

Nov 16, 2022

[REDACTED]
Fort Collins CO [REDACTED]

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

NTSB
1200 New Jersey Ave SE
Washington C 20590

RE: 2FMPK4J89HE [REDACTED]

Ladies and Gentlemen,

Please find enclosed the most recent (2nd of 2) recall notice for my vehicle. The vehicle now has 2 recalls for safety items (a brake line and now a transmission cable).

For the first recall related to a brake line; I have been waiting about a year for the "parts to be sent to my local dealer". The new owner, Kenn-Garf, Ford Fort Collins service advisor stated parts are not available and no direction or part from Ford is available.

I just contacted my local dealer and the soonest repair appointment is mid Jan 2023.

And the second recall states (after calling the 866 number) that the vehicle should not be driven until the repair is performed. And no rental car is available.

I find it disgusting that Ford and the NTSB can treat vehicle owners like I have been treated.

My faith in Ford's products and services was held in high regard (after owning Fords for over 40 years), but now my next vehicle will not be a Ford.

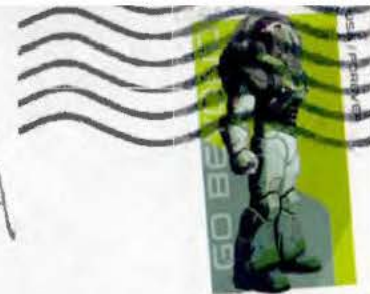
Sincerely,

[REDACTED]
encl: recall notice for Ford 2017 Edge

[Redacted]
Fort Collins CO [Redacted]

DENVER CO *802

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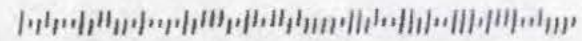
NHTSA

NEF

PLEASE DELIVER TO:

NTSB
1200 New Jersey Ave SE
Washington C 20590

20590-





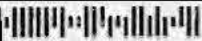
Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
Dearborn, Michigan 48121-1904



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FORT COLLINS, CO



November 2022

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

Safety Recall Notice 22S43 / NHTSA Recall 22V413

2017 Edge

Your Vehicle Identification Number (VIN): 2FMPK4J89[REDACTED]

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 your vehicle, with 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? On your vehicle, it may be possible the transmission shifter cable bushing is damaged or missing.

What is the risk? A damaged or missing bushing could prevent the shifter from moving the transmission into the intended gear position and cause the vehicle to move in an unexpected direction. The transmission may not be in the park position, even though the shifter position indicates that the vehicle was shifted to park. Exiting a vehicle without the transmission in the park position and without the application of the parking brake may allow the vehicle to roll, increasing the risk of injury or crash.

What will Ford and your dealer do? Parts are now available to repair your vehicle. Ford Motor Company has authorized your dealer to replace the transmission shifter cable bushing and protective cap free of charge (parts and labor).

How long will it take? The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

What should you do? Please call your dealer without delay and request a service date for Recall 22S43. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.

Ford has not issued instructions to stop driving your vehicle under this safety recall. You should contact your dealer for an appointment to have your vehicle remedied as soon as practicable. Until the vehicle is repaired, when shifting the vehicle into park, check the instrument cluster to see if it indicates the vehicle is in park position, and always apply the parking brake before the shifter is shifted into park.

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

Ford Motor Company wants you to have this safety recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this recall performed on a timely basis. Therefore, please have this recall performed as soon as possible.

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.

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

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.

Have you previously paid for this repair?

If you have previously paid for a repair that addresses the issue described in this letter, you still need to have this recall performed to ensure the correct parts were used.

You may be eligible for a refund of previously paid repairs. Refunds will only be provided for service repairs related to transmission shifter cable bushing. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer.

Refund requests may also be sent directly to Ford Motor Company. To request your refund from Ford, send the refund request with all required documentation, including your original repair receipt (no photocopies), to Ford Motor Company at P.O. Box 6251, Dearborn, Michigan 48121-6251. Refund requests mailed to this address may take up to 60 days to process. Your original receipt will be returned to you.

Detailed information regarding eligibility for Ford's reimbursement program and documentation requirements may be obtained by contacting the Ford Customer Relationship Center at 1-866-436-7332.

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.

Can we assist you further?

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: ford.com/support.

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

FLEET OWNERS: If you have questions or concerns, please contact our **Ford Pro Contact Center at 1-800-34-FLEET**, choose Option #1, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: fleet.ford.com.

Representatives are available Monday through Friday: 7:00AM - 11:00PM and Saturday 7:00AM - 5:00PM (Eastern Time).

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: 1-800-424-9153) or go to NHTSA.gov. Reference NHTSA Safety Recall 22V413.

Thank you for your attention to this important matter.

Ford Customer Service Division