



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

1200 New Jersey Avenue, SE
Washington, DC 20590

April 2, 2013

[REDACTED]
Huntsville, AL [REDACTED]

NVS-216 et
Ref. No. 10498641

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2007 Ford Fusion vehicle. Your letter was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation.

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 adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. However, we do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that the dashboard in your MY 2007 Ford Fusion has become unglued in the area surrounding the passenger front air bag and is sticking up. Your vehicle's warranty has expired and for now you are securing the dashboard with duct tape. You are afraid that this problem may be a safety hazard because the air bag may not deploy in a crash or deploy prematurely and injure a front passenger in your vehicle. You want to know if NHTSA has received other complaints for this problem and provide any information.

We have reviewed our database to identify whether a safety defect trend exists with regard to the dashboard adhesion failing around the front passenger air bag cover in MY 2007 Ford Fusion vehicles. NHTSA has received two reports that are similar to the problem you encountered. However, we do not have reports of this problem causing the air bag to malfunction and pose an unreasonable safety risk to front passengers in these vehicles. At this time there is insufficient evidence to warrant opening a safety defect investigation. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. For your information, the NHTSA investigation and recall process can be found on our web site at www.nhtsa.gov. We recommend that you continue to work with Ford and the dealer for further assistance.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov. or call the Auto Safety Hotline at, 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our web site.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

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