



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

RL-11521545-1000



June 12, 2023

[REDACTED]  
Amelia Court House, VA [REDACTED]

NEF-109 br  
Ref. No. 11521545

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2014 Ford Fusion 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 us. You indicate that your MY 2014 Ford Fusion experienced the safety defect identified in NHTSA Safety Recall Campaign No. 23V-162 prior to receiving the recall notification. You paid to repair the brake hoses prior to receiving the recall notification.

Federal regulations require a manufacturer conducting a safety recall of motor vehicles or motor vehicle equipment to reimburse owners who have paid to obtain a remedy for the problem within a reasonable time, which in many instances is one year, prior to the manufacturer's notification. Certain restrictions apply, including the need to submit certain documents to the manufacturer. Owners should follow the instructions in the recall notification letter to file a claim. We encourage you to contact Ford or your dealer if you require further assistance.

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](http://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