



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



September 28, 2021

NEF-109 tg
Ref. No. 11432306

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2013 Ford Edge vehicle. Your letter was forwarded to 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 vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects, such as in their design, construction, or performance. Among other activities, 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 a Ford Customer Satisfaction Program (Bulletin No 19N09) for MY 2011 through MY 2014 Ford Edge vehicles. The door ajar switch in the left front door latch may not operate properly. Although the door is closed and remains fully latched, the dome light and/or door ajar message may remain illuminated and the doors may not lock. This program extended the warranty coverage of the driver side door latch to 7 years of service or 84,000 miles from the warranty start date of the vehicle, whichever occurs first. You were denied a free repair because the program expired on July 31, 2020. Please note that the manufacturer remains responsible for all aspects of such programs, including the nature and scope of the repair, the vehicles and model years at issue, and all associated campaign timing and owner notifications.

ODI has looked into this problem in the past and opened a preliminary evaluation (PE16-012) on September 28, 2016, based on allegations that the "door ajar" light located on the instrument cluster stays on all of the time, even when all doors are closed and fully latched, on MY 2011 through MY 2013 Ford Edge vehicles. After reviewing all available data, an unreasonable risk to motor vehicle safety was not identified. ODI closed its investigation into this problem on March 20, 2017. While we closed our investigation, we will continue to review this issue and will take appropriate action if needed.

We entered your information into our database where 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.

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 also ask your dealership for a meeting with a Ford representative to discuss your problem. You may also consider contacting your local Consumer Protection Agency or the Florida Attorney General's Office regarding your problem and rights under state law. In addition, the Federal Trade Commission (FTC) regulates and investigates warranty and dealership problems, reimbursement matters, and fair-trade practices. Therefore, if you believe this issue potentially relates to such a practice, you may contact the FTC to discuss the matter. 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.

Finally, 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 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 or call the Vehicle Safety Hotline at 888-327-4236. Also, you may review owners' complaints, safety recalls, manufacturers' service bulletins, etc., on our website.

Sincerely,

A handwritten signature in black ink that reads "Randy Reid". The signature is written in a cursive, flowing style.

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