



CHRIS CHRISTIE

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

New Jersey Office of the Attorney General

Division of Consumer Affairs
Consumer Service Center - Complaint Review Unit
124 Halsey Street, 3rd Floor, Newark, NJ 07102



CHRISTOPHER S. PORRINO
Acting Attorney General

KIM GUADAGNO
Lt. Governor

August 30, 2016

STEVE C. LEE
Director

National Highway Traffic Safety Administration US Dept of Transportation
Office of Defects Investigation (NVS-210)
1200 New Jersey Ave SE
Washington, DC 20590

Mailing Address:
P.O. Box 45025
Newark, NJ 07101
(973) 504-6200

SEP 12 2016

Re: [REDACTED]
File [REDACTED]

I am writing on behalf of the New Jersey Division of Consumer Affairs - Office of Consumer Protection to bring this matter to your office's attention. While hearing from the public helps the Division in its efforts to protect the health, safety and economic well-being of the public as consumers in the marketplace and to identify the best use of our investigative resources, there are situations, such as this one, in which a referral to another agency may be better able to provide assistance.

We are forwarding the materials we received to your office so that you may assist this consumer. We have advised the consumer of our action and that all future inquiries should be directed to your office. We appreciate the assistance that your office can provide to this consumer and extend our willingness to assist your office when necessary.

If you have any questions regarding this referral, please contact our Consumer Service Center at (973) 504-6200.

Sincerely,

Patricia D. Pate
Supervising Investigator, Consumer Service Center

NM
91616
SMD

New Jersey Office of the Attorney General
Division of Consumer Affairs
Office of Consumer Protection

Date Reviewed: _____

Log # [REDACTED]

Referred. To National Highway Traffic Safety Administration US Dept of Transportation
Office of Defects Investigation (NVS-210)

Complaint Status: CLOSED

Consumer: [REDACTED]

[REDACTED]
SPRINGFIELD NJ
[REDACTED]

Subject: **FORD MOTOR COMPANY**
1555 FAIRLANE DR
ALLEN PARK MI 48101

Consumer Comments

My [REDACTED] year old daughter was driving the Fusion attempting to enter a highway ramp (Route 22 in Springfield NJ) to go dorm shopping for school.

Upon entering the highway and accelerating on the ramp the vehicle stalled and became unresponsive to acceleration while pressing down in the pedal.

The vehicle behind her began to accelerate; the Fusion then lost ALL POWER, the vehicle stuck her in the rear and pushed my daughters Fusion into an active lane with traffic traveling at 55MPH and up.

There was minor aesthetic damage to the Fusion. But that is not my concern in the least!

The Fusion was stuck on an active high speed highway, my daughter could or should have easily been seriously injured or killed!

This is the demarcation of a NEAR MISS!

A good Samaritan assisted my daughter by getting her vehicle on to the shoulder to a safe refuge on the roadway! The check engine light came on with the  wrench icon  the vehicle had to be towed to a local dealer.

I had to pick up my panic-stricken and crying daughter all alone from a dangerous highway in the evening, I am not happy, matter of fact I am furious, no wait furious is an understatement. After calming down, I [REDACTED] Ford Fusion Wrench Icon and the loss of power etc. and find a couple of thousand articles pertaining to faulty throttle bodies! Not to mention NO recalls either!

Then there are 100 s of articles pertaining to injuries and fatalities due faulty throttle bodies!

ALERNO ★ DUANE

BROAD STREET
 AMIT, NJ 07901
 3) 277-6750



SERVICE DEPARTMENT HOURS
 7:00 a.m. to 6:00 p.m.
 Monday - Friday

R/O Open Date	R/O Number
8/25/16	
R/O Close Date	Status
8/25/16	Pre-Invoice
Mileage In	Mileage Out
8015	8018
Service Advisor / Tag #	
RAYMOND GAMBINO	
Vehicle Identification Number	
3FA6P0H78GR	
Delivery Date	In-Service Date
Color	License Number

PRINGFIELD, NJ

Year	Make	Model	Body
016	FORD	FUSION	4DR SDN SE FWD

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 18FOZ: EMISSION SYSTEM OWNER REQUEST RECOMMENDED MAINTENANCE NOISE HEARD IN ENGINE COMPARTMENT NOISE HEARDWHILE DRIVING ENGINE WARNING INDICATOR COMES ON ENGINE HAS POOR PERFORMANCE C/S CHECK ENGINE LIGHT IS ON Caused by LOST HILL ASSIST AND WRENCH AND CHECK ENGINE LIGHT CAME ON DTC CODE PRESENT P2111 PPT DV1 YES, DV5 N O, DV6 YES 4.99 VOLTS, DV7 YES .020MHS, DV8 YES OP EN DV9 YES OPEN, DV10 NO DV11 YES, DV12 YES DV17 Y Corrected by (E29) (42) Work performed by FK196 (196) Corrected by Work performed by FK196 (196) Corrected by Work performed by FK196 (196) Installed DS7Z 9E926 D :THROTTLE BODY AND MOTOR AS Qty: 1 ES DV18 YES, DV19 YES DV 20 YES REPLACED THROTTLE BODY	Warranty Warranty Warranty Warranty
LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

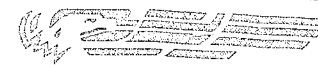
X

NJ Office of the Attorney General

DIVISION OF CONSUMER AFFAIRS
CONSUMER SERVICE CENTER
P.O. BOX 45025
NEWARK, NJ 07101



U.S. POSTAGE >>> PITNEY BOWES



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