

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) DOT Auto Safety Hotline		FOR AGENCY USE 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: <u>WINDBOR</u> <u>Central City</u> State: <u>PA</u> Zip Code: [REDACTED]		Date Received 29-FEB-2016 APR 01 2016		Repository ☐ Reference No. 10838886	
		Daytime Telephone Number: [REDACTED]		E-mail Address:	
		Evening Telephone Number: <u>Same</u>			
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 2FMDK4JCXDE [REDACTED]		Make FORD		Model EDGE	
Model Year 2013		Date Purchased <u>June 18, 2013</u>		Dealer's Name and Telephone Number <u>Laurel Ford 1-814-467-5565</u>	
Engine: No. Cylinders <u>6</u>		Fuel Type: <u>Gas</u>		Original Owner ☐	
Dealer's City <u>Windbor</u>		State <u>Pa</u>		Zip Code <u>15963</u>	
Transmission Type <u>Auto</u>		☒ Antilock Brakes ☒ Cruise Control		Powertrain <u>AWD</u>	
Multiple Failure:		Incident Date(s) <u>1 Feb 2014</u> <u>23-FEB-2016</u> <u>10 Feb 2015</u>			
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 171100 LATCHES/LOCKS/LINKAGES: DOORS: LATCH				Failure Mileage 42927	
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. WHEN THE VEHICLE WAS STARTED, THE DRIVER SIDE DOOR AJAR WARNING LIGHT REMAINED ILLUMINATED. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE DOOR LATCH HAD TO BE CHANGED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 42,927.					
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.					

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

The same problem almost exactly 1 year apart,
as you can see on invoices. It is difficult to drive
at night with the dome lights on above your eyes, plus
warning lights & warning sound going off.
It amazed me that after the warranty was over they
changed the latch I looked on line, looks like
a lot of people are having the same problem and
just overlooked it.
I called Ford Motor Co. but no help!

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

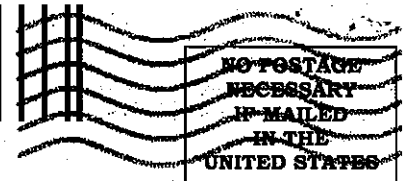
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

JOHNSTOWN PA 159

18 MAR 2016 PM 2 T

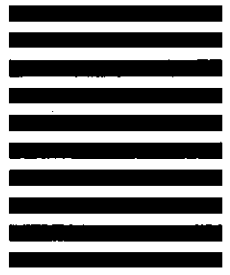


BUSINESS REPLY MAIL

FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100**
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



LAUREL FORD LINCOLN

Telephone (814) 467-5565 · 135 Ford Drive
Windber, Pennsylvania 15963
www.laurelautogroup.com



LINCOLN

CENTRAL CITY, PA

SERVICE ADVISOR JOHN BENNETT

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
23FEB16	04MAR16		2FMDK4JCXDB				04MAR16	
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
11:11	14:25	13	FORD EDGE		0.00	18JUN13	21	33
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
42927	42927							

A CUSTOMER STATES DOOR AJAR LIGHT STAYS ON
(SEE HISTORY) BRAD
CAUSE: 7821813
23943A TRIM PANEL - FRONT DOOR - REMOVE
AND INSTALL (23942/23943) - L
39 WESP (N/C)
1 8T4Z*7821813*B LATCH (N/C)
23943A6L LATCH ASSEMBLY - FRONT DOOR -
REPLACE (21812/21813/219A64/219A65) -
L
39 WESP (N/C)
FC: L19 42
PART#: 8T4Z*7821813*B
COUNT:
CLAIM TYPE:
AUTH CODE:
[REDACTED]

VERIFY CONCERN, LF DOOR AJAR LIGHT COMES ON.
HISTORY SHOWS THIS LATCH AS BEEN ELECTRICALLY
CLEARED TWICE AND THE PROBLEM RETURNS, REPLACE
LF DOOR LATCH ASSEMBLY.
B MULTI-POINT INSPECTION Perform a thorough
inspection of your vehicle and provide a
detailed report card at no charge.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS,OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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 vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

(OVER)

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

UNIT# [REDACTED]

CUSTOMER #: [REDACTED]

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WORKORDER



LINCOLN

CENTRAL CITY, PA [REDACTED]

PAGE 2

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 33 BENNETT, JOHN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GREEN	13	FORD EDGE	2FMDK4JCXDB [REDACTED]	[REDACTED]	42927/	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
18JUN13 DD			18:00 23FEB16		0.00	CASH
R.O. OPENED	READY	OPTIONS: SOLD-STK: [REDACTED] 1) PREMIER WARRANTY				
23FEB2016 11:11		PHONE 888-438-0100 FAX 866-764-0338 2) CONTRACT				
		#EPE-07-162230 84/100,000				

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A				CUSTOMER STATES DOOR AJAR LIGHT STAYS ON (SEE HISTORY) BRAD

#39 order LF door latch Assy 2-23-16 11:42am

# B 99P	C	MULTI-POINT INSPECTION Perform a thorough inspection of your vehicle and provide a detailed report card at no charge.
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23FEB16

CENTRAL CITY, PA [REDACTED]

23FEB16

1

PAGE 1

LATCH

STK

(OVER)

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**LINCOLN**SERVICE ADVISOR **JOHN BENNETT**

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
10FEB15	23FEB15		2FMDK4JCXDB				23FEB15	
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
08:41	14:10	13	FORD EDGE		0.00	18JUN13	21	33
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
35163	35163							

A CUST STATES DRIVERS DOOR AJAR LIGHT COMES ON
CAUSE: 14-0224 TSB
140224B REMOVE DOOR LATCH ON BOTH AND
CYCLE LATCH AS PER INSTRUCTI
39 W (N/C)
FC: L19 42
PART#: 7821813
COUNT:
CLAIM TYPE:
AUTH CODE:
[REDACTED]

VERIFY CUSTOMER CONCERN. CHECK OASIS. FOUND
TSB 14-0224 APPLIES TO CONCERN. FOLLOW TSB
PROCEDURE AND REMOVE BOTH FRONT DOOR LATCHES
AND RECYCLE THEM. RETEST VEHICLE. UNABLE TO
REPRODUCE CONCERN. VERIFY REPAIR.

B CUST STATES INTERIOR LIGHTS STAY ON
SOMETIMES
N/C RELATED TO LINE A
39 C 0.00 0.00

C CUST STATES ALL LIGHTS STAY ON SOMETIMES
N/C RELATED TO LINE A
39 C 0.00 0.00

D MULTI-POINT INSPECTION Perform a thorough

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS,OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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 vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

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TECHNICIAN

DEALER GENERAL MANAGER OR AUTHORIZED PERSON

DATE

UNIT#

CUSTOMER #:

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WORKORDER

PAGE 2

CENTRAL CITY, PA



LINCOLN

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 33 BENNETT, JOHN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GREEN	13	FORD EDGE	2FMDK4JCXDB [REDACTED]	[REDACTED]	35163/	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
18JUN13 DD			18:00 10FEB15		0.00	CASH
R.O.-OPENED		READY	OPTIONS: SOLD-STK: [REDACTED]			

10FEB2015 08:41

LINE OP CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS

A W CUST STATES DRIVERS DOOR AJAR LIGHT COMES ON

B W CUST STATES INTERIOR LIGHTS STAY ON SOMETIMES

C W CUST STATES ALL LIGHTS STAY ON SOMETIMES

D 99P C MULTI-POINT INSPECTION Perform a thorough inspection of your vehicle and provide a detailed report card at no charge.

PLEASE
SEND IN YOUR
SURVEY
IT'S MY
REPORT CARD
Thank You!

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

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 vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

UNIT# [REDACTED]
CUSTOMER #: [REDACTED]

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WORKORDER

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CENTRAL CITY, PA [REDACTED]

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 41 VITALIE, MIKE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GREEN	13	FORD EDGE	2FMDK4JCXDB [REDACTED]	[REDACTED]	26054/	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
8JUN13 DD			** WAITER **		0.00	CASH
R.O. OPENED	READY	OPTIONS: SOLD-STK: [REDACTED]				
1FEB2014 09:29						

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
A			W	CUSTOMER STS RADIO CONTINUES TO PLAY AFTER TURNING VEHICLE OFF KEY OUT OF IGNITION DOOR OPEN <i>attempted to reprogram FCDIM as per TSB 12-11-8, all ready at latest level</i>
B			W	CUSTOMER STS LEFT DOOR ADJAR WARNING COMES UP INTERMITTENTLY WHILE DRIVING

(OVER)

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

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 vehicle or articles left in vehicle in

PRELIMINARY ESTIMATE \$ _____

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			