INFORMATION REDACTED PURSUANT TOTHE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

[redacted]
Cary, NC[redacted]

Date : July 17, 2023

RE: Safety Recall Notice 23S12 / NHTSA Recall 23V162

TO: Administrator,

I received a safety recall for my 2014 Ford Fusion in April 2023 (copy enclosed). However, I had brake issues in December 2022 and enclosed is a copy of the repairs completed by AAA Care Center. Please review to see if I qualify for any refunds.

For any questions contact me by cell[redacted] or email me at[redacted]

Thank you,

[redacted]

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

771805869209

[redacted]

April 2023

[redacted]

CARY, NC [redacted]

* * * IMPORTANT SAFETY RECALL * * *

Safety Recall Notice 23S12 / NHTSA Recall 23V162

2014 Fusion
Your Vehicle Identification Number (VIN): 3FA6P0K9XER[redacted]

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.

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. 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

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AAA Car Care Centers
535 Walnut Street
Cary, NC 27511
(919) 462-8913
ONE TIME, ON TIME, COURTEOUS HONEST REPAIRS

Repair Order # [redacted] **12/20/2022 4:01 pm**

[redacted]
CARY, NC [redacted]
Main: [redacted]
Mobile [redacted] Ext: [redacted]

2014 FORD FUSION
4-1999 2.0L DOHC
VIN : 3FA6P0K9XEF[redacted]
Mileage : 69166
Trans :
License : [redacted]

Your Service Writer Today Is: [redacted] Center: RETAIL

Service Requests:
OIL CHANGE TIRE ROTATION
CHECK BRAKES-CUST STATES THAT THE BRAKE PEDAL GOES ALL THE WAY TO THE FLOOR.THEY HAVE NOTICE SOME FLUID ON THE BRAKES-PLEASE CHECK AND ADVICE.
Technician Notes/Recommendations:
1.front brakelines-brake fluid replacement
Work Performed/Completed:
1. front brake lines replaced (2) 2.brake fluid replaced
3.oil change-tire rotation performed

Category Summary	Parts	Labor	Job Total
BRAKES	$0.00	$0.00	$0.00
COUPONS/SPECIALS	$0.00	$-19.99	$-19.99
DIAGNOSTICS	$0.00	$0.00	$0.00
FUEL SYSTEM	$95.98	$105.99	$201.97
MAINTENANCE SERVICES	$23.99	$96.00	$119.99
MEMBER DISCOUNTS	$0.00	$-25.00	$-25.00
OIL CHANGE SERVICES	$35.25	$34.74	$69.99
TIRE/TIRE SERVICES	$0.00	$19.99	$19.99

Technician	Service Description			Parts	Labor	Job Total
ABY	**Oil Viscosity** **Manufacturer Maintenance Intervals have been reviewed.** **x_____** **Recommended Viscosity 5W-30** **W/2.0L ECO-BOOST (TURBO) ENGINE; EXCLUDES HYBRID MODELS** **Synthetic Blend Original WSS- M2C946-A** **Equipment Oil Engine Oil Capacity Quarts 5.7** **INCLUDES FILTER CAPACITY**				0.00	
ABY	**FULL SYNTHETIC 5W30 6 Quart Oil & Filter Change** **Up to 6 Quarts (Most Cars)** **TECHNICIAN:_____ L/F_____ R/F _____** **L/R _____ R/R _____**			35.25	34.74	69.99
S	*OIL FILTER*	*6.75*	*1*	*6.75*		
S	*Full Syn 5W30*	*4.75*	*6*	*28.50*		
ABY	**SS MAINTAIN PACKAGE - Full Synthetic Oil Change, DVI,** **Tire Rotation Lug Nut Torque Ft/Lbs 100** **Inflation 32/32**				0.00	
ABY	**ROTATE TIRES** **ROTATE TIRES, CHECK TIRE PRESSURES AND WEAR.**				19.99	19.99
ABY	**TIRE ROTATION - OIL CHANGE PACKAGE DISCOUNT**				-19.99	-19.99
ABY	**DIGITAL VEHICLE INSIGHT (DVI)**				0.00	
ABY	**FREE BATTERY CHECK** **(Most Vehicles)**				0.00	
ABY	**Brake Inspection** **(Remove all four wheels and record specs)**				0.00	
ABY	**Remove & Replace Flexible Fuel Line**			95.98	105.99	201.97
S	*BRAKELINE*	*47.99*	*1*	*47.99*		
S	*BRAKELINE*	*47.99*	*1*	*47.99*		
ABY	**>BRAKE SYSTEM FLUID REPLACEMENT** **Brake fluid will break down over time due to moisture and xidation.** **performed complete brake fluid exchange using high quality cleaner, conditioner and fluid. (Most Cars)**			23.99	96.00	119.99
S	*Dot 4 Brake Fluid / qt*	*23.99*	*1*	*23.99*		
ABY	**AAA MEMBER 10% OFF REPAIR LABOR - Limit $50**				-25.00	-25.00

Payments:
MASTERCARD $422.28 on 12/20/22
[redacted] **AuthorizationNo** [redacted]

[redacted]

AAA Car Care Centers
535 Walnut Street
Cary, NC 27511
(919) 462-8913
ONE TIME, ON TIME, COURTEOUS HONEST REPAIRS

Repair Order # [redacted] **12/20/2022 4:01 pm**

[redacted]EN
CARY, NC [redacted]
Main: [redacted]
Mobile: [redacted] Ext: [redacted]

2014 FORD FUSION
4-1999 2.0L DOHC
VIN : 3FA6P0K9XER[redacted]
Mileage : 69166
Trans :
License : [redacted]

Your Service Writer Today Is: JOHN DAMIEN Center: RETAIL

Technician	Service Description	Parts	Labor	Job Total

Authorizations

Approved By:	Approval Given To:	Date	Time	Difference	Total Authorized	Method
[redacted]	[redacted]	12/20/22	3:11 pm	$424.42	$424.42	By Phone

Reason:

12/20/2022 04:01:34 PM 02080P Auth: 02080P Ref: [redacted] MODE: ISSUER
$ 422.28 [redacted] AID: [redacted] AID Name: Mastercard
TVR: 0000008001 IAD: 0110A04001220000000000000000000FF TSI:

Signature X [redacted]

Repair Order Notes

AAA Car Care Centers Warranty, 12 months or 12,000 miles, whichever comes first. AAA Members receive a 10% discount on labor (limit up to $50.00) and a 3 year or 36,000 miles warranty. If you are not currently an AAA member ask for an application and join today to receive your discount and extended warranty. Car Care does not offer a warranty when any customer provided parts or used parts are installed.

Our Customer Promise:
We will professionally complete when promised only those repairs that are required and approved by you, our valued customer. We will charge you a fair price that will never exceed the price quoted to you and we guarantee your 100% satisfaction or we will repair your car again.

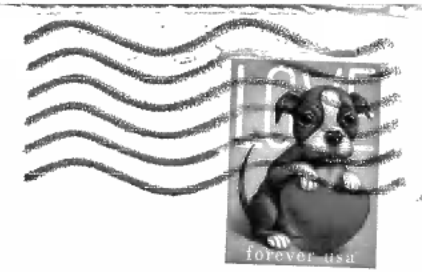
Customer Signature: _____ **Date:** _____

TOTAL PARTS	$155.22
TOTAL LABOR	$211.73
SUBLET	$0.00
Supplies :	$26.78
SUBTOTAL	$393.73
OTHER FEES	$0.00
SALES TAX	$28.55
REPAIR ORDER TOTAL	**$422.28**
PAID	$422.28
DUE	$0.00

[redacted]

[redacted]
Cary, NC [redacted]

RALEIGH NC 275
Research Triangle Region
18 JUL 2023 PM 2 L



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

ATT! Administrator

20590-