



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



May 17, 2023

[REDACTED]
[REDACTED]
Fort Collins, CO [REDACTED]

NEF-109 rrr
Ref. No. 11516882

Dear [REDACTED]

Thank you for the letter about your model year (MY) 2017 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 NHTSA. You wrote to express your concerns with the delay of two recalls on your MY 2017 Ford Edge vehicle. NHTSA Safety Recall Campaign No. 22V-413 addresses a problem with a transmission shift cable bushing that may degrade or detach and No. 20V-469 addresses a front brake hose rupture problem. We entered your vehicle identification number (VIN) into our VIN Look Up Tool, and it appears that you have since had the recall repairs completed. There are no open recalls on your vehicle. In any event, we understand your frustration with any delay you may have experienced and appreciate your diligence in this matter. We encourage you to check NHTSA's website at least twice per year for new safety recalls by entering your VIN into our Look-Up Tool (<https://www.nhtsa.gov/recalls>).

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 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,

[REDACTED]

Randy Reid, Chief
Consumer Engagement Division
Office of Defects Investigation
Enforcement