

INFORMATION Redacted PURSUANT TO THE FREEDOM OF



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6)

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

06-AUG-2015

Repository ☐

Reference No.
10746881

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City
TERRELL

State
TX

Zip Code [REDACTED]

Daytime Telephone Number

[REDACTED]

E-mail Address

[REDACTED]

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

2FMDK3JCDE[REDACTED]

Make

FORD

Model

EDGE

Model Year

2013

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

15-MAR-2015

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 162000 STRUCTURE: BODY

Failure Mileage

72000

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM9ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

N

Narrative Description of Incident(S), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

THE DOOR LOCK SENSOR HAS BECOME DEFECTIVE ON THE CAR CAUSING THE DOOR AJAR WARNING TO STAY ON AT ALL TIMES. BEING A NURSE, I GO TO WORK VERY EARLY AND TRAVEL FOR 30 MILES EACH WAY. WHEN THIS ISN'T SENSOR ISN'T WORKING THE DOORS WILL NOT LOCK WHILE THE KEY IS IN THE IGNITION AND THERE IS A CONSTANT DINGING NOISE TO CLOSE THE DOOR AGAIN EVERY TIME I STOP. DRIVING TO DOWNTOWN DALLAS IS VERY UNSAFE IN THE MY CAR NOW. THE INTERIOR LIGHTS STAY ON FOR MILES AND IT IS HARD TO DRIVE IN THE DARK WITH THE INTERIOR LIGHTS ON.TWO DEALERSHIPS SAY THIS IS A KNOWN PROBLEM ON THE FORD EDGE AND THEY HAVE RECEIVED BULLETINS ON THE PROBLEM BUT NO RECALL. THEY SAY THE SENSOR NEEDS TO BE TAKEN OUT AND CLEANED, IT IS NOT BROKEN THEREFORE THE WARRANTY NOR EXTENDED WARRANTY WILL NOT COVER THE \$400 REPAIR. PLEASE HELP MAKE FORD FIX THIS PROBLEM BY ISSUING A RECALL.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.