

4/20/2020

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]

Please respond to me by phone, email or mail.

Thank you,

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

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



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

January 2020

LAS VEGAS, NV

Customer Satisfaction Program 19N09

2013 Edge

Your Vehicle Identification Number (VIN): 2FMDK3GC6DE

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.

CUSTOMER #



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

WORKORDER

LAS VEGAS, N

PAGE 1

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

HOME

BUS:

CELL:

SERVICE ADVISOR: 998377 BLANCO, JESUS R

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	13	FORD EDGE	2FMDK3GC6DE		103091/		
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: ENG:3.5_Liter				
07FEB2020 08:05							

LINE	OP	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



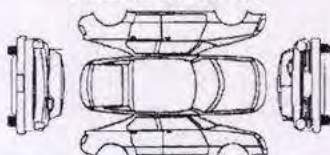
I hereby acknowledge that this was an original estimate. Revised estimate may be given for my approval either personally or over the telephone. I have read and understand the information contained in this document and have received a copy.

X

ORIGINAL ESTIMATE

X

VISUAL DAMAGE



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

PRELIMINARY ESTIMATE

AUTHORIZED BY X

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



Las Vegas, NV



LAS VEGAS NV 890
21 APR 2020 PM 3 L



NHTSA
National Highway Traffic
Safety Administration
1200 New Jersey Ave, SE
Washington, DC

20590-

