

[REDACTED]
Fayetteville, Tennessee
[REDACTED]

January 2, 2025

To: NHTSA

RE: 2019 Ford Edge Recall

Good morning:

I am writing to report Recall 20S49 recall on my 2019 Ford Edge. I have been unsuccessful in getting Ford to understand that this jerking on my vehicle that I purchased from Landers McLarty Toyota in Fayetteville TN in April 2022, when you accelerate, it jerks and it is constant. It is a recall registered with this particular vehicle for the issue, but they keep telling me that my VIN is not included. I have been unsuccessful since later 2023 to get them to add my VIN for this issue upon instruction from dealership to call them. I have been since advised to make you aware of the problem. Since owning the car April 2022, I have NOT heard from Ford regarding this issue and I have unsuccessful attempts with their recall department to get them to understand that my specific vehicle needs to be added for these very specific issues.

On 12/7/2024, it jerked leaving the stop light on Hwy 231 in Fayetteville, and comes to an abrupt stop in the road in traffic during and would not get out of the park position. A total safety hazard, which could have caused a several car accident. The car had to be towed and has not been operable since until this issue is resolved stating the system needs to be reprogrammed. I was told by my dealership to send this specific information as well. Any assistance or direction will be greatly appreciated. **"2019 Ford Edge Recall Transmission Ford will notify owners, and dealers will replace the start/stop accumulator, free of charge. The recall began September 23, 2020. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 20S49."** This has yet to happen, and I am trying to report with no success.

**REPORT NUMBER: NCAP-CAL-19-002 NEW CAR ASSESSMENT PROGRAM (NCAP) FRONTAL BARRIER IMPACT TEST Ford Motor Co. 2019 Ford Edge Four Door SUV NHTSA No: M20190200
PREPARED BY: CALSPAN CORPORATION P.O. BOX 400 BUFFALO, NEW YORK 104625 March 21,
2019 FINAL REPORT PREPARED FOR: U. S. DEPARTMENT OF TRANSPORTATION NATIONAL
HIGHWAY TRAFFIC SAFETY ADMINISTRATION OFFICE OF CRASHWORTHINESS STANDARDS
1200 NEW JERSEY AVE SE, ROOM W43-410 WASHINGTON, D.C. 2059**

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Fayetteville, TN

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