

This is a copy of your Report to the U.S. Consumer Product Safety Commission submitted on 5/24/2019

Incident Details

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Report Number: 20190524-BA87C-2147380785

Report Submitted Date: 5/24/2019

Who You Are: Consumer

Incident Description:

I own a 2018 Ford Edge that has a hands free lift gate. While the gate is open and I am loading or removing cargo from the cargo area, the lift gate closes on its own. The first it closed I backed quickly but did not lower my quick enough from banging it real hard which luckily only resulted in a lump on the back of my head. The same thing happened to my wife. This is a safety issue that needs to be resolved.

I have taken the vehicle to World Ford in Pensacola twice with my concerns. The first time they said they adjusted the sensor location and it should be fine. The second time I took it back, they claim they could not identify the problem (repeat) the problem and said they can't fix something that does not appear to be broke.

Yesterday I dropped vehicle off for other repairs and mentioned the problem still exists, and they displayed no interest.

It's only a matter of time before someone or some child gets severely hurt by this issue.

I was told by Ford to take it to another dealership to see if they can repair or disable the feature.

In my opinion, this product needs to be recalled, corrected, or removed from consumers being exposed to its danger.

Lastly, it does not happen all the time, it's one of those things that happens whenever it happens. The same happens when using the hands free to open. It rarely opens when you try to open it.

Can you assist?

Incident Date: 5/24/2019

Incident Location:

Home/Apartment/Condominium - [REDACTED] PENSACOLA, [REDACTED], United States This is my home address

Victim Details

First Name: [REDACTED]

Last Name: [REDACTED]

Injury Information: Injury, First Aid Received by Non-Medical Professional

Victim is of Hispanic/Latino origin? No

Race: White

Other Race/Ethnicity:

My Relationship to Victim: Self

Gender: Male

Age when [REDACTED] Years

incident
occurred:

Address: [REDACTED] PENSACOLA, Florida, [REDACTED] United States

E-mail: [REDACTED]

Phone Number: [REDACTED]

Product Details

Product Description: Ford Edge Titanium, Gold, four for, hands free hatch back.

Product Category: 2018 Ford Edge

Product Type:

Brand Name: Ford Edge

Manufacturer /

Importer /

Private Labeler

Name:

Model Name or Number: Edge Titanium

Serial Number:

Date

Manufactured:

Manufacturer

Date Code:

Manufacturer Address: Not specified

Address:

Manufacturer

Website URL:

Manufacturer

Phone Number:

Retailer: Feb 2018

Retailer State: FL

Additional Details

Purchase Date: 3/3/2018

I still have the product in my possession. Yes

The product was damaged before the incident. No

The product was modified before the incident. No

Have you contacted the manufacturer? Yes

If not, do you plan to contact them? N/A

Explanation: I contacted Ford and they said to find another dealer to fix it

Your Contact Information

First Name [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED] PENSACOLA, Florida, [REDACTED] United States

E-mail [REDACTED]

Phone Number: [REDACTED]

Consent

May we include your Report, including any documents or photographs that you have attached to your Report, but without your name and contact information, in CPSC's Public Database? Yes, you may include my Report with any attachments on SaferProducts.gov.

May we release your name and contact information to the product manufacturer / importer / private labeler identified in your Report?

Yes, you may release my name and contact information to the product manufacturer /importer / private labeler.

I certify that I have reviewed the Report and that the information provided in this Report is true and accurate to the best of my knowledge, information, and belief. Yes

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