



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue, NE
Washington, DC 20590

June 19, 2019

[REDACTED]
Edenton, NC [REDACTED]

NEF-109 e1a
Ref. No. 11138693

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2017 Ford Transit vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI) received your correspondence. We regret any inconvenience our delayed response may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. 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 appreciate the report you provided. Reports from motorists are a very important source of information for us. We understand your dissatisfaction with the low level of contrast in the backup display on your MY 2017 Ford Transit. Under the National Traffic and Motor Vehicle Safety Act, we have the authority to establish safety standards for motor vehicles and motor vehicle equipment. Federal Motor Vehicle Safety Standard (FMVSS) No. 111 specifies performance requirements for rearview visibility in passenger cars, multipurpose vehicles, trucks, and buses.

At the beginning of each vehicle production year, or when a vehicle has a significant design change, NHTSA's Office of Vehicle Safety Compliance conducts tests to determine if manufacturers' vehicle systems and components comply with Federal safety standards. As long as the MY 2017 Transit met the minimum requirements for FMVSS No. 111, which includes rearview system performance requirements of field of view, system hardware and electronics characteristics such as response time, linger time, deactivation, default view and durability (which it did), Ford has discretion over the design and operation of the rear vision system.

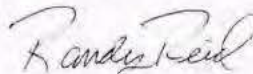
The information you provided has been entered into our database. For your information, an explanation of NHTSA's investigation and recall process is on our website at https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf. We recommend that you contact Ford or continue to work with your local dealer to resolve this matter.

You may consider contacting your local Consumer Protection Agency or the North Carolina Office of the Attorney General regarding your problem and rights under the State laws. You may also ask your dealership for a meeting with a Ford district manager regarding your problem. In addition, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways to contact the FTC: by toll free telephone at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their web site at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our website.

Sincerely,



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