



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



December 16, 2020

NEF-109 tgd
Ref. No. 11382701

[REDACTED]
Burke, VA [REDACTED]

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2019 Ford Expedition SUV. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

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.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. NHTSA is reviewing the safety and reliability of all advanced driver aid systems in manufacturers' vehicles across the industry. We reviewed our database to identify whether a safety defect trend exists with the Lane Keeping System in MY 2019 Ford Expedition vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation or initiating a recall. We entered the information you provided into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. For your information, an explanation of NHTSA's investigation and recall process is on our website at www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf. We recommend that you continue to work with Ford or your local dealer if you require further assistance with this matter.

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,

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