



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

January 27, 2014

1200 New Jersey Avenue, SE
Washington, DC 20590

[REDACTED]
Eliot, ME [REDACTED]

NVS-216 nam
Ref. No. 10550089

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2013 Ford Edge Sport. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation has looked into this issue and we are pleased to respond. We regret any inconvenience our delay in responding may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. However, we do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that you were driving your MY 2013 Ford Edge Sport and heard a loud noise but the vehicle had not struck any objects. You looked up and noticed that the moon roof glass completely shattered but remained in place. You had a State Trooper inspect your vehicle but he could not determine what caused the damage. Accompanied by the Trooper, you drove your vehicle to a local dealer for inspection and repair. The dealer indicated that there was no evidence of an impact that may have caused the damage. They contacted Ford on your behalf to request that the repair be covered under warranty. Ford initially denied any assistance, but later offered to pay for a portion of the repair. You declined the offer and repaired the vehicle through your insurance company. You disagree with Ford and feel based on other complaints for this problem there is a latent defect in the moon roof. Therefore, you believe that Ford should be responsible the repair and related expenses.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to the moon roof glass shattering without an impact in MY 2013 Ford Edge Sport vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. The information you provided has been entered into our database. It will be

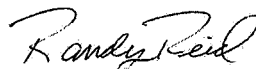
considered with future reports to identify any safety defect trends that may require our attention. The information you provided has been entered into our database, and it will be considered with future reports to identify any safety defect trends that may require our attention. The NHTSA investigation and recall process can be found on our web site at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm.

Your reimbursement requests for the repair and related expenses and relief under the State lemon law do not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency or you may ask your dealership for a meeting with a Ford district manager regarding your problem. In addition, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways to contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

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 web site at www.bbb.org to file a complaint and review eligibility information, or call BBB Auto Line at 1-800-955-5100.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained from our web site.

Sincerely yours,



Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement