

8/5/2020

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

Customer Satisfaction Program 19N09

Thank you for acknowledging the defect in the 2013 Ford Edge driver door ajar. I appreciate the concern for the safety of your drivers and fixing this issue at no cost to the customer.

I am writing you because as I had the issue with the front left (driver) door ajar, I also have the same issue with the rear left door. I called Ford Motor Company asking for this to also be resolved when I brought my Edge in for the repair on the front driver. I was told by your representative that this was my responsibility. If the defect is on more than one door shouldn't you fix them? I was told to pay for the door and if you extend to cover other doors then I could get reimbursed. That is not an option for me. Due to COVID-19, I am unable to fork out \$458.38 to repair this. Am I the only one with this issue? Am I the only one requesting to have their door fixed? If so, I would ask that you please pay to repair my door.

This is a safety concern for me still. I cannot safely drive at night because the dome light does not turn off while the door ajar alarm is on. My doors do not lock while operating the vehicle while this shows the door is ajar. And sometimes the light will turn on while driving the vehicle even if the door has not been opened. We try not to use this door but it is hard as I have two kids who sit in the backseat.

I am asking you to please fix my 2013 Ford Edge rear left door under the same customer satisfaction program or create a new program to fix any door with this issue.

VIN 2FMDK3GC6D [REDACTED]

Thank you for your response to my letter. I do not accept your letter as a resolution to my problem. I do not understand why you would not repair my door. You would like to wait and make this a bigger issue with more customers reporting this is a problem? I had the issue with two doors, you fixed one door but refuse to fix the other door with the same issue. It does not make sense to me. I am not able to see backing my car up. I cannot sit and wait 10 or 20 minutes for the light to turn off to begin driving. If someone is behind me while backing up I cannot see them, if I hit them, it will be a huge liability. You can afford to fix this issue for your customer. Furthermore, this is draining my battery life on my vehicle. Every time I open the door, regardless of which door, the light stays on for 10 to 20 minutes before it turns off. My battery will need to be replaced more often which is another unnecessary expense due to this issue. I will be seeking reimbursement, when I have to replace my battery, from Ford Motor Company.

Thank you,

[REDACTED]
Las Vegas, NV [REDACTED]
[REDACTED]

CC: Ford Motor Company; Customer Service Department
National Highway Traffic Safety Administration

102



Ford Motor Company
Ford Customer Service Division
P. O. Box 2027
Southgate, Michigan 48195-4027



771942998323



LAS VEGAS, NV

January 2020

Customer Satisfaction Program 19N09

2013 Edge

Your Vehicle Identification Number (VIN): 2FMDK3GC6D

At Ford Motor Company, we are committed not only to building high quality, dependable products, but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle with the VIN shown above.

Why are you receiving this notice?

For your peace of mind, Ford Motor Company is extending the warranty coverage on the front driver side door latch in the event that your vehicle exhibits illuminated dome lights and/or door ajar messages when doors are closed and fully latched.

What is the effect?

This increases the front driver side door latch warranty coverage to a total of 7 years or 84,000 miles from the warranty start date, whichever occurs first. If your vehicle has already exceeded either time or mileage limits listed above, but has fewer than 120,000 miles, you will receive warranty coverage through July 2020. Coverage is automatically transferred to subsequent owners.

What will Ford and your dealer do?

If your vehicle's front driver side door latch requires replacement and your vehicle is within the indicated time/mileage limitations, Ford Motor Company has authorized your dealer to replace the front driver side door latch free of charge (parts and labor). This is a one-time repair program.

How long will it take?

If the component mentioned above requires replacement, the time needed for this repair is less than one half-day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

What should you do?

You do not need to return to your dealer for this repair unless you experienced door ajar symptoms. Please keep this letter as a reminder of the extended warranty coverage for your front driver side door latch. If the front driver side door latch requires replacement, and your vehicle is within the indicated time/mileage limitations, contact your dealer to schedule a service appointment. Provide the dealer with the VIN of your vehicle to schedule a service appointment for Customer Satisfaction Program 19N09. The VIN is printed near your name at the beginning of this letter. Your dealer will replace the part at no charge.

**What should you do?
(continued)**

If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition there are other features such as reserving and paying for parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

**Have you previously
paid for this repair?**

If you paid to have this service done after the expiration of the new vehicle limited warranty period but within 7 years of service from the original warranty start date or 84,000 total vehicle miles, you may be eligible for a refund even if you do not currently own the vehicle. Refunds will only be provided for the cost associated with replacement of the front driver side door latch related to door ajar symptoms. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before July 2020. To avoid delays, do not send receipts to Ford Motor Company.

**What if you no longer
own this vehicle?**

If you no longer own this vehicle and did not pay for repairs related to front driver side door latch replacement due to door ajar symptoms, no action is required. If you did pay for repairs, you may be eligible for reimbursement as indicated previously. You received this notice because our records indicate that you currently own or have previously owned a vehicle affected by this Customer Satisfaction Program.

**Can we assist you
further?**

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.Fordowner.com.

For the hearing-impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

FLEET OWNERS: If you have questions or concerns, please contact our **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.fleet.ford.com.

Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

As part of the Ford community, we appreciate your attention to this important matter and your continued loyalty.

Ford Customer Service Division

CUSTOMER #:



6625 ROY HORN WAY
LAS VEGAS, NV 89118
www.gaudinford.com
A Family Tradition For Over 75 Years

WORKORDER

LAS VEGAS, NV

PAGE 1

CALL FOR A RESERVATION
DIRECT SERVICE LINEService (702) 796-2744
Fax (702) 731-5457GENERAL
(702) 731-2121Fax
(702) 737-0307

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 998377 BLANCO, JESUS R

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	13	FORD EDGE	2FMDK3GC6DB [REDACTED]		103091/	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28FEB12 IS			17:00 07FEB20		0.00	CASH	
07FEB20 DD							
R.O. OPENED		READY	OPTIONS: DLR [REDACTED] ENG: 3.5 Liter				
07FEB2020 08:05							

LINE OF CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS

A X W 19N09 DOOR LATCH | CC:

B 99P CF MULTIPOINT INSPECTION ADD BATTERY AND TIRE READINGS

C LYFT CF LYFT OnDemand Courtesy Shuttle Drop Off Only Service

I hereby acknowledge that this was an original estimate. Revised estimate may be given for my approval either personally or over the telephone. I have read and understand the information contained in this document and have received a copy.

PRELIMINARY ESTIMATE \$ [REDACTED]

ORIGINAL ESTIMATE

X

AUTHORIZED BY [REDACTED]

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

We do not assume responsibility for loss or damage to article left in your vehicle.

Copyright 2000 ADP Inc. SERVICE WORKORDER TYPE 2 - SW2C

CUSTOMER COPY



April 23, 2020

[REDACTED]
Las Vegas, NV [REDACTED]
[REDACTED]

Dear [REDACTED]

Thank you for contacting Ford Motor Company. We have received your letter regarding your 2013 Ford Edge and the door ajar concern associated with it.

You inquired about having another door repaired under Customer Satisfaction Program (CSP) 19N09 – Left Front Door Latch Extended Coverage. Per my research, CSP 19N09 increases coverage on the driver side door latch only. We do advise keeping your receipts in case the CSP is expanded to include more doors or if another CSP is created. Upon Ford's investigation, recalls and CSPs can be updated to expand more vehicles if found necessary. However, we here at the Customer Relationship Center (CRC) are not able to determine which recalls or CSPs will be expanded until after Ford Motor Company's Recall Division has launched the recall. We recommend you keep all your receipts associated with this repair. In the event a recall is issued in the future, you will be notified by mail and may be eligible for reimbursement. Please note that I have documented your concern and feedback. By doing so, it allows us to identify areas of concern in efforts to continuously make improvements.

A good way to determine if your VIN is a part of a recall is to check out our Recall section on our site. You will need to enter in your VIN. Please visit www.owner.ford.com > Service > Recalls.

If you have further questions or concerns, you can reach our Customer Relationship Center via chat Monday – Friday 8:30 AM – 10:00 PM EST and Saturday/Sunday 11:00 AM – 7:00 PM EST. You will find our chat option on www.owner.ford.com, scroll almost to the bottom of the webpage where you will see a blue banner with our LIVE CHAT feature. You can also reach our inbound phone team Monday – Friday 8:00 AM – 11:00 PM EST and Saturday 8:00 AM – 8:00 PM EST at 1-800-392-3673. Hearing-impaired callers with access to a TDD may contact 1-800-232-5952.

Sincerely,

Ebonee
Customer Service Representative
Ford Motor Company

Las Vegas

Complaint #
11343412

NHTSA
Nat'l Hwy Traffic
Safety Admin.
1200 New Jersey Ave, SE
Washington, DC
20590

