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[REDACTED]
Washington, DC
[REDACTED]

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

The Honorable Robert L. Sumwalt
Chairman
NTSB Board
490 L'Enfant Plaza, SW
Washington, DC 20594

Vehicle: 2014 Ford Fiesta
VIN: 3FADP4BJ5E [REDACTED]
Mileage: 56634

Subject: 2014 Ford Fiesta- Door Latches

December 8, 2019

Dear Chairman Sumwalt,

The door latches on my 2014 Ford Fiesta have broken twice. I encourage you to demand Ford issue a recall on all 2014 Fiestas and replace the latches on all the doors and refund the customers that have already repaired the latches on their own.

Having door latches arbitrarily fail is not safe.

[REDACTED]

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2.7.20
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National Transportation Safety Board

Washington, DC 20594

Office of the Managing Director

January 27, 2020

Dear [REDACTED]:

Thank you for your recent letter to the National Transportation Safety Board (NTSB) regarding the broken door latches on your 2014 Ford Fiesta. I am sorry that you are having this difficulty.

To provide you some background, the NTSB is an independent federal agency charged by Congress with investigating every civil aviation accident in the United States and significant accidents in the other modes of transportation—railroad, highway, marine, and pipeline. We determine the probable cause of the accidents we investigate and issue safety recommendations aimed at preventing future accidents. In addition, we coordinate the resources of the federal government and other organizations to assist victims and their family members affected by major transportation disasters. We derive this authority from Title 49 of the *United States Code*, Chapter 11. We do not regulate the automotive industry or any other transportation industry. Those responsibilities have been assigned to the respective agencies of the US Department of Transportation.

The regulation of motor vehicle safety equipment, the investigation of potential vehicle defects, and the supervision of recalls are the responsibility of another federal agency, the National Highway Traffic Safety Administration (NHTSA). As a courtesy, we have forwarded your letter to NHTSA. If you wish to contact NHTSA directly with your complaint, you can do so at <https://www-odi.nhtsa.dot.gov/VehicleComplaint/> or write to the following address:

**NHTSA Headquarters
1200 New Jersey Avenue SE
Washington, DC 20590**

Best wishes to you.

Sincerely,

A handwritten signature in black ink, appearing to read "Shavonne L. Austin".

Shavonne L. Austin
Chief
Executive Secretariat

cc: w/Enclosure
Executive Secretariat
NHTSA

Washington, DC

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490 L'Enfant Plaza SW
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