 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
Name [REDACTED]		Date Received 15-FEB-2017		Repository <input type="checkbox"/>	
Address [REDACTED]		Daytime Telephone Number [REDACTED]		Reference No. 10954817	
City BARNEGAT State NJ Zip Code [REDACTED]		Evening Telephone Number [REDACTED]		E-mail Address [REDACTED]	
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 3FA6P0D93HK [REDACTED]		Make FORD	Model FUSION	Model Year 2017	
Date Purchased 8-11-16	Dealer's Name and Telephone Number LARSON FORD 732-363-8100		Engine: No: Cylinders 4	Fuel Type: REG.	
Original Owner <input checked="" type="checkbox"/>	Dealer's City LAKEWOOD		State NJ	Zip Code 08701	
Transmission Type AUTO	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: CONSTANTLY	Incident Date(s) 11-AUG-2016 TO PRESENT	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 120000 EXTERIOR LIGHTING, 130000 VISIBILITY/WIPER (PWS) HEADLIGHTS HEADLIGHTS DO NOT ILLUMINATE ENOUGH TO SEE PROPERLY AT NIGHT.			Failure Mileage 100	Failure Speed	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)		<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:		
Tire Component Code			Tire Failure Type:		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
APPLICABLE INCIDENT INFORMATION					
(Please describe in detail the incident(s), Failure(s), Crash(es), and injury (ies).)					
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N	
Narrative Description of Incident(s), Crash(es), and Injury (ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).					
TL* THE CONTACT OWNS A 2017 FORD FUSION. WHILE DRIVING AT DUSK OR DAWN, THE HEADLAMP BEAMS WERE TOO DIM TO PROJECT A VISIBLE LIGHT TO SAFELY OPERATE THE VEHICLE. THE DEALER DIAGNOSED THAT THE HEADLAMPS OPERATED AS INTENDED. THE VEHICLE WAS NOT REPAIRED. THE FAILURE RECURRED ON SEVERAL OCCASIONS. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. THE APPROXIMATE FAILURE MILEAGE WAS 100. THE VIN WAS NOT AVAILABLE.					
WHENEVER DRIVING AT NIGHT, THE DIM HEADLIGHTS ARE A 2017 FEATURE, 2016 MODELS WERE OK. HEADLIGHTS CANNOT BE ADJUSTED, WHEN TRAVELING ON A HIGHWAY - 50MPH OR MORE - I MUST USE MY HIGH BEAMS TO SEE FAR ENOUGH AHEAD TO BE SAFE.					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.			ATTACH ADDITIONAL SHEETS IF NECESSARY		
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.					

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

FORD SHOULD RECALL THE 2017 FUSIONS & REPLACE THE HEADLIGHTS WITH ONES THAT WILL PROPERLY ILLUMINATE AT NIGHT. IHS (SEE ENCLOSED) REDUCED FUSION'S 2017 SAFETY RATING BECAUSE OF THE POOR HEADLIGHTS.

(ASIDE FROM THE HEADLIGHTS IT'S A GREAT CAR.)

ATTACH ADDITIONAL SHEETS IF NECESSARY

5 JERES
NJ 080
24 MAR '17
PM 4 L



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL
FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



Think your vehicle has a safety defect?

If so:

Use the enclosed form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline

888-327-4236

NHTSA

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



February 3, 2017

[REDACTED]
Barnegat, NJ [REDACTED]

Case # [REDACTED]

Dear [REDACTED]

*2-15-17
← Case # closed out
(different # than letter of 12/15/16)*

Thank you for your recent purchase of a 2017 Fusion. We are happy to have you in the Ford Family!

We have received your letter, addressed to D. Lyons, requesting additional consideration for the headlight concern you have with your Fusion. We appreciate the opportunity to follow up with you on this issue.

I have documented your feedback that the headlights do not illuminate far enough and it has caused you to use your high beams for most night driving. In addition, Larson Ford has been unable to resolve the situation to your satisfaction.

I can understand how important this is for you, especially when traveling with your grandchildren.

In an effort to assist you, I have escalated your case to our Customer Care Team. This team will review your concern, and will work with you and your dealer towards a resolution.

If you have not heard from a Customer Service Manager upon receipt of this letter, please contact our Customer Relationship Center (CRC) at 1-800-392-3673. Hours of operation are: 8:00 a.m. to 8:00 p.m. (Monday to Friday) and 9:00 a.m. to 5:30 p.m. (Saturday), Eastern Standard Time. Hearing-impaired callers with access to a TDD may contact 1-800-232-5952.

Thank you for bringing this matter to our attention.

Sincerely,

Teresa Wesley
Customer Service Representative
Ford Motor Company



December 15, 2016

[REDACTED]
Barnegat, NJ [REDACTED]

Case # [REDACTED]

Dear [REDACTED]

Thank you for taking the time to contact Ford Motor Company.

Your feedback is important to us and helps us to provide higher quality vehicles and improve service to our customers. We recognize that we must meet the needs of the buying public if we are to be successful in today's competitive market.

We have documented your feedback concerning the design of the lights on your vehicle.

Thank you for sharing your thoughts with us.

Sincerely,

A handwritten signature in black ink that reads "D. Lyons".

D. Lyons
Customer Service Representative
Ford Motor Company

Ford Customer Service Division
PO Box 6248, MD 4S-B
Dearborn, Michigan 48126
USA

11HS TSP
2017

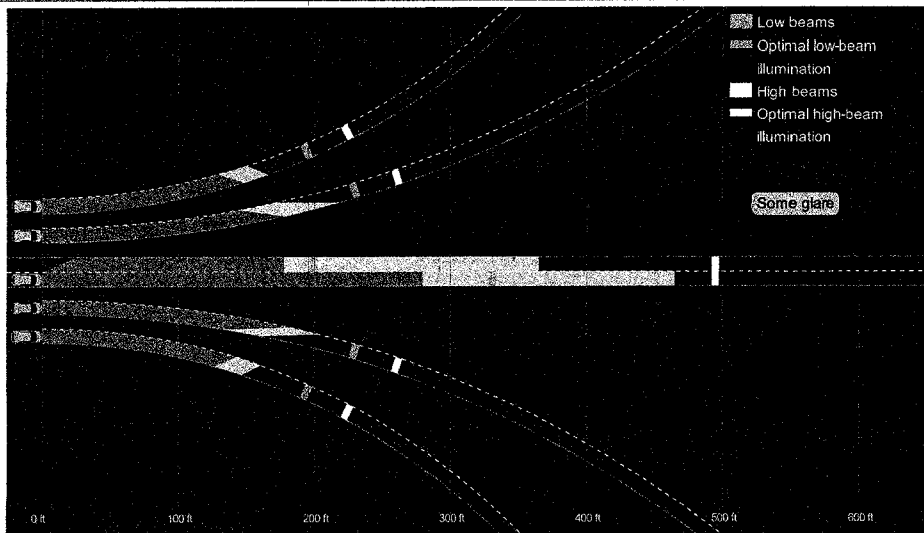
Headlights

Test details

Ratings are given for 3 different headlight variations available for this vehicle.

Trim level(s)	Platinum trim Hybrid Platinum trim SE trim equipped with Driver Assist package Hybrid SE trim equipped with Driver Assist package Titanium trim equipped with Driver Assist package Hybrid Titanium trim equipped with Driver Assist package V6 Sport trim equipped with Driver Assist package Energi SE trim equipped with Driver Assist package Energi Titanium trim equipped with Driver Assist package Energi Platinum trim
Low-beam headlight type	LED projector
High-beam headlight type	LED projector
Curve-adaptive?	No
Automatically switches between low beams and high beams (high-beam assist)?	Yes
Overall rating	■ = P

Distance at which headlights provide at least 5 lux illumination:



Low beams

On the straightaway, visibility was fair on both sides of the road. On curves, visibility was inadequate in all 4 tests.

The low beams created some glare.

High beams

On the straightaway, visibility was fair on the right side of the road and inadequate on the left side. On curves, visibility was inadequate in all 4 tests.



Auto safety ratings get tougher on headlights

Fancy technology sometimes inferior

Nathan Bomey
@NathanBomey
USA TODAY

and failed
tle easier

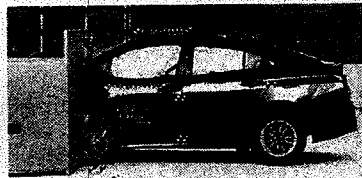
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their washing ma-
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on to reorder when
hey're running low
The Dash is synced
amazon account.

IANCES
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touch-screens that
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ovide recipes that
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preloaded with a
grocery purchase
app. It integrated
partners FreshDi-
and MyWebGro-
erator also works
; Alexa voice-con-
allowing consum-
air grocery list and

Light it up.
Even as high-tech systems
such as collision warning and
lane-departure detection have led
to huge safety advancements in
vehicles, a decidedly low-tech de-
vice — headlights — is a clear
laggard.

The Insurance Institute for
Highway Safety said Thursday
that it had stiffened the criteria
for its highest safety honors, the
Top Safety Pick+ label, using
tighter standards for headlight
performance.

The consequence is that only
38 models from the 2017 model
year have achieved the group's
top score, down from 79 of 2016
models. The group tracks about
200 models.



INSURANCE INSTITUTE FOR HIGHWAY SAFETY

For 2017, Toyota and Lexus led all automakers with nine models earning top honors.

"We've raised the bar," IIHS President Adrian Lund said in an interview. "Automakers have not focused enough attention on whether or not headlamps are aimed such that they light up the road for the driver ahead of



GETTY IMAGES

failed easier

Amazon Dash button-shaped Wi-Fi and different detergent Customers washing motherboard, then order when unning low sh is synced count.

heavily on refrigerators screens that food in the recipes that The Family comes with a loaded with a ry purchase It integrated ers FreshDi- l MyWebGro- or also works xa voice-con- wing consum- rocery list and ly ordered.

remain across payments in- elatively new ompatible with bile payments me consumers l about security, ile payment ap- act more secure credit card to a

MING DRONES

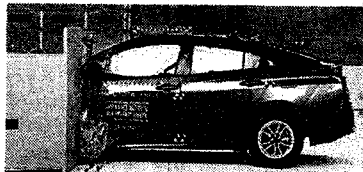
Aside from Star Trek-style repli- cators — which even Amazon hasn't worked out yet — the Ho- y Grail of all on- ne delivery right ow is drones. eutsche Bank es- mates drones ould deliver for alf of what rains, planes or utomobiles cost. ut while Amazon lab up and run- Cambridge, Eng- ne's quite got the he regulatory is-

Light it up.

Even as high-tech systems such as collision warning and lane-departure detection have led to huge safety advancements in vehicles, a decidedly low-tech device — headlights — is a clear laggard.

The Insurance Institute for Highway Safety said Thursday that it had stiffened the criteria for its highest safety honors, the Top Safety Pick+ label, using tighter standards for headlight performance.

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luxury vehicles come with the curvature of an effort to provide better illumination, but they don't always work better than the old-fashioned kind, Lund said. Many headlights are failing to provide adequate nighttime visibility or causing too much glare, for example.

"Some lights with the newer technology are not doing as good of a job as older headlights," Lund said.

For 2017, Toyota and its luxury brand Lexus led all manufacturers with nine models earning the Top Safety Pick+ designation. That included the Corolla, Prius and Camry cars, the RAV4 crossover and the Lexus NX and RX sport-utility vehicles.

Honda and its luxury brand Acura were second among manufacturers with five vehicles on the list, including the Pilot and Santa Fe SUVs.

Of the six largest manufacturers, only Ford was shut out from the highest designation.

One surprise was that the only pickup to earn the highest honor was the Honda Ridgeline. Pickups from General Motors, Ford, Fiat Chrysler, Toyota and Nissan all failed to make the list.

2016 FUSION WAS TSP+ (NO "PLUS")
2016 FUSION IS TSP — (NO "PLUS")