



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

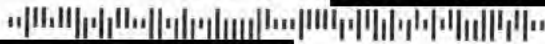


Tues. or Wed.
There in accident

Sustain Injury - in car
Customer Care Specialist
Manufacturer Phone:
1800 392-3673 # 16



771802564852



KENT, WA

ODI#

11518947

Office Defects Investigation

Fed-Trade Comm.

April 2023

(202) 326-2772

(Loaner Vehicle)

*** IMPORTANT SAFETY RECALL ***

Safety Recall Notice 23S12 / NHTSA Recall 23V162

2017 Fusion

Your Vehicle Identification Number (VIN): 3FA6P0HD9H

VSH@DOT.GOV
upload photos of damage
Include ODI#

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

Ford Motor Company has determined that a defect that 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, brake fluid may leak from one or both front brake flexible hoses. If the amount of brake fluid is depleted below a predetermined level, the brake fluid warning indicator light will illuminate.

What is the risk?

If the brake fluid leaks, your vehicle may experience an increase in brake pedal travel together with a reduction in the rate of deceleration over time, increasing the risk of a crash.

What will Ford and your dealer do?

Ford Motor Company is working closely with its suppliers to produce parts for this repair. When parts become 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 (parts and labor). Parts are anticipated to be available 3rd Quarter 2023.

What should you do?

When parts are available, Ford Motor Company will send a letter to inform you that parts are available and to contact your dealer to schedule a repair. Ford has not issued instructions to stop driving your vehicle under this safety recall. When parts are 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.

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](https://www.nhtsa.gov). Reference NHTSA Safety Recall 23V162.

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.

Thank you for your attention to this important matter.

Ford Customer Service Division





U.S. Department
of Transportation

National 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

25-APR-2023

Repository ☐

Reference No.
11518947

OWNER INFORMATION (Type or Print)

Name

Address

City

Kent

State

WA

ZIP Code

Daytime Telephone Number

E-mail Address

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

3FA6P0HD9H

MAKE

FORD

Model

FUSION

Model Year

2017

Date Purchased

July 2018

Dealer's Name and Telephone Number

Bowen Scarff

Engine:

No: Cylinders

4

Fuel Type:

Unleaded

Original Owner

☐

Dealer's City

Kent

STATE

WA

ZIP Code

980

Transmission Type

☒

Antilock Brakes

☒

Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

30-MAR-2023

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 030000 SERVICE BRAKES, HYDRAULIC

Failure Mileage
80000.0

Failure Speed
40

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: DOTM1 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

No

No

No

No

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EAST HILL TIRE POINT S AUTO SERVICE



25239 104th Ave. SE
Kent, WA 98030

Voice (253) 852-3280 - (253) 852-5704 Fax

IN BUSINESS SINCE 1960!!

Invoice #

4/26/2023
8:48 am

2017 FORD FUSION
4-1499 1.5L DOHC
VIN : 3FA6P0HD9HF
Mileage 80537
Trans :
License :

KENT, WA

Phone

Phone

Your Service Writer Today Is: GIB

Center: MECHANICAL

Service Requests:

BRAKE INSP PEDAL WENT TO THE FLOOR (THERE IS A RECALL)

Category Summary

BRAKES

Parts

\$324.98

Labor

\$212.80

Job Total

\$537.78

Technician Service Description

AL BRAKE INSPECTION INCLUDES - ROAD TEST VEHICLE, MEASURE & RECORD BRAKE ROTORS, PADS AND LINING THICKNESS AND BRAKE DRUM DIAMETER. INSPECT BRAKE HYDRAULIC SYSTEM. GRINDING NOISE, PEDAL WENT TO THE FLOOR ONCE.

Parts Labor Job Total

0.00

RH REAR BRAKE RELINE, INSTALL NEW BRAKE PADS AND ROTORS

Disc Brake Rotor
Disc Brake Pad Set

106.25
112.48

324.98 212.80 537.78
2 212.50
1 112.48

Payments:

VISA, \$603.11, on 04/26/23

CardNo

Authorizations

Approved By:

Approval Given To:

Date

Time

Difference

Total
Authorized

Method

Reason: as estimated

4/26/23

8:46 am

\$603.11

\$603.11

By Phone

Repair Order Notes

Our work is warranted for 12 months or 12000 miles, whichever occurs first. East Hill Tire Factory does not have any other warranty, either expressed or implied, including any warranty of merchantability or fitness for a particular purpose. Any warranties on parts and other accessories are those made by the manufacturer. If warranty assistance is needed and you are not within a 25 mile radius of our store. Call the NATIONWIDE REPAIR WARRANTY CENTER AT 1-866-365-9228.

New wheels must be re-torqued after 100 miles

TOTAL PARTS	\$324.98
TOTAL LABOR	\$212.80
SUBLET	\$0.00
Enviro Fee	\$10.00
SUBTOTAL	\$547.78
OTHER FEES	\$0.00
SALES TAX	\$55.33

INVOICE TOTAL \$603.11

PAID	\$603.11
DUE	\$0.00

Custo

Date:

4/26/23

Thank you for your business!

EAST HILL TIRE POINT S AUTO SERVICE



25239 104th Ave. SE
Kent, WA 98030

Voice (253) 852-3280 - (253) 852-5704 Fax

IN BUSINESS SINCE 1960!!

Invoice

4/26/2023
8:48 am

2017 FORD FUSION

4-1499 1.5L DOHC

VIN : 3FA6P0HD9H

Mileage : 80537

Trans :

License

KENT, WA

Phone

Phone

Your Service Writer Today Is: GIB

Center: MECHANICAL

Technician Service Description

Merchant ID:

04/26/2023 08:47:54 AM

Terminal ID:

SALE

APPROVED

TransID

C

Agrees to Pay Total Amount According to Card Issuer Agreement

Signature



Thank you for your business!



BOWENSCARFF

IN KENT

Bowen Scarff Ford In Kent

1157 Central Ave. N

Kent, WA 98032

Parts & Service (253) 852-3340 | Sales (253) 852-1480

www.bowenscarff.com



Kent, WA	A/R Number:	Inv. Num
Phone (H)	Customer Number:	Printed: MAY 4 23 12:11 PM
Phone (C)	PO Number:	Copy # 3
Email:	Auth Number:	Date Opened: APR 28 23
Year/Make/Model: 2017 Ford Fusion	Service Writer: MONICA FREED	Date Notified: MAY 4 23
VIN: 3FA6P0HD9 H	Estimate Amount: \$ 218.76	Date Delivered: MAY 4 23
License Num	Type of Sale: Retail	Date Complete: MAY 4 23
Tag Number:	Unit #:	Mileage Out: 80548
Color: Burgundy	Mileage In: 80538	
Stock Number:		

Description

1. Customer statement of problem

CUSTOMER STATES LOST BRAKE PRESSURE, ALL OF A SUDDEN NO BRAKES AT ALL. HAPPENED IN TRAFFIC CAUSING CUSTOMER TO REAR END VEHICLE IN FRONT OF THEM, TOWED IN
BR100 -

1 - Correction/Action Taken

BEFORE DRIVING VEHICLE INTO SHOP OPENED HOOD AND INSPECTED BRAKE FLUID LEVEL, FOUND BRAKE FLUID LEVEL IS BETWEEN MINIMUM AND MAXIMUM MARKS, INSPECTED THE BRAKE MASTER CYLINDER AND BRAKE BOOSTER FOR ANY SIGNS OF EXTERNAL LEAKS AND DID NOT FIND ANY AT THIS TIME, DROVE VEHICLE INTO SHOP, FOUND THE BRAKES ARE WORKING AS DESIGNED AT THIS TIME, CONNECTED IDS AND CHECKED FOR ANY DTCS, ONLY FOUND CODE B1111:53-28 IN THE ABS MODULE FOR ELECTRIC PARK BRAKE ENABLE, PRINTED OUT THE DTC CODE AND ATTACHED THE REPAIR ORDER HARD COPY, LIFTED THE VEHICLE AND REMOVED THE FRONT AND REAR WHEELS AND TIRES, INSPECTED THE FRONT BRAKE SYSTEM, FOUND THE FRONT BRAKE PADS ARE AT 5MM, INSPECTED THE FRONT FLEXIBLE BRAKE HOSES AND FOUND THEY ARE NOT LEAKING AT THIS TIME, CHECKED OASIS FOR ANY RECALLS FOUND TWO RECALLS FOR THE FRONT FLEXIBLE BRAKE HOSES, RECALL 22N02 IS TO ONLY BE PERFORMED IF THE FLEXIBLE BRAKE HOSES ARE LEAKING AND IN THIS CASE THE RECALL DOES NOT APPLY TO THIS VEHICLE DUE TO THE FRONT FLEXIBLE BRAKE HOSES ARE NOT LEAKING, RECALL 23S12 IS AN ADVANCED NOTICE, INSPECTED THE BRAKE CALIPERS AND FOUND THEY ARE IN GOOD CONDITION AND ARE NOT LEAKING AT THIS TIME, INSPECTED THE FRONT BRAKE CALIPER MOUNTING BOLTS AND FOUND THEY ARE TIGHT, INSPECTED THE BRAKE CALIPER ANCHOR PLATES AND FOUND THEY ARE GOOD AT THIS TIME AND THE BOLTS ARE NOT LOOSE, INSPECTED THE FRONT BRAKE ROTORS AND FOUND THEY ARE IN GOOD CONDITION AT THIS TIME, REMOVED THE FRONT BRAKE CALIPER AND INSPECTED THE FRONT BRAKE PADS AND FOUND THEY ARE IN GOOD CONDITION AT THIS TIME, COMPRESSED THE FRONT BRAKE CALIPERS AND FOUND BOTH FRONT BRAKE CALIPER COMPRESS COMPLETELY. REINSTALLED FRONT BRAKE PADS AND BRAKE CALIPERS ALONG WITH BRAKE CALIPER SPRINGS, REINSTALLED THE FRONT WHEELS AND TIRES AND TORQUED THE LUG NUTS TO SPEC, INSPECTED THE REAR BRAKES AND FOUND THEM AT 10MM WITH RECENT REAR BRAKE PADS AND REAR BRAKE ROTORS REPLACED, INSPECTED THE REAR BRAKE CALIPERS AND FOUND THEY ARE IN GOOD CONDITION AND ARE NOT LEAKING AND THE BOLTS ARE NOT LOOSE, INSPECTED THE REAR BRAKE PADS AND FOUND THEY ARE IN GOOD CONDITION, INSPECTED THE REAR BRAKE CALIPER ANCHOR PLATES AND FOUND THEY ARE IN GOOD CONDITION AND THE BOLTS ARE NOT LOOSE, INSPECTED THE REAR BRAKE ROTORS AND FOUND THEY ARE IN GOOD CONDITION, INSPECTED THE REAR FLEXIBLE BRAKE HOSES AND FOUND THEY ARE IN GOOD CONDITION AT THIS TIME AND NOT LEAKING, INSPECTED THE REAR ELECTRIC PARKING BRAKE AND FOUND THEY ARE IN GOOD CONDITION AT THIS TIME, REINSTALLED THE REAR WHEELS AND TIRES AND TORQUED LUG NUTS TO SPEC, AT THIS TIME FOUND NOTHING TO BE WRONG WITH THE VEHICLE BRAKE SYSTEM, DROVE VEHICLE AROUND PARKING LOT HITTING THE BRAKES ALOT AND FOUND BRAKES ARE OPERATING AS DESIGNED, DROVE VEHICLE TO GRAVEL LOT AND SLAMMED ON THE BRAKES, FOUND THE ABS IS WORKING AS DESIGNED AT THIS TIME, TEST DROVE VEHICLE IN CITY STREETS FOR 10 MILES AND FOUND THE BRAKES WORK AS DESIGNED

QtyOrd QtyDel Price

Ext Total Grand Total

179.00

Sub Total Parts

SubTotal Job # 1

0.00

179.00

2. Customer statement of problem

TOW IN FORD IS INVOLVED, GET MANAGER!

INFO -

1 - Correction/Action Taken

999

Sub Total Parts

0.00

Internal Work

INSCARFF

INSCARFF

IN KENT

Bowen Scarff Ford In Kent

1157 Central Ave. N

Kent, WA 98032

Parts & Service (253) 852-3340 | Sales (253) 852-1480

www.bowenscarff.com


 Phone (W):
 Phone Oth:

17 Ford Fusion

A6P0HD9 H

 Color: Burgundy
 Stock Number:

A/R Number:

Customer Number:

PO Number:

Auth Number:

Service Writer: MONICA FREED

Estimate Amount: \$ 218.76

Type of Sale: Retail

Unit #:

Mileage In: 80538

Inv. Num

Printed: MAY 4 23 12:11 PM

Copy # 3

Date Opened: APR 28 23

Date Notified: MAY 4 23

Date Delivered: MAY 4 23

Date Complete: MAY 4 23

Mileage Out: 80548

 Charges and Deductions For All Jobs
 TAXABLE

Qty	Ord	Qty Del	Price	Ext Total	Grand Total
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19.69



the Company assumes no responsibility for loss or damage by theft or fire to vehicles placed for sale, or repair or damage to vehicle when called for and delivered, or while road testing. "The said material is approved, and an express mechanic's lien is granted on said vehicle to secure the said in event of default. I agree to pay in addition thereto a reasonable attorney's fee; permission is given to use said vehicle on any street or road for the purpose of testing and inspecting same. The estimate, worksheet and/or repair order is incorporated herein by reference.

Date

**Thank
You!**

Total Labor	179.00
Total Parts	0.00
Total Sublet	0.00
Misc. Chrgs	19.69
Car Rental	0.00
Freight	0.00
Deductible	0.00
Special Tax	0.00
Haz Mat Chrg	0.00
Sales Tax	20.07

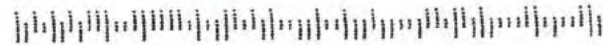
SEATTLE WA 980

20 NOV 2023 PM 2 L



US. Department of Transportation
National Highway Traffic Safety Admin
Office of Defects Investigation, NEF-100
1200 New Jersey Ave. SE
Washington, D.C. 200 77-9382

20077-9382



Kent, WA