

[REDACTED]
Macungie, PA
[REDACTED]

September 11, 2015

**NHTSA Headquarters
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590**

SEP 25 2015

**Re: 2016 Ford Fusion
3FA6POG71GR [REDACTED]
Date of Purchase, July 21, 2015
Haldeman Ford Lincoln**

Ladies/Gentlemen:

I have a safety problem with my new 2016 Fusion. When the sun shines thru the front windshield onto the dashboard, which it does most of the day, it reflects the "V" above the instrument panel on the dashboard. The edges of the "V" reflect onto the inside of the front windshield and interferes with vision and in my opinion is a safety hazard. No problems with night driving or overcast days. Most trips I have a great trip one way. For example, it's great to go to the mall; however, the return trip has the "V" reflected onto the front windshield.

The center cut out in the center of the dashboard also reflects onto the inside of the windshield but since they are centered it does not interfere with the driver's vision and is not a

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problem.

It believe the reflections on the driver's windshield are a design defect. If the "V" was not cut into the dashboard above the instrument problem, there would be no reflection.

Looking at other vehicles, the dashboard is raised above the instrument panel; however there are no cut outs. Finally, if the dashboard was anti-glare, that may solve the problem.

My salesperson and the dealer service manger ran my vin# looking for notifications and there weren't any. They advised me to contact Ford directly. I sent a letter to Mark Fields, President and CEO of Ford with copy to the Ford Customer Relationship Center on August 15 and have not received a response. I also called Ford Customer Service August 26, and was told that they would submit my concern to their engineering department however no one would get back to me and they didn't.

Prior to writing this letter I googled Ford Windshield Glare and attached are remarks from three other folks with the same problem. Thank you for your review.



I test drove and purchased my Edge when it was raining. The sun came out one week later and the glare from the dash is HORRIBLE. At times, I can hardly see through the reflection. Is there anyone else with a Camel dash that is having this trouble? I have since found various articles on the net that discuss the problem. I guess Ford knew about the issue before they launched. Ford rep told me this is not a defect, it is all within certain standards, therefore nothing will be done to correct the issue. I just have to live with it. Polarized sunglasses are out as I wear glasses. Any suggestions?!?!?!

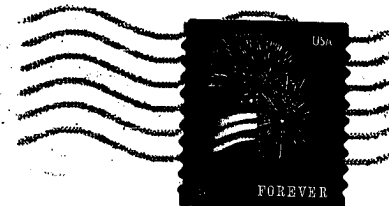
I find the windshield of the sunlight on the top of the dash to be annoying at best, dangerous at worst. When approaching a shaded area, it can actually be blinding, meaning that I can't see anything in that soon-to-be-entered shaded area. I don't recall this in any other of my cars, probably because the windshield wan't so "sloped" but was more vetical.

Driving into the sun, I find the reflection in the have a 2008 Fusion with black interior and the charcoal gray dashboard and every time I drive it on a sunny day I get reflection on my windshield of the dashboard and its very annoying when driving.

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