I never heard back from [REDACTED]



Invoice

Page:1

Phone: [REDACTED]

Service Writer : JA

Vehicle : 2017 Ford Edge 2.0 L 122 CID L4 DOHC

VIN [REDACTED]

Tag/State [REDACTED]

Fleet #/Driver [REDACTED]

Color : Burgundy

Created [REDACTED]

Odometer In : 64975

Invoiced [REDACTED]

Odometer Out : 64975

Code/Tech*	Reference	Description	Condition	Unit Price	Price
DH*	LBR0	REPLACE RIGHT REAR BRAKE HOSE			\$132.00
Note: Customer requested to replace right rear brake hose					
Brake hose was split. We do not see anything that caused this issue.					
CFHH	778269	Duralast Brake Hose - Rear		\$36.99	\$36.99
NBF	40012	NAPA Brake Fluid Mac's DOT 4 Brake Fluid - 12 oz		\$9.89	\$9.89
				Labor	\$132.00
				Parts	\$46.88
				Job Supplies	\$7.92
				Total	\$186.80
				PAYMENT	\$0.00
				BALANCE DUE	\$186.80



Invoice

[Redacted]

Phone: [Redacted]

Service Writer : JA

Vehicle : 2017 Ford Edge 2.0 L 122 CID L4 DOHC

VIN [Redacted]

Tag/State [Redacted]

Fleet #/Driver:

Color : Burgundy

Created [Redacted] 4:45 PM PDT

Odometer In : 68957

Invoiced [Redacted] 7:07 PM PDT

Odometer Out : 68957

Code/Tech*	Reference	Description	Condition	Unit Price	Price
DH*	LBRO	REPLACE LEFT REAR BRAKE HOSE			\$132.00
--	F2GZ2282H	BRAKE HOSE (LR)		\$42.89	\$42.89
--	W7117845300	WASHER		\$3.33	\$6.66
NOL	DOT3	DOT 3 BRAKE FLUID		\$7.55	\$7.55
DH*	NAPA	*24 MONTH, 24,000 MILES*			\$0.00

Note: NAPA AUTO CARE CENTER'S WARRANTIES THAT THE REPAIRS AND SERVICES PERFORMED AT THIS LOCATION WILL BE FREE FROM DEFECTS IN MATERIALS AND WORKMANSHIP FOR 24 MONTHS OR 24,000 MILES, WHICHEVER COMES FIRST, MEASURED FROM THE DATE OF THIS REPAIR AND THE ODOMETER READING SHOWN ON THIS REPAIR ORDER. THIS WARRANTY IS CONDITIONED ON THE VEHICLE BEING SUBJECTED ONLY TO NORMAL, NON-COMMERCIAL USE AND RECEIVING REASONABLE AND NECESSARY MAINTENANCE DURING THE WARRANTY PERIOD. WARRANTY REPAIR COSTS SHALL IN NO CASE EXCEED THE COSTS OF THE ORIGINAL REPAIR OR SERVICE. ****SEE WARRANTY ENVELOPE FOR FURTHER DETAILS **NAPA AUTO CARE WARRANTY PHONE # 1(800) 452-6272 *****

Labor	\$132.00
Parts	\$57.10
Job Supplies	\$7.92

Total	\$197.02
PAYMENT	\$0.00
BALANCE DUE	\$197.02

A CONVENIENCE FEE WILL BE ADDED ON ALL CREDIT/DEBIT CARD PAYMENTS.

23-03-03 R Brake Hose Replacement Payment

[Redacted]

Portland, OR

[Redacted]

[Redacted]

Re: Proof of payment



Your Account is enrolled in AutoPay.

P.O. Box 6004
Sioux Falls, SD 57117-6004

Your Monthly Statement is Enclosed

[Redacted]

Payment due date

04/14/23

www.citicards.com

Customer Service 1-855-473-4503
TTY:711

Page 3 of 4

[Redacted]

Thank you for your help.

[Redacted]

[Today Christine from Ford called: If I provide proof of payment she will send me an American Express Card as reimbursement for my expense.]

[Redacted]

Thank you for sending that over to me. Please allow 2-3 weeks to get your Bank of America refund card in the mail. Please let me know if you have any questions.

Have a great day!

Best Regards,

Ford Motor Company®

Christine Hartman Durham | Prior Approval Escalation Specialist | Ford and Lincoln Protect Extended Service Plan

www.ford.com

From: [REDACTED]

Sent: [REDACTED]

To: [REDACTED]

Subject: Re: Proof of payment

WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding.



Complaint Number [REDACTED] submitted electronically to NHTSA on 3/7/2023, 12:10:11 AM.

1. Vehicle Information

Vehicle Identification Number (VIN)



2. Incident Information

Problem Parts

Which parts of your vehicle were affected?

Brakes

What happened?

In your own words, tell us what happened.

On 2-17-23, the right rear brake hose ruptured. The brake pedal sunk almost to the floor and two different brake warning lights came on. The brake fluid reservoir had no visible fluid in it and I saw fluid on the right rear tire. That day I took the vehicle to a dealership in Beaverton, OR without accident or injury. In September 2020 both front flexible brake hoses were replaced due to Recall 20S42/NHTSA Recall 20V-469. If, as I suspect the rear brake hoses are made by the same manufacturer as the front hoses it seems logical that the rear hose rupture is also a factory defect that likely should be recalled. So far 3 out of 4 of the brake hoses have been replaced- the front two under NHTSA safety recall for fear of rupture and

the right rear for actual dangerous rupture. I am extremely worried about the potential untimely and dangerous rupture of the left rear brake hose. On 4-26-20, I purchased a Ford PremiumCARE extended warranty that is in effect for this vehicle, but so far Ford refuses to cover the right or left rear brake hose under warranty. I have filed a complaint with the Better Business Bureau Arbitration Program for Ford over this matter (Attached).

Additional Details

When did this happen?

2/17/2023

Was there a crash?

No

Was there a fire?

No

Was there an injury or fatality?

No

How fast were you going?

(in mph) (optional)

Not answered

About how many miles were on the vehicle at the time of the incident? (optional)

64968



23-03-06 BBB ARBITRATION PROG Signed 19p SENT.pdf

3. Personal Information

This information is necessary in case we need to contact you for additional data or to clarify your entries.

Name:

[REDACTED]

Email:

[REDACTED]

Address:

[REDACTED]

Portland, OR

[REDACTED]

Phone:

[REDACTED]

Information Sharing Notice

NHTSA may share your complaint, including your name and contact information, with the vehicle or equipment manufacturer in the interest of safety. You can opt-out of this sharing below. However, NHTSA may still share your complaint with the manufacturer (even if you opt-out) if there is an official safety investigation or safety recall.

DO NOT share my personal information with the manufacturer prior to the start of a safety investigation or recall.

Safety Recall Alerts

NHTSA will use the email address in this form to alert you if your vehicle could be subject to a safety recall.

I DO NOT wish to receive safety recall alerts from NHTSA.

If you have questions regarding your complaint, please contact NHTSA's Vehicle Safety Hotline at

Report a Vehicle Safety Problem, Equipment Issue | NHTSA

<https://www.nhtsa.gov/report-a-safety-problem#vehicle/form-submit>

888-327-4236 (TTY: 888-424-9153), Monday-Friday, 8 a.m. to 8 p.m. ET. You can also email us (hyperlink nhtsa.webmaster@dot.gov) — be sure to include your complaint number in the email.

December 15, 2023



[Redacted]

[Redacted]

[Redacted]

Our records show that you and the manufacturer agreed to a negotiated settlement of the claim you filed with BBB AUTO LINE. To make sure our records are accurate, please answer the following questions:

In a letter Ford agreed to pay \$15k but Ford subtracted \$100 deductible which I believe they should not have done because of "disappearing deductible" in the extended warranty.

Was the settlement performed? (Please circle) Yes No

On what date was the settlement performed? 1-13-23

Was the performance satisfactory? Yes No

If the performance was NOT satisfactory, do you want to pursue your claim further through the BBB AUTO LINE program? Yes No

If you want to pursue your claim further, what is the current mileage on your vehicle's odometer? _____

If your settlement involved a repurchase or replacement of your vehicle, please answer the following questions:

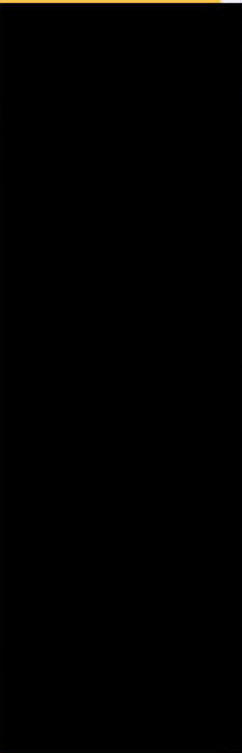
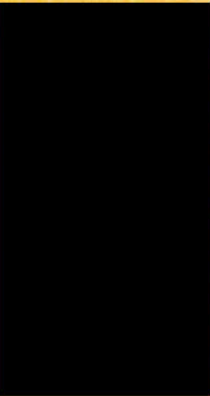
On what date did the manufacturer or its dealer advise you the transaction could take place? _____

On what date did you complete the transaction? _____

I will continue to help you by reopening your case or starting a new case depending on how much time has elapsed and the specific situation in your case. Please complete the above questions and return this letter to our office. If I have not heard from you within eight days from the date of this letter, your claim will be closed and I will assume that performance was both timely and satisfactory.

This form can be faxed to us at 703.247.9700. Please feel free to contact me at 800.955.5100 if you have any questions. Thank you for letting us be of help.

Sincerely,
Matt Costello



W41-306

Administrator, National Highway Traffic Safety Administration
1200 New Jersey Ave. S.E.
Washington, D.C. 20590



Retail

RDC 99



Department of Transportation

To: W41-306

Building: DOT

Mailstop: 4 West

Rtg Symbol: NEC, NCA, NI

External Carrier: Registered

Sender:

DOT

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