



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

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552(B)(6)



August 21, 2025

[REDACTED]
[REDACTED]
Fayetteville, TN [REDACTED]

NEF-109 mr
Ref. No. 11641874

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2019 Ford Edge vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. NHTSA's mission is to save lives, prevent injuries, and reduce economic costs due to road traffic crashes, through education, research, safety standards, and enforcement activity. I am pleased to respond.

We appreciate the report you provided. Among other enforcement activities, NHTSA continuously monitors available information to identify potential safety defect trends. As such, reports from motorists are a very important source of information for us. We are aware of NHTSA Safety Recall Campaign No. 20V550 (enclosed) that addresses a problem with missing or loose bolts on the start stop accumulator endcap. This problem could result in a transmission fluid leak and may progress to a loss of transmission function in certain MY 2019 and MY 2020 Ford Edge vehicles. Moreover, a transmission fluid leak in the presence of an ignition source may increase the risk of fire.

You did not include your vehicle identification number (VIN); therefore, we cannot use our VIN Look-Up Tool (<https://www.nhtsa.gov/recalls>) to see if your vehicle is included in Recall 20V550. In addition, please note that recalls are very specific in regard to vehicle build dates, affected vehicle identification numbers (VIN), assembly plants, remedy procedures, and defective components. As such, the safety defect identified in Recall 20V550 may not be related to the transmission problem you are experiencing with your vehicle. However, we entered your information into our database. It will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.gov/files/2024-11/MVSDefectsandRecalls-Update_112124_v1a_tag.pdf.

We encourage you to continue to work with Ford and your dealer to explore the potential for an amicable resolution to your problem. You can ask your dealership for a meeting with a Ford representative regarding your problem. You may also consider contacting your local Consumer Protection Agency or the Tennessee Attorney General's Office regarding your rights under State law. In addition, the Federal Trade Commission (FTC) regulates and investigates warranty and dealership problems, reimbursement matters, and fair-trade practices. Therefore, if you believe this

issue potentially relates to such a practice, you may contact the FTC to discuss the matter. There are two ways to contact the FTC: by toll free telephone at 877-FTC-Help; and by using the internet complaint form at ftc.gov/complaint.

You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at www.bbb.org to file a complaint and review eligibility information or call the BBB Auto Line at 800-955-5100.

Finally, please complete an electronic Vehicle Owner's Questionnaire on our website at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236 if you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future. You can also review complaints, safety recalls, manufacturers' service bulletins, etc. on our website. I hope you find this information helpful.

Sincerely,



Randy Reid, Chief
Consumer Engagement Division
Office of Defects Investigation
Enforcement

Enclosure



U.S. Department
of Transportation

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Traffic Safety
Administration

Part 573 Safety Recall Report

20V550

Manufacturer Name: Ford Motor Company

Submission Date: Sep 10, 2020

NHTSA Recall No.: 20V550

Manufacturer Recall No.: 20S49

Manufacturer Information

Population

Manufacturer Name: Ford Motor Company

Address: 330 Town Center Drive
Suite 500
Dearborn MI, 48126-2738

Total number of potentially involved: 97

Estimated percentage with defect: 100%

Vehicle Information

Vehicle 1: 2019-2020 Lincoln MKX

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion: Spark Ignition Fuel

Production Dates: Nov 16, 2018 - Jun 18, 2020

Number of potentially involved:

Descriptive Information:

On July 24, 2020, Borg Warner provided Ford with a serial number list of start stop accumulators identified as missing torque values on endcap bolts. The missing torque values may indicate missing or improperly torqued endcap bolts.

2019/2020 Lincoln MKX - 9

Vehicle 2: 2019-2020 Ford Transit Connect

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion: Spark Ignition Fuel

Production Dates: Jun 29, 2019 - Jul 03, 2020

Number of potentially involved:

Descriptive Information:

On July 24, 2020, Borg Warner provided Ford with a serial number list of start stop accumulators identified as missing torque values on endcap bolts. The missing torque values may indicate missing or improperly torqued endcap bolts.

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2019/20 Ford Transit Connect - 16

Vehicle 3: 2020-2020 Ford Escape**Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:** Spark Ignition Fuel**Production Dates:** Aug 29, 2019 - Jul 09, 2020**Number of potentially involved:****Descriptive Information:**

On July 24, 2020, Borg Warner provided Ford with a serial number list of start stop accumulators identified as missing torque values on endcap bolts. The missing torque values may indicate missing or improperly torqued endcap bolts.

2020 Ford Escape - 23

Vehicle 4: 2020-2020 Lincoln Corsair**Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:** Spark Ignition Fuel**Production Dates:** Aug 29, 2019 - Jul 09, 2020**Number of potentially involved:****Descriptive Information:**

On July 24, 2020, Borg Warner provided Ford with a serial number list of start stop accumulators identified as missing torque values on endcap bolts. The missing torque values may indicate missing or improperly torqued endcap bolts.

2020 Lincoln Corsair - 8

Vehicle 5: 2019-2020 Ford Edge**Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:** Spark Ignition Fuel**Production Dates:** Nov 16, 2018 - Jun 18, 2020**Number of potentially involved:****Descriptive Information:**

On July 24, 2020, Borg Warner provided Ford with a serial number list of start stop accumulators identified as missing torque values on endcap bolts. The missing torque values may indicate missing or improperly torqued endcap bolts.

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These vehicles are not produced in VIN order. Information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-866-436-7332) or by contacting a local Ford or Lincoln dealer who can obtain specific information regarding the vehicles from the Ford On-line Automotive Service Information System (OASIS) database.

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Defect / Noncompliance Description

Description of the defect or noncompliance:

The affected vehicles are equipped with a start stop accumulator that may have missing or loose bolts.

FMVSS1:

FMVSS2:

Description of the safety risk, including crash, fire, death, injury:

Missing or loose bolts on the start stop accumulator endcap could result in a transmission oil leak and may progress to a loss of transmission function. A transmission oil leak in the presence of an ignition source may increase the risk of fire.

Description of the cause:

An error in the supplier's assembly line software logic allowed start stop accumulators to be released from the supplier's automated bolt torque station with two bolts either not installed or not torqued to specification.

Identification of any warning that can occur:

A wrench light may illuminate.

Component Manufacturer

Tier of Supplier:

Supplier Type:

Name: Borg Warner Transmission Systems

Address: 600 Highway 32 East
Water Valley MS, 38965

Country: United States

Involved Components

Part 573 Safety Recall Report

20V550**Component Name 1:** Auto Start/Stop Accumulator**Component Description:** Automatic engine restart aid**Component Part Number:** JM5Z-7P184-B

Chronology

On July 16, 2020, Borg Warner informed Ford that it had shipped 10 suspect start stop accumulators to the Ford Livonia Transmission Plant with two of the four endcap bolts potentially missing or loose. On July 24, 2020, Borg Warner provided Ford with a serial number list of 173 start stop accumulators (going back to late 2018) with missing torque data that were delivered to the Ford Livonia Transmission Plant. Eight of the accumulators were contained and 165 built into vehicles. On July 28, 2020, Engineering brought the topic into the Critical Concerns Research Group (CCRG). Testing showed that the accumulator endcap would not likely meet design life requirements with missing or improperly torqued endcap bolts. On September 2, 2020, Ford's Field Review Committee approved a field service action. Ford is not aware of any reports of accidents or injuries related to this condition.

Related NHTSA Recall Number:

Description of Remedy

Remedy Type: Replace**Consumer Advisories:** ☐ Do Not Drive ☐ Park Outside**Description of remedy program:**

Owners will be notified by mail and instructed to take their vehicle to a Ford or Lincoln dealer to have the start stop accumulator removed and replaced. There will be no charge for this service.

How remedy component differs from recalled component:

The remedy component has four endcap bolts properly installed

Identify how/when recall condition was corrected in production:

On July 16, 2020, Borg Warner corrected the assembly line logic to prevent accumulators from passing without properly installed and torqued endcap bolts.

Reimbursement Plan

Description of reimbursement program:**Period of reimbursement:**

Part 573 Safety Recall Report**20V550****Costs to be reimbursed:****Address for reimbursement claims:****Recall Schedule****Description of recall schedule:**

Notification to dealers is expected to occur on September 9, 2020. Mailing of owner notification letters is expected to begin September 21, 2020 and is expected to be completed by September 25, 2020.

Planned Dealer Notification Date: Sep 10, 2020 - Sep 10, 2020 ☐ No Dealers

Planned Interim Owner Notification Date: ☐ No Owners

Planned Remedy Owner Notification Date: Sep 21, 2020 - Sep 25, 2020 ☐ Phased Recall

Date when VIN will be searchable: