



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, DC 20590

[REDACTED]
Little Rock, AR [REDACTED]

[REDACTED]
Ref. No. 11308177

Dear [REDACTED]

Thank you for the letter about your model year (MY) 2020 Ford Expedition vehicle. Your letter was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. We reviewed our database to identify whether a safety defect trend exists with a sudden breakage of the panoramic sunroof glass in MY 2020 Ford Expedition vehicles. At this time, we lack evidence to open a safety defect investigation or to initiate a recall. We entered your information into 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.

We recommend that you continue to work with Ford and your local dealer to resolve this matter, in addition to continuing to pursue your complaint with the Arkansas Attorney General's Office. 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 website at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

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.

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, owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be reviewed on our website.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid". The signature is written in dark ink and is positioned below the word "Sincerely,".

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