



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



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April 2, 2021

[REDACTED]  
Wampum, PA [REDACTED]

NEF-109 ela  
Ref. No. 11374961

Dear [REDACTED]

Thank you for the letter about your model year (MY) 2012 Ford Fiesta vehicle. Your letter was received in the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI). I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's roadways. We are authorized to order manufacturers to recall and repair motor 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. The recall you reference is actually Ford's Customer Satisfaction Program No. 19B22. Please note that the issuance of a Customer Satisfaction Program does not mean a vehicle has a safety-related defect in accordance with our statute, the National Traffic and Motor Vehicle Safety Act. Manufacturers may issue a special coverage program to address a known problem and restore customer satisfaction. Therefore, NHTSA does not have authority to require Ford to perform the corrective action described in the special coverage adjustment, regardless of eligibility.

However, while researching your problem, we found that ODI has received reports similar to yours and is reviewing all available data concerning fuse box corrosion leading to headlight failure in MY 2011 through MY 2013 Ford Fiesta vehicles. While we continue to review this issue, no investigation has been opened nor determinations reached at this time. 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](https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf).

We encourage you to continue to work with Ford and your dealer to explore the potential for an amicable resolution to your problem. You may consider contacting your local Consumer Protection Agency or the Pennsylvania Attorney General's Office 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](http://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](http://www.bbb.org) to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

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](http://www.nhtsa.gov) or call the Vehicle Safety Hotline at 888-327-4236. Also, vehicle 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".

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