



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue, SE
Washington, DC 20590

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

October 8, 2019

[REDACTED]
Washington, DC [REDACTED]

NEF-109 cjb
Ref. No. 10992103

Dear [REDACTED]

Thank you for the follow up letter about your model year (MY) 2014 Ford Fiesta vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI). I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's roadways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the completion rates and adequacy of manufacturers' recall campaigns.

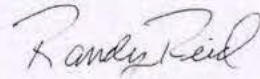
We received the previous report that you submitted through our www.nhtsa.gov website on May 29, 2017. Please note that when a motorist contacts NHTSA, their complaint does not automatically open a formal investigation by our agency. Your report was entered into our database and reviewed by our staff. We may follow up and contact a vehicle owner who submitted a complaint if we require additional information.

ODI has received reports similar to yours and is monitoring all available data concerning allegations of door latch failures in the MY 2014 Fiesta, among other Ford vehicles that were not included in NHTSA Safety Recall Campaign Nos. 15V-246 and 17V-21. While we continue to monitor this issue, no investigation has been opened nor determinations reached at this time. We added your letter to your original report in our database. It will be used with other reports to identify any safety defect trends that may require our attention.

You can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf. For now, we recommend that you continue to work with Ford and your dealer if you require further assistance.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, we recommend that you search our website two times a year for owners' complaints, safety recalls, and manufacturers' service bulletins for your vehicle.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement