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

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

NHTSA

October 31, 2024

[redacted]
[redacted]
San Marino, CA [redacted]

NEF-109 drk
Ref. No. 11607268

Dear [redacted]:

Thank you for the letter about your model year (MY) 2019 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 NHTSA. Your MY 2019 Ford Fusion is affected by NHTSA Safety Recall Campaign No. 23V440. A damaged battery energy control module (BECM) caused by excess voltage and current flow can result in a loss of motive power which increases the risk of a crash, or a localized fire around the BECM, which increases the risk of injury in certain MY 2019 through MY 2020 Ford Fusion vehicles.

We understand your concerns with the parts delay for Recall 23V440. Please note that it is not unusual for manufacturers to have an inadequate inventory of recall parts shortly after a recall is announced. Recall parts availability can be affected by numerous factors including, but not limited to, redesign, testing, manufacturing, and logistics. Manufacturers may also decide to limit the volume of recall parts they automatically ship to ensure a balanced distribution to dealers. We encourage you to continue to follow up with Ford and your dealer on the status of parts availability for Recall 23V440.

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