

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

August 18, 2021

Ford Motor Company
Customer Relationship Center
P.O. Box 6248
Dearborn, MI 48126

CC: NHTSA
1200 NEW JERSEY AVENUE, SE
WASHINGTON D.C. 20590

FROM

[REDACTED]
COCONUT CREEK, FL [REDACTED]
[REDACTED]

VIN# 2FMDK3JC0D [REDACTED]
RE: LATCH DOOR ISSUE

Miles 117,800

To whom it may concern:

Door switch problem, as soon I turn on my vehicle the control panel tells door open. Keeps blinking and blinking, this a past recall which I was not aware of, I just started to have this problem I took my vehicle to Ford they said my vehicle is 8 years old, and Ford could not cover that. If I wanted fix to pay \$500 for the door latch to get fixed.

The problem is continuous and I feel that is unsafe driving like this but at this time I can not afford to spend \$500 for door latch. I feel Ford should honor this past recall and fixed my vehicle.

[REDACTED]

Coconut Creek FL

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