

# INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

**From:** [Abbew, Margaret CTR \(NHTSA\)](#)  
**To:** [Fogle, Brenda CTR \(NHTSA\)](#)  
**Subject:** FW: FW: FW: FW: NHTSA: Follow up to ODI Complaint: --10860105  
**Date:** Friday, May 13, 2016 2:42:08 PM  
**Attachments:** [EVOO EMAIL-MAILED RESPONSE.pdf](#)  
[10860105.pdf](#)

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**Sent:** Friday, May 13, 2016 1:30 PM

**Subject:** FW: FW: FW: FW: NHTSA: Follow up to ODI Complaint: --10860105

Questionnaire.

**From:** [REDACTED]  
**Sent:** Wednesday, May 11, 2016 9:24 PM  
**To:** DataQuality, DataQuality (NHTSA)  
**Subject:** Fwd: FW: FW: FW: NHTSA: Follow up to ODI Complaint: --10860105

Hello,

Please make the following changes:

- Address is [REDACTED].
- The Door ajar light and alarm go off when the car is parked and when it is in motion.
- It started closer to 55,000 mileage. (Adjust in 2 places)
- There is currently a recall for this issue in other Ford vehicles, but not the 2013 Ford Edge.

Thanks,

----- Forwarded message -----

**From:** <[Brenda.Fogle.CTR@dot.gov](mailto:Brenda.Fogle.CTR@dot.gov)>  
**Date:** Wed, May 11, 2016 at 10:58 AM  
**Subject:** FW: FW: FW: NHTSA: Follow up to ODI Complaint: --10860105  
**To:** [REDACTED]

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to [dataquality@dot.gov](mailto:dataquality@dot.gov) or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.  
NHTSA/Office of Defects Investigation



U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

**DOT Auto Safety Hotline**  
**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

18-APR-2016

Repository ☐

Reference No.  
10860105

**OWNER INFORMATION (Type or Print)**

Name

Address

City MILWAUKEE

State WI

Zip Code

Daytime Telephone Number

E-mail Address

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

2FMDK4KC2DE

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

☐ Cruise Control

Multiple Failure:

Incident Date(s)

01-JAN-2016

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Codes: 162000 STRUCTURE: BODY, 171100 LATCHES/LOCKS/LINKAGES: DOORS:  
LATCH

Failure Mileage  
65000

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. WHILE THE VEHICLE WAS PARKED, THE DOOR AJAR WARNING LIGHT ILLUMINATED WHEN THE DOOR WAS PROPERLY CLOSED. THE FAILURE OCCURRED CONSTANTLY. THE VEHICLE WAS DIAGNOSED NOR REPAIRED. THE CONTACT STATED THAT THE VIN WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 15V246000(LATCHES/LOCKS/LINKAGES). THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 65,000.

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 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.