

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) FOR USE BY FIELD OFFICES ONLY 100148	
		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline	
OWNER INFORMATION (Type or Print) Name: [REDACTED] Address: [REDACTED] City: ALBANY State: MN Zip Code: [REDACTED]		Date Received: 04-NOV-2015	
		Repository: ☐ Reference No.: 10788332	
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).		Daytime Telephone Number: [REDACTED]	
		Evening Telephone Number: [REDACTED]	
VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 2FMDK3G9XDB [REDACTED]		Make: FORD	Model: EDGE Model Year: 2013
Date Purchased: 12-13-14	Dealer's Name and Telephone Number: Albany Chrysler Center		Engine: No: Cylinders:
Original Owner: ☐	Dealer's City: Albany	State: MN Zip Code: 56307	Fuel Type:
Transmission Type: ☐ Antilock Brakes ☐ Cruise Control	Powertrain:	Multiple Failure:	Incident Date(s): 27-OCT-2015
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Codes: 162000 STRUCTURE: BODY, 171100 LATCHES/LOCKS/LINKAGES: DOORS: LATCH		Failure Mileage: 46000	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: DOTM19ABC036):	☐ 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:	Number of Deaths:
		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).			
TL* THE CONTACT OWNS A 2013 FORD EDGE. AFTER EXITING THE VEHICLE AND LOCKING THE DOORS, THE DOOR AJAR WARNING LIGHT ILLUMINATED AND THE INTERIOR LIGHTS REMAINED ILLUMINATED. THE VEHICLE WAS TAKEN TO THE DEALER. THE TECHNICIAN DIAGNOSED THAT THE DOOR LATCH NEEDED TO BE REPLACED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 46,000.			
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 to 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.			



November 24, 2015

[REDACTED]
Albany, MN [REDACTED]

Case # CAS- [REDACTED]

Dear [REDACTED]

Thank you for your contacting Ford Motor Company. We have received your letter, providing details of a recent repair to your 2013 Ford Edge and your request for reimbursement.

We sincerely regret the circumstances you described and apologize for the inconvenience you have been caused as a result.

Consideration for reimbursement of repairs can only be made if those repairs are performed by an authorized Ford dealership, using genuine Ford parts. This policy allows Ford Motor Company to monitor the quality of the work performed and parts used in the repair of your vehicle. Any repairs or services not completed at a Ford dealership would be the responsibility of the customer.

Thank you for writing. We are sorry that we were not able to meet your expectations.

Sincerely,

A handwritten signature in black ink, appearing to read "D. Lyons".

D. Lyons
Customer Service Representative
Ford Motor Company

**BBB AUTO LINE
Customer Claim Form**

Case number: [REDACTED]
Contact Date: 12/03/15
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [REDACTED]		
Mailing address: [REDACTED]		
City: Albany	State: MN	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone:	Cell phone:
Fax:	E-mail address: [REDACTED]	

SECTION 2: VEHICLE INFORMATION

Make: Ford	Model: Edge	Year: 2013	Current mileage: 44931
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: , , MN Albany Chrysler Albany MN			
Primary Servicing dealer/city/state: John Wiese Ford, Inc. Albany Chrysler Sales Centre Albany MN			
Acquired as ☒ new ☒ used ☐ demo ☐ leased		Is the vehicle in your possession? ☒ yes ☐ no	
Purchase/lease date: 12-13-14		Mileage at purchase/lease: 32053	
First repair attempt date: 11-02-15		First repair attempt mileage: 44931	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: 0	Transmission type: ☒ Automatic ☐ Manual
Has the vehicle been in an accident/had body damage? ☐ yes ☒ no			Date of accident:
Description of damage:			

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

I'm asking the Ford Motor Company to reimburse me for \$321.83 for the cost to replace the door latch which was explained to them in letter sent to them on November 9th 2015.

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER 2FMDK3G9XDB [REDACTED]	
Lienholder/Leasing Company _____	Phone Number [REDACTED]
Account Number _____	

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example:				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
light inside vehicle would not go out and warning signal kept telling me that my door was ajar. This happened while I was driving the vehicle	Albany Auto Center	1	11/02/15 44931 1 day	NO

Total days out of service for all problems: 2 daysSignature of Titled Owner(s) [REDACTED] Date 12-16-15Printed Name of Titled Owner(s) [REDACTED]

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE
3033 Wilson Blvd., Suite 600
Arlington VA, 22201
Fax: 703-247-9700

November 9, 2015

1st
Letter

Ford Motor Company
PO Box 6248
Dearborn, MI 48126

[REDACTED]
Albany, MN [REDACTED]

To: Ford Motor Company

I'm writing to you to inform you that there should be a recall on the sensor in the driver's side door latch on your 2013 Ford Edge.

Two weeks ago I noticed when I was driving that a warning signal would go on informing me that the driver side door was ajar. Then when I would get out of the vehicle the lights would stay on after I locked the door. Last week while I was driving the lights inside the car would not go off and the warning signal kept telling me that the driver's side door was ajar.

I took my vehicle to the dealership where we purchased it from (not a Ford dealership) to get it repaired. The cost of the repair was \$321.83 which I feel I should not have to pay.

I noticed on the internet that this is a common problem with 2013 Ford Edge's. I have filed a complaint with SaferCar.gov and also with your Ford Motor Company. I have included a copy of the sales agreement and also the invoice from the repair.

Hope you hear from you soon concerning this matter.

Sincerely

[REDACTED]

December 3, 2015

2ND
Letter

[REDACTED]
Albany, MN [REDACTED]

To: Ford Motor Company

I'm writing to you to inform you that there should be a recall on the sensor in the driver's side door latch on your 2013 Ford Edge.

Two weeks ago I noticed when I was driving that a warning signal would go on informing me that the driver side door was ajar. Then when I would get out of the vehicle the lights would stay on after I locked the door. Last week while I was driving the light inside the vehicle would not go off and the warning signal kept telling me that the driver's side door was ajar.

I took my vehicle to the dealership where we purchased it from (not a Ford dealership) to get it repaired. The cost of the repair was \$321.83 which I feel I should not have to pay.

I noticed on the internet that this is a common problem with 2013 Ford Edge's. I have filed a complaint with SaferCar.gov and also with your Ford Motor Company. I have included a copy of the sales agreement and also the invoice from the repair.

To: Ford Motor Company

This is the letter that I send you several weeks ago about what happened to my 2013 Ford Edge. As I stated in the letter that while I was driving the light would not go out inside my vehicle and the warning signal kept going off. At that point, I was not going to drive another 30 miles to get it to a FORD DEALERSHIP which you have stated in your letter must be done in order to get reimbursed. Sometimes you have to view on the side of safety rather than where the closes Ford Dealership is. For this reason I feel that you need to reconsider my request for reimbursement of this service.

I have sent this letter and the letter I received from you to the Better Business Bureau for their consideration concerning this matter.

Sincerely

[REDACTED]



P.O. Box 747
34650 225th Avenue
Albany, MN 56307
Phone: (320) 845-6723
Phone: (800) 392-3426

Customer

Address

City

ALBANY, MN

Year Make Model

13 FORD

EDGE

Color

BLACK

VIN

2FMDK3G9X DB

Res. Phone

Bus. Phone

Ext.

Cell Phone

R.O. Date

11/02/15

R.O. #

Miles In

1

Miles Out

44931

Time Rec

Promised

Labor Rate

AD

Cust #

Delivery Date

12-13-14

Stock #

Plate

In-Service

045

12-13-14

PARTS

A. DOOR LATCH
1 8T4Z7821813B 123.93
LINE A TOTAL: \$123.93

M. FILTER ENG INE OIL
1 1AMFL000.04 4.99
M. OIL 5W30
6 68055891.AA 18.90
LINE M TOTAL: \$ 23.89

O. BATTERY STO RAGE
1 1AM00595.90 125.00
LINE O TOTAL: \$125.00

OTHER

Shop Supplies 10.00
Env. Disp. Fee 0.84

A GN CUSTOMER SAYS THE DOME LIGHT WILL NOT SHUT OFF, WHEN
CLOSE THE DRIVERS SIDE
DOOR IT DAYS DR DOOR AJAR MESSAGE COMES UP
DOOR SWITCH
FOUND DRIVERS DOOR SWITCH SHORTED REMOVED DOOR PANEL
REMOVED WINDOW REG REMOVED DOOR SWITCH AND REPLACED
INSTALLED WINDOW REG INSTALLED DOOR PANEL TESTED AND
WORKS GOOD

Parts: 123.93 Labor: 197.90 Total: 321.83

M 01 LUBE OIL & FILTER

Parts: 23.89 Labor: 7.00 Total: 30.89

N 45 16PT INSPECTION

TOTAL: N/C

O 20 REPLACE BATTERY

Parts: 125.00 Labor: 18.00 Total: 143.00

DIAGNOSTICS

A -C-R- 40 Labor \$ 62.97
REMOVE AND REPLACE
A -C-R- 40 Labor \$134.93
-A- Labor Total: \$ 197.90

LUBE OIL & FILTER

M -C-R- 40 Labor \$ 7.00
-M- Labor Total: \$ 7.00

16PT INSPECTION

N -C-R- 40 Labor \$N/C
-N- Labor Total: \$N/C
REPLACE BATTERY
O -C-R- 40 Labor \$ 18.00
-O- Labor Total: \$ 18.00

Payment Method?

☐ Cash ☐ Credit Card

**TERMS: STRICTLY CASH
UNLESS ARRANGEMENTS MADE.**

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicles or articles left in vehicles in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in shipments by a supplier or transporter. I hereby grant you and your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and inspection. An expressed mechanics lien is hereby acknowledged on the vehicle to secure the amount of repairs therein.

If charges are not paid upon delivery of the goods and/or services payment is due within 30 days of the billing date. a 1% per month (12% per annum) late payment penalty will be assessed on any unpaid balance remaining after 30 days.

Key Tag:

2

Parts: 272.82
Labor: 222.90
Other: 10.84
Discount: 0.00
Warrantv: 0.00
Internal: 0.00
Sub-total: 506.56
Tax: 19.45
Total Due: 526.01

*pd discover
Card 11-2-15*

Stock #: [REDACTED] Date: 12/13/14 Salesperson: [REDACTED]
Buyer Name: (Last) [REDACTED] (First) [REDACTED] (Middle) [REDACTED]
Co-Buyer Name: (Last) [REDACTED] (First) [REDACTED] (Middle) [REDACTED]
Address: [REDACTED] City: ALBANY State: MN County: STEARNS Zip: [REDACTED]
Home Phone: [REDACTED] Bus Phone: [REDACTED] Buyer DOB: [REDACTED] Co-Buyer DOB: [REDACTED]
Buyer D.L. #: [REDACTED] Co-Buyer D.L. #: [REDACTED]

Buyers Insurance Co.: WESTERN NATIONAL POLICY# 01 PAP [REDACTED]
PLEASE ENTER MY ORDER FOR: New ☐ Used ☒ Demo ☐ Lienholder ☐ CASH DEAL Address: ALBANY, MN [REDACTED]

YEAR 2013	MAKE FORD	MODEL EDGE	BODY SE	TRANSMISSION AUTO	COLOR BLACK	INTERIOR
VIN # 2FMDK3G9XDE	LIC #		TAB EXP. DATE 03/30/15	STATE MN	MILEAGE 32053	DELIVERED ON OR ABOUT N/A
Buyer Email:			CASH PRICE OF VEHICLE			19779.11
Co-Buyer Email:			FREIGHT			N/A
			DEALER INSTALLED OPTIONS			N/A
						N/A
			N/A			N/A
			N/A			N/A
			N/A			N/A
			N/A			N/A
			N/A			N/A
			N/A			N/A
			N/A			N/A
			N/A			N/A
			N/A			N/A
			N/A			N/A
TITLE:			N/A			N/A
LIEN RELEASE:						
			REGISTRATION TAX	N/A	LESS TRADE-IN ALLOWANCE (-)	5800.00
			PLATE FEE	N/A	TRADE DIFFERENCE	13979.11
TRADE-IN DATA			PUBLIC SAFETY VEHICLE FEE	3.50	N/A	N/A
YEAR 2008	MAKE PONTIAC	MODEL GRAND PR	BODY STAGE	TRANSFER TAX	10.00	MOTOR VEHICLE SALES TAX 908.64
VIN # 2G2WP552681				TITLE/TRANSFER FEE	13.75	N/A
LIEN HOLDER'S NAME			STATE/DEPUTY FILING FEE	10.00	SERVICE CONTRACT	N/A
ADDRESS			LIEN RECORDING FEE	N/A	MAINTENANCE CONTRACT	N/A
LICENSE PLATE #	LICENSE STATE MN	EXP. DATE 03/31/15	WHEELAGE TAX	N/A	OTHER STATE & LOCAL SALES TAXES	N/A
MILEAGE NOW 87,863	TRANSMISSION AUTO		TRANSIT TAX	N/A		N/A
DOES YOUR TRADE-IN HAVE A BRANDED TITLE OR INSURANCE SALVAGE HISTORY? YES ☐ NO ☒				N/A	DOCUMENT ADMINISTRATION FEE	75.00
IS THE POLLUTION CONTROL EQUIPMENT ON YOUR TRADE-IN INTACT AND IN OPERATING CONDITION? YES ☒ NO ☐				N/A	OPTIONAL ELECTRONIC TRANSFER FEE	N/A
Dealer's Disclaimer of Warranty Unless the vehicle is sold with a separate written dealer warranty or the dealer enters into a service contract with the buyer, the vehicle is sold "AS IS". Dealer expressly disclaims all warranties, either express or implied, including the implied warranties of merchantability and fitness for a particular purpose. The entire risk of the quality and performance of the vehicle is with the buyer. Important: A manufacturer warranty may apply.			TOTAL LICENSE & FEES			37.25
			SUBTOTAL			15000.00
			LESS AMOUNT SUBMITTED WITH ORDER (-)			N/A
			PLUS BALANCE OWING TO LEINHOLDER ON TRADE IN (+)			N/A
			TOTAL AMOUNT DUE ON DELIVERY			15000.00

The front and back of this CONTRACT comprise the entire CONTRACT affecting this purchase. The DEALER will not recognize any verbal agreement, or any other agreement or understanding of any nature. You certify that you are 18 years of age or older and acknowledge receiving a copy of this contract.

The terms of this CONTRACT were agreed upon and the CONTRACT signed in the dealership on the date noted at top of this form.

IMPORTANT: THIS MAY BE A BINDING CONTRACT AND YOU MAY LOSE ANY DEPOSITS IF YOU DO NOT PERFORM ACCORDING TO ITS TERMS.

NOTICE OF SALESPERSON'S LIMITED AUTHORITY. This contract is not valid unless signed and accepted by Sales Manager or Officer of Dealership.

Accepted ☒ [Signature] ☒ [Signature]

This ODOMETER DISCLOSURE STATEMENT and ASSIGNMENT Refers to Vehicle Being Sold

Federal and State law require that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

I (we) **ALBANY CHRYSLER CENTER, INC** the owner(s) of the vehicle described below, certify the vehicle is free of all security interests, warrant title, assign the registration tax and the vehicle to the person(s) named below and state that the odometer now reads **32053** (no tenths) miles and to the best of my knowledge the odometer mileage is:

☒ ACTUAL MILEAGE
☐ EXCEEDS MECHANICAL LIMITS OF ODOMETER
☐ NOT ACTUAL MILEAGE - WARNING ODOMETER DISCREPANCY

YEAR 2013	MAKE FORD	MODEL EDGE	BODY TYPE SE
VIN NO. 2FMDK3G9XDE	LICENSE NO. [REDACTED]	LIC. EXP. DATE 03/30/15	
TRANSFEROR'S (SELLER) STREET ADDRESS [REDACTED]			
STREET ADDRESS [REDACTED]		STATE ALBANY, MN	ZIP [REDACTED]
CITY ALBANY, MN	STATE MN	ZIP [REDACTED]	
TRANSFEREE'S (BUYER) SIGNATURE Receipt of copy acknowledged ☒		TRANSFEROR'S (SELLER) SIGNATURE (PRINT SIGNER'S NAME ALSO) [REDACTED]	
		STATEMENT DATE 12/13/14	

This ODOMETER DISCLOSURE STATEMENT and ASSIGNMENT Refers to Vehicle Being Traded In

Federal and State law require that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

I (we) **[REDACTED]** the owner(s) of the vehicle described below, certify the vehicle is free of all security interests, warrant title, assign the registration tax and the vehicle to the person(s) named below and state that the odometer now reads **87863** (no tenths) miles and to the best of my knowledge the odometer mileage is:

☒ ACTUAL MILEAGE
☐ EXCEEDS MECHANICAL LIMITS OF ODOMETER
☐ NOT ACTUAL MILEAGE - WARNING ODOMETER DISCREPANCY