

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

 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 25-OCT-2016 JAN - 4 2017	Repository ☐ Reference No. 10918749		
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	E-mail Address
City		State	Zip Code	Evening Telephone Number	
BURNET		TX			
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		Make	Model	Model Year	
2FMDK3J92DB		FORD	EDGE	2013	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
12/2012	Johnson Sewell Ford 1-888-530-0306		No: Cylinders	Gas	
Original Owner	Dealer's City	State	Zip Code		
☒	Marble Falls	TX	78654		
Transmission Type	☒ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
Auto	☒ Cruise Control			02-MAR-2015	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 162000 STRUCTURE: BODY; 110000 ELECTRICAL SYSTEM; 171100 LATCHES/LOCKS/LINKAGES: DOORS: LATCH; 162600 STRUCTURE: BODY: HATCHBACK/LIFTGATE				Failure Mileage	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	Failure Location:			
	☐ Prior Repair				
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:				
Vehicle Component Code:	Failed Part:				
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es) and Injury(ies).)					
Crash	File	Number of Persons Injured	Number of Deaths	Reported to Police	
☐ Yes ☒ No	☐ Yes ☒ No			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. THE CONTACT STATED THAT THE DOOR AJAR WARNING INDICATOR ILLUMINATED AND THE INTERIOR LIGHTING REMAINED ILLUMINATED. IN ADDITION, THE ELECTRONIC PANEL FAILED TO FUNCTION PROPERLY ON THE DRIVER'S SIDE AND THE LIFTGATE FAILED TO REMAIN CLOSED. IN ADDITION, THE FRONT AND REAR PASSENGER SIDE DOORS RANDOMLY FAILED TO REMAIN CLOSED. THE VEHICLE WAS TAKEN TO THE DEALER AND THE SENSORS WERE CLEANED. TWO MONTHS LATER, THE FAILURES RECURRED. THE MANUFACTURER WAS NOT NOTIFIED. THE FAILURE MILEAGE WAS NOT AVAILABLE.					
Include, if available: Police/Tire 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 Administration. 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.					

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

The door ajar warning indicator light comes on even when the door(s) and/or liftgate is properly closed. When this occurs, the doors will unlock automatically and the interior light will not go off. This happens primarily with the driver's side front door, but it has been noticed with the passenger's front (and rear) doors, as well as with the liftgate. This drained the battery to the point where it had to be replaced. The vehicle was taken to the dealer and the door sensors were cleaned. While this seemed to correct the problem, it only lasted about two months. Driving the car when this problem occurs is a **SAFETY ISSUE** as the doors **WILL NOT LOCK!** A recall should be implemented to correct this problem!

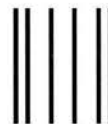
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US Department
of Transportation

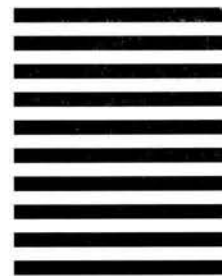
National Highway
Traffic Safety
Administration

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

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US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
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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

