

NHTSA Headquarters
1200 New Jersey Ave. SE.
Washington, DC 20590

October 22, 2023

To Whom It May Concern:

I am writing you today regarding a safety issue that has been ongoing since January of this year. Enclosed with this letter is a copy of the original letter to Ford Motor Company, copies of parts and statements for work performed on my 2019 Ford Edge. I would appreciate you looking into the history of these vehicles to see if there may be any ideas of what is causing my Edge to go through brakes and rotors as often as it is. My mechanic at Reid's, had looked into the history prior to my purchasing it, and noted that brakes and rotors had been replaced on it in June of 2022. Prior to that, they could not find anything regarding that. This has become an expensive and ongoing issue, that is starting to become a safety issue because there are times I do wonder if it will stop especially as much as it shakes when coming to a stop.

I would appreciate any help you can offer regarding this and hope that you may be able to be in contact with Ford to see about issues with this model. I do not know if there is such a thing as a Lemon Law or if this would apply, but having to replace items every few months is getting to be both expensive and very time consuming. Any input on this would be nice. I look forward to receiving your response in the near future.

Sincerely,

A large black rectangular redaction box covering the signature area.Handwritten initials in red ink, possibly "JR", located in the bottom left corner of the page.

Ford Motor Company

October 22, 2023

ATTN: Customer Relations

P.O. Box 6248

Dearborn, MI 48 126

To Whom It May Concern:

I am writing you today with an ongoing safety concern with my 2019 Ford Edge ST that I currently own. I purchased this vehicle in October 2022 from Joe Bowman Auto Plaza in Harrisonburg, VA. At that time, there were no mechanical issues mentioned, or implied from the dealership. I began to have problems with it in January 2023, when there was a serious vibration whenever I applied the brakes. After taking it to my local mechanic, he determined that the rotors were warped and needed to be replaced. He replaced them in February 2023 with Ford Motor parts. I began to have issues braking in May 2023, when the vehicle would shake and vibrate whenever the brakes were applied. I started to have the same issue again, and returned it to the mechanic in August 2023 to replace another set of rotors and brakes, because the rotors were warped yet again. Now, again, the rotors have warped and the vehicle is shaking when braking. I have ordered performance rotors from Summit to try and see if they last any longer and they will be replacing them in November.

There is a definitive amount of brake dust on the right front wheel, and when tested, the vehicle did not steer towards that direction when brakes were applied. All sensors were deactivated with the push button option in the vehicle that would automatically apply the brakes, to see if maybe it was sensing a need to brake when it wasn't necessary. This made no difference in the issue. There have been no warning lights come on in the dash during any times the vehicle has been driven to offer any indication there is a sensor failure or any other type of mechanical issue.

This has become a very expensive and continuous repair that just cannot continue for me. At a purchase price of \$35,000.00, I had expected the quality to continue as my family had experienced for many years with owning multiple Ford vehicles. With the prices of both parts and mechanics, this is quickly becoming a vehicle I just can't afford. I wonder if your company can offer any insight on this issue? If there have been any issues tied to brake, rotor, or sensor failures in this model of vehicle, how were they fixed and what was the cause? If you can offer direction, ideas, and communication with my mechanic or myself, it would be much appreciated.

A copy of this letter along with the accompanied copies of the repairs made, are also being sent to the NHTSA Headquarters in Washington, D.C. so that they also may offer ideas on this issue.

Sincerely,



VIRGINIA BUYERS ORDER-NA

Joe Bowman
AUTO PLAZA

Joe Bowman Chevrolet-Cadillac
2455 East Market Street P.O. Box 312
HARRISONBURG, VA. 22803
Phone (540) 434-6731

STOCK NO.

DEAL NO.

DATE OF SALE 10/05/22

PURCHASER'S
NAME

HOME
ADDRESS

CO/PURCHASER
NAME

CITY,
STATE, ZIP DAYTON, VA

(PRINT OR TYPE)

PLEASE ENTER MY ORDER FOR THE FOLLOWING:

☐ NEW

☒ USED

COUNTY ROCKINGHAM

HOME
PHONE

E-MAIL ADDRESS

PHONE

YEAR

2019

MAKE

FORD

MODEL

EDGE

TYPE OF TRANSACTION

☒ PURCHASE

☐ LEASE

TYPE/DOORS

SUV

COLOR

BLACK

MILEAGE

44,735

VIN

2 F M P K 4 A P 6 K B

IN SERVICE DATE

PRICE

INCLUDING FREIGHT,
HANDLING & DELIVERY

32,270.00

Trade-In: You certify that you own free and clear, except as disclosed to us, any trade-in property described on the front of this agreement.

You authorize us, to the extent permitted by applicable law, to charge or set off all sums owing on the debt against any and all such accounts.

Right of Setoff: To the extent permitted by applicable law, we reserve a right of setoff in all your accounts with us (whether checking, savings, or some other account). This includes all accounts you hold jointly with someone else and all accounts you may open in the future. However, this does not include any IRA or Keogh accounts, or any trust accounts for which setoff would be prohibited by law. You authorize us, to the extent permitted by applicable law, to charge or set off all sums owing on the debt against any and all such accounts.

We may add to what you owe us any fees paid for the costs of repossession and sale or for enforcing your obligations. In the event it becomes necessary for counsel employed or retained by us to institute legal proceedings to collect your obligation or protect any security, you agree to pay our attorneys' fees (which shall equal not less than 25% of the unpaid balance and the court costs we incur in enforcing our rights under this agreement).

If you are in default, we may consider all remaining payments to be due and payable, without giving you notice. You will have certain rights to redeem the property by paying us the total amount due. You agree that our rights of possession will be greater than yours. You will deliver the property to us at our request, or we may use lawful means to take it ourselves without notice or other legal action. We may sell the property after giving proper notice to you at your most recent address on our records. We may apply the proceeds or the sale toward what you owe us. You agree to pay the difference between the sale proceeds and what you owe us. We may claim benefits under any insurance policies and/or service contracts and terminate them to obtain refunds for unearned charges.

If you make any false or misleading statement(s) in connection with this loan.

- If you die, become insolvent, or any of your property is the subject of a proceeding in bankruptcy, receivership or reorganization.
- If any property securing this loan is lost, stolen, substantially damaged, destroyed, sold, or confiscated by government authorities.
- If you make any false or misleading statement(s) in connection with this loan.

POWER STOP, LLC
6112-C W 73TH STREET
BEDFORD PARK IL 60638

PACKING LIST PAGE 1

REF #:

SOLD TO: ACCT #
SUMMIT RACING EQUIPMENT
5594 CRYSTAL RIDGE RD
DAYTON VA 228212757

TRANS: INVOICE
PO #:
SHIP VIA: FDXG
MEMO:
DATE: 10/20/23
TIME: 21:31
CLRK:

ST #:1

ITM#	ORD	SHIP	B/O	PART NUMBER	KIT NUMBER	DESCRIPTION
1	1	1	0	AR85173XPR		DRILLED SLOTTED ROTOR PAIR

* CLAIMS/SHORTAGES MUST BE CALLED *
* IN WITHIN 72 HOURS OF RECEIPT *

PKG ID #:

LINES: 1

WEIGHT

SHIP TO: SHPDT: 10/20/23

ITEMS: 1

52.70

DAYTON VA

TRACK #:

Reid's Automotive
Mailing: P.O. Box 284, Lacey Spring, VA 22833
4373 N Valley Pike, Harrisonburg, VA 22802
(540) 437-1896

WE APPRECIATE YOUR BUSINESS

Repair Order # [REDACTED]

Date: 2/8/2023

Page 1 of 1

Orig Est #:

Center : 1

Customer : [REDACTED]

Address : [REDACTED]

City : , VA

Phone 1 : [REDACTED]

Ext [REDACTED]

Phone 2 : [REDACTED]

Ext [REDACTED]

Vehicle :2019 Ford Edge

License [REDACTED]

Clr :

VIN :2FMPK4AP6K [REDACTED]

Fleet #:

Engine :V6-2700 2.7L DOHC

Mileage :52724

Trans :

Prod :

Op	Tech	Description	Part Description	Reason for Replacement	Labor	Parts Price	Subtotal
Service Requests:							
LOF110	ALH	CHECK SHIMMY WHEN BRAKING. CHANGE BRAKE PADS AND ROTORS?					
	6.00	5W30 Full Service Oil Change			23.75	49.20	72.95
			OIL 5W30			38.10	
	1.00		OIL FILTER			9.74	
	0.25		WASHER FLUID			1.36	
DIA0	ASR	Test drove and determined front rotors were shaking. Recommend replacing front pads and rotors. While driving I noticed transmission was not shifting correctly into 4th gear. Had computer reprogrammed. Transmission is shifting good now.			23.75		23.75
PR 0	NOT	Program			165.00		165.00

Payments:

Check, \$264.31, on 02/08/23

CheckNo: [REDACTED]

I hereby authorize the repair work to be done along with the necessary parts & materials and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere, at your discretion, for the purpose of testing and/or inspection. An express mechanics lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. I understand that dealer/owner is not responsible for delay or other consequence due to the unavailability of parts shipments beyond their control. Not responsible for damage or articles left in car in case of fire, theft or any other cause beyond our control. WARRANTY IS 3 MONTHS OR 3,000 MILES WHICH EVER OCCURS FIRST, UNLESS SPECIFIED OTHERWISE!

Labor :	\$212.50
Parts :	\$49.20
Sublet :	\$0.00
Other Fees :	\$0.00
Supply Chrg	\$0.00
Subtotal :	\$261.70
Sales Tax :	\$2.61
Total :	\$264.31
Paid :	\$264.31
Due :	\$0.00

Signature X _____

Reid's Automotive
Mailing: P.O. Box 284, Lacey Spring, VA 22833
4373 N Valley Pike, Harrisonburg, VA 22802
(540) 437-1896

WE APPRECIATE YOUR BUSINESS

Repair Order: [REDACTED]

Date: 2/21/2023 Page 1 of 1

Orig Est: [REDACTED] Center: 1

Customer: [REDACTED]

Address: [REDACTED]

City: , VA

Phone 1: [REDACTED]

Phone 2: [REDACTED]

Ex: [REDACTED]

Ex: [REDACTED]

Vehicle: 2019 Ford Edge

License: [REDACTED]

Clr: [REDACTED]

VIN :2FMPK4AP6KE [REDACTED]

Fleet #:

Engine :V6-2700 2.7L DOHC

Mileage :53565

Trans :

Prod :

Op	Tech	Description	Part Description	Reason for Replacement	Labor	Parts	Subtotal
	Quan	Part Number				Price	
Service Requests:							
BRK0	ALH	Replaced front brake pads and rotors. Test drove.			147.25	382.89	530.14
	1.00	S1	SHOP SUPPLIES			5.00	
	1.00	HU2Z 2V001C	BRAKE PAD			74.98	
	2.00	K2GZ 1125 B	ROTOR			297.92	
	1.00	BC	BRAKE CLEANER			4.99	

DEALER

Payments:

MSTR CHARG VISA, \$550.43, on 02/21/23

| Card# [REDACTED] AuthorizationNo: []

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Labor : \$147.25
Parts : \$382.89
Sublet : \$0.00
Other Fees : \$0.00
Supply Chrg : \$0.00
Subtotal : \$530.14
Sales Tax : \$20.29

Total : \$550.43

Paid : \$550.43
Due : \$0.00

Signature X _____

Reid's Automotive
Mailing: P.O. Box 284, Lacey Spring, VA 22833
4373 N Valley Pike, Harrisonburg, VA 22802
(540) 437-1896

WE APPRECIATE YOUR BUSINESS

Repair Order #

Date: 6/22/2023

Page 1 of 1

Orig Est #:

Center : 1

Customer

Vehicle 2019 Ford Edge

Address :

License

Cir :

City : VA

VIN :2FMPK4AP6K

Phone 1 :

Fleet #:

Phone 2 :

Engine :V6-2700 2.7L DOHC

Trans :

Mileage :63092

Prod :

Op	Tech	Description	Part Description	Reason for Replacement	Labor	Parts	Subtotal
	Quan	Part Number				Price	
Service Requests:							
Check right rear thump when going over bumps							
INS025	DAB	Check brake shake and adaptive braking			20.00		20.00
		State Safety Inspection					
LOF110	ALH	5W30 Full Service Oil Change			23.75	48.83	72.58
	6.00	OIL 5W30	OIL 5W30			38.70	
	1.00	PG8154F	OIL FILTER			10.13	
BRK0	DAB	Test drove vehicle. Confirmed brake shake. Replaced front rotors.			71.25	155.00	226.25
	2.00	YH539672P	ROTOR			155.00	

Payments:

MSTR CHARG VISA, \$329.63, on 06/22/23

CardNo: , AuthorizationNo: []

I hereby authorize the repair work to be done along with the necessary parts & materials and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere, at your discretion, for the purpose of testing and/or inspection. An express mechanics lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. I understand that dealer/owner is not responsible for delay or other consequence due to the unavailability of parts shipments beyond their control. Not responsible for damage or articles left in car in case of fire, theft or any other cause beyond our control. WARRANTY IS 3 MONTHS OR 3,000 MILES WHICH EVER OCCURS FIRST, UNLESS SPECIFIED OTHERWISE!

Labor : \$115.00
Parts : \$203.83
Sublet : \$0.00
Other Fees : \$0.00
Supply Chrg : \$0.00
Subtotal : \$318.83
Sales Tax : \$10.80

Total : \$329.63

Paid : \$329.63
Due : \$0.00

Signature X

Reid's Automotive
Mailing: P.O. Box 284, Lacey Spring, VA 22833
4373 N Valley Pike, Harrisonburg, VA 22802
(540) 437-1896

WE APPRECIATE YOUR BUSINESS

Repair Order # [REDACTED]

Date: 8/28/2023 Page 1 of 1

Orig Est #: [REDACTED] Center :

Customer : [REDACTED]

Address :

City : , VA

Phone 1 :

Phone 2 :

Ext [REDACTED]

Ext [REDACTED]

Vehicle : 2010 Ford Edge

Licens [REDACTED]

Cir :

VIN : 2FMPK4AP6K [REDACTED]

Fleet #:

Engine : V6-2700 2.7L DOHC

Mileage : 69511

Trans :

Prod :

Op	Tech Quan	Description Part Number	Part Description	Reason for Replacement	Labor	Parts Price	Subtotal
BRK0	ALH	Test drove vehicle. Could feel the shaking. Replaced front rotors. Test			71.25	196.00	267.25
	2.00	YH539672P	ROTOR	AFTER MARKET		196.00	

Payments:

MSTR CHARG VISA, \$277.64, on 08/28/23

CardNo: [REDACTED] AuthorizationNo: []

I hereby authorize the repair work to be done along with the necessary parts & materials and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere, at your discretion, for the purpose of testing and/or inspection. An express mechanics lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. I understand that dealer/owner is not responsible for delay or other consequence due to the unavailability of parts shipments beyond their control. Not responsible for damage or articles left in car in case of fire, theft or any other cause beyond our control. WARRANTY IS 3 MONTHS OR 3,000 MILES WHICH EVER OCCURS FIRST, UNLESS SPECIFIED OTHERWISE!

Labor : \$71.25
Parts : \$196.00
Sublet : \$0.00
Other Fees : \$0.00
Supply Chrg : \$0.00
Subtotal : \$267.25
Sales Tax : \$10.39

Total : \$277.64

Paid : \$277.64
Due : \$0.00

Signature X _____

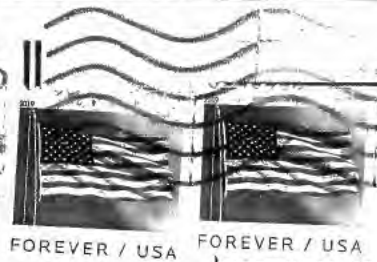
FROM



Dayton, VA

NOVA 220

31 OCT 23 PM 03



☐ Check if new address

NHTSA HEADQUARTERS
1200 NEW JERSEY AVE, SE.
WASHINGTON, DC 20590

20590-

