

CL-11074618-4145

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

February 25, 2018

National Highway Traffic Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

MAR 14 2018

Re: 2014 Ford Fusion

VIN Number: 3FA6P0H73ER [REDACTED]

Complaint Number: 11074618

Dear Sir/Madam:

I have recently submitted a complaint online against the manufacturer Ford.

Back in September 2016, my lease contract on my 2014 Ford Fusion was about 23 days away from ending and I was going to purchase the vehicle since I went over my miles, and I also proved that I was going to purchase the vehicle.

In September 2016, I started to experience electrical/defect issues such as all the electronics stopped working. For example the locks, windows, air/heat and radio would stop working and you couldn't lock your doors anymore.

I took my vehicle into the dealership (3) times to repair, I paid out of my own pocket over \$400.00 to repair the issues, they still could **NOT** repair my vehicle properly, I was still left with the same electrical/defect issues. (**Attached**)

On my third trip back to the dealership they tried to "claim" I had a new problem not any electrical issues...even though I heavily documented and recorded my after trips to the dealership. They still wanted to charge me again to repair the vehicle instead of using the "Good Will Warranty" they wanted to charge me.

I informed them I cannot purchase an unrepaired vehicle that does not make any sense; I would still be left with no vehicle.

I have just recently learned about National Highway Traffic Administration, and spoke with one of your representatives, who were extremely helpful and explained to them my situation. I was not familiar with recalls either. I noticed on my carcomplaints.com, that customers who had the

NAM
3-19-18
UO

2014 Ford Fusion had the same issues as me, but I am not sure if they reported their problems with National Highway Traffic Administration.

I have also learned about myvehiclehistory.com (**Attached**), on the report it stated "**No Problems Reported**", that is false I mailed evidence/called Ford Corporation and my finance company Ford Credit of the issues that I was experiencing and the safety concerns, and NO action was taken instead they mailed me a "significant savings discount" letter instead.

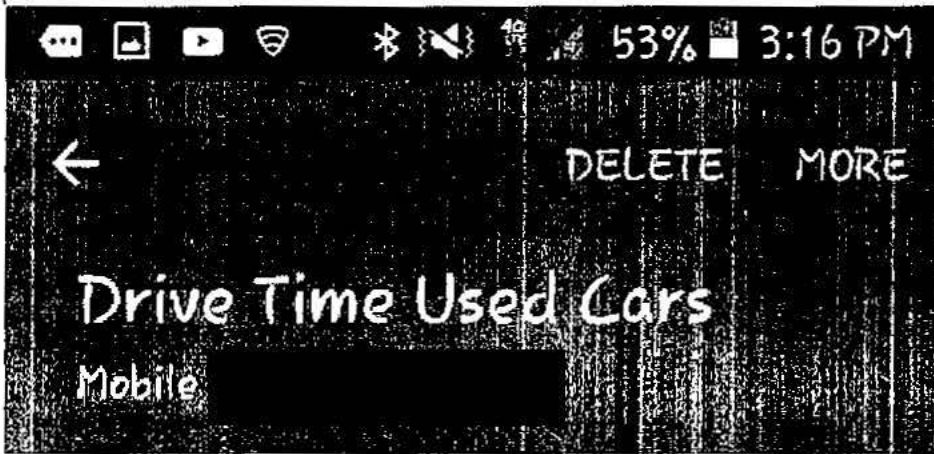
What came to my attention is Ford sold my 2014 Ford Fusion at an auction to an unsuspected buyer **Drive Time Used Cars, Lombard, IL**. I was able to reach them and inform them about the issues that I experienced, (**Attached**), and they explained to me that they will be informing their corporate office of the situation and will be keeping in touch with me whether or not they sold the vehicle to another buyer.

In this particular make and model, my 2014 Ford Fusion had 8 recalls, and dozens of complaints of the same issues that I was experiencing.

Please inform me if you need any additional information, or if you would like me to mail in videos of my after trips to the dealership regarding my electrical/defect issues.

Sincerely,

A solid black rectangular box used to redact the sender's name and signature.



↗ Today 11:45 AM
Outgoing call, 14 min 19 sec

DETAILED REPORT (/paging-vin-report-data/new-report.php?make=ford&model=fusion&year=2014&vin=3FA6P0H73ER[REDACTED])

OVERVIEW (/reports/free-reviews-complaints-report/rating-breakdown.php?make=ford&model=fusion&year=2014&vin=3FA6P0H73ER[REDACTED])

FEATURES/SPECS - KEY FACTORS - RATINGS/REVIEWS - COMPLAINTS/PROBLEMS -

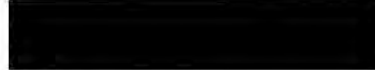
2014 Ford Fusion

Vehicle Identification Number: **3FA6P0H73ER[REDACTED]**
 Search Another VIN (./vehicle/land.php)

Assembly Location: Mexico Hermosillo, Mexico

Vehicle Age 4 year(s)

- No Accident Records 0 Record(s)
- No Theft Records 0 Record(s)
- No Junk Salvage Records 0 Record(s)
- 62 Point Title Information 1 Record(s) 2 Record(s) 0 Record(s)
- Odometer Readings 10 Record(s)
- Sales Information
- NHTSA Recalls



Detailed Vehicle History

Below are the historical events for this vehicle listed in chronological order. Any discrepancies will be in bold text. Accident, Odometer, Previous Use, Theft, Lien, Junk/Salvage and 62 Point Title Inspections are all US based databases, international records are not available.

DATE	MILEAGE	SOURCE	DETAILS
2013		Original Manufacturer	Fuel Economy Test 22 MPG Hwy / 34 MPG City
2013		Original Manufacturer	Shipped to Dealer - Original MSRP: 23935
2013		Original Manufacturer	Manufactured in Mexico Hermosillo, Mexico
10-16-2013	15 mi	Michigan	Historical Odometer Record
04-02-2014		NHTSA Recalls	Ford Motor Company (ford) is Recalling Certain Mod ... Click for details
09-26-2014		NHTSA Recalls	Ford Motor Company (ford) is Recalling Certain Mod ... Click for details
09-25-2014		NHTSA Recalls	Ford Motor Company (ford) is Recalling Certain Mod ... Click for details
09-26-2014		NHTSA Recalls	Ford Motor Company (ford) is Recalling Certain Mod ... Click for details

2018 FUSION

2018 FUSION

WITH \$1,499 CASH OR \$1,499 CASH DOWN AT SIGNING*

\$119 PER MONTH 24 MONTH LEASE

Go Further

FINANCE OR LEASE

DATE	MILEAGE	SOURCE	DETAILS
11-18-2014		NHTSA Recalls	Ford Motor Company (ford) Is Recalling Certain Mod ... Click for details
12-31-2014		NMVTIS	No Problems Reported
04-24-2015		NHTSA Recalls	Ford Motor Company (ford) Notified The Agency On A ... Click for details
04-28-2015		NHTSA Recalls	Ford Motor Company (ford) Is Recalling Certain Mod ... Click for details
12-31-2015		NMVTIS	No Problems Reported
12-05-2016		NHTSA Recalls	Ford Motor Company (ford) Is Recalling Certain Mod ... Click for details
12-31-2016		NMVTIS	No Problems Reported
2017	0yr/36,000 mi	Ford	BasicWarranty: Expired
2017	82,822 mi.	DriveTime Lombard	Listing Price : \$13,895 Vehicle Mileage : 82,822 miles Vehicle Color : Black
02-02-2017	82,920 mi	Illinois	Current Odometer Record
03-27-2017		NHTSA Recalls	Ford Motor Company (ford) Is Recalling Certain 201 ... Click for details
03-27-2017		NHTSA Recalls	Ford Motor Company (ford) Is Recalling Certain 201 ... Click for details
12-31-2017		NMVTIS	No Problems Reported
02-24-2018		Theft Database	Vehicle Status : No Stolen Records Available
02-24-2018		Edmunds - True Market Value	Trade-In : \$13,246 Private Sale : \$14,889 Dealers Retail : \$16,497
2019	1yr/60,000 mi.	Ford	Powertrain Warranty: 1 years
2019	1yr/Unlimited mi.	Ford	Corrosion Warranty: 1 years
2019	1yr/60,000 mi.	Ford	Roadside Assistance: 1 years

View Inventory | View Details

Accident Records

This section identifies accident records on vehicle history are composed of a number of state sources and some independent agencies, they are based strictly on the information that is available to us.





No Accident Records!

Odometer Records Source : NMVTIS

DATE	STATE OF TITLE	RECORD TYPE	MILEAGE	VIN
10-10-2013	Michigan	Historical	15 mi.	3FA6P0H73ER
02-02-2017	Illinois	Current	82920 mi.	3FA6P0H73ER

Sales Records

DATE	SELLER NAME	DETAILS
01-01-2017	DriveTime Lombard (http://)	Listing for : sale Listing Price : \$13,895 Vehicle Mileage : 82,822 miles Vehicle Color : Black

ASSUMPTIONS
Current Mileage:
Time Period: Past 6 months

ESTIMATES
Market Value:
Estimate Certainty:

POWERED BY:

Previous Vehicle Uses

This section identifies if a vehicle has previously been used as a rental, taxi, police, or test vehicle.

4 Vehicle Uses Checked

0 Event(s) Reported

No Rental Use Record

No Issues Found

No Taxi Use Record

No Issues Found

No Police Use Record

No Issues Found

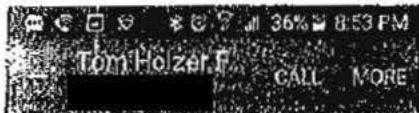
No Test Use Record

No Issues Found



Blue + White - Green + Blue - Silver + Blue - Red + Blue





Will I have an answer today about my car? You close at 5 correct?

I just want to get this problem resolved. My lease ends soon.

Text message 3:31 PM

With it being an electrical concern, it's had to diag...

ART SCHNEIDER, TOM
HOLZER SERVICE

Text message 3:32 PM

That's really concerning.

Enter message



problem resolved. My
lease ends soon.

Text message 3:31 PM

With it being an electrical
concern, it s had to diag...

ART SCHNEIDER, TOM
HOLZER SERVICE

Text message 3:32 PM

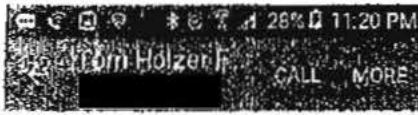
That's really concerning.

Text message 3:37 PM

Do you have loaners
available

Enter message





Oh got it. Thanks Art

Text message 11:22 AM

Finishing up the
paintwork on your car as
we speak.
Total investment in the
Ford is \$407.15

ART SCHNEIDER, TOM
HOLZER SERVICE

Text message 12:15 PM

Great thank you so much!

Text message 12:24 PM

Can I pick up my car by 5

Text message 1:29 PM

Enter message





My light inside my car
does not turn off. I'm
having lighting issues
inside.

I'm sorry, but I paid quite
a bit to get this fixed

Text message 7:50 PM

My car doesn't work
again. I can't believe it

Text message 7:58 PM

As of 11:56pm, my car
has shut off.

I will call in the morning.
Thanks

Enter message



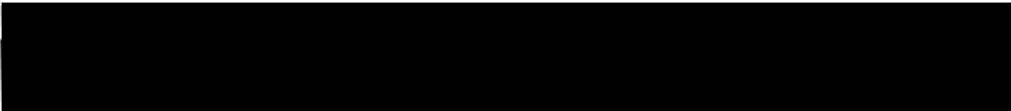


When I came by on Friday which I left work early to pick up my vehicle and pay \$407.00. I expected a fixed car.

Then hours later, my car was acting the same I recorded it. Nothing was fixed. Then it shut off late night.

I had to miss work on Saturday, since it was late at night and I couldn't get a loaner, and I had to be at work early in the morning.

Enter message





Monday, October 3, 2016

Good Morning,
I'm sorry about the car.
You will not be charged a
diag for find out whats
wrong with your car. As
soon as I know whats
going on with your car I
will let you know.

ART SCHNEIDER, TOM
HOLZER SERVICE

Text message 6:45 AM

When I came by on
Friday which I left work
early to pick up my
vehicle and pay \$407.00.

Enter message



Saturday, October 1, 2016

We will cover towing
back to dealer call Tom

313 938 2282

Text message 8:26 AM

The number that you
gave me is disconnected

Text message 8:34 AM

Sorry 313 938 1282 my
fault

Text message 8:35 AM

Tom said he will be here
at 11:30am. How soon on
Monday will it take my
car to get checked out.

Enter message



Tom said he will be here
 at 11:30am. How soon on
 Monday will it take my
 car to get checked out.

Text message 10:35 AM

Early I'm sure art will
 work with you

Text message 10:38 AM

We will do our best our
 sorry for inconvenience

Text message 10:46 AM

This has been very
 stressful, I had to miss
 work today.

Enter message



We are finishing up the paperwork now. Should be done in 20-30 min. It was the battery...

ART SCHNEIDER, TOM HOLZER SERVICE

Text message 4:14 PM

Oh jeez. Thank you. I can pick it up tomorrow morning when you open

Text message 4:47 PM

Thank you so much

Text message 4:47 PM

What's the earliest I can pick up my car

Enter message





39300 W. Ten Mile Rd • Farmington Hills, Michigan 48335

(248) 474-1234

www.bobscord.com

SEP 2 @ 2016

QUALITY REPAIR INC.

Customer Copy

'INVOICE'

PAGE 1/1

VIN# 3FA6P0H73ER

TAG NO.:

RO NUMBER:

DELIVERY DATE 01JAN14	STOCK NUMBER	VIN 3FA6P0H73ER	YEAR 14	MAKE AND MODEL FORD FUSION
DATE 27SEP16	MILEAGE P/R C/L 82630	82630	WRITTEN BY 492 ARTHUR T SCHWEIGER	PROCESSED DATE AND TIME 12:16 30SEP16
NAME BLERTA KAMY			PAYMENT TYPE CASH	
CITY / STATE / ZIP LIVIONA, MI			BUSINESS PHONE	
ADDRESS			ENGINE ENG 2.5 Liter	

WEARER AUTHORIZES THE ABOVE WORK TO BE DONE ON HIS/HER VEHICLE. ALL WORK WILL BE DONE IN ACCORDANCE WITH THE WORKSHOP MANUALS AND PROCEDURES. THE CUSTOMER AGREES TO HOLD THE SERVICE CENTER HARMLESS FROM ANY DAMAGE TO HIS/HER VEHICLE OR TO ANY OTHER VEHICLE OR PERSONS OR PROPERTY. THE CUSTOMER AGREES TO HOLD THE SERVICE CENTER HARMLESS FROM ANY DAMAGE TO HIS/HER VEHICLE OR TO ANY OTHER VEHICLE OR PERSONS OR PROPERTY. THE CUSTOMER AGREES TO HOLD THE SERVICE CENTER HARMLESS FROM ANY DAMAGE TO HIS/HER VEHICLE OR TO ANY OTHER VEHICLE OR PERSONS OR PROPERTY.

CUSTOMER SERVICE

ALL PARTS REMOVED WILL BE RETURNED UNLESS INSTRUCTED OTHERWISE DISCARD

NEEDS/DIAGNOSTICS

REPAIRS PROPERLY COMPLETED AND CHECKED BY SALES

AUTHORIZED SIGNATURE

CUSTOMER PAID LABOR CHARGES WARRANTED FOR 90 DAYS OR 1000 MILES WHICHEVER OCCURS FIRST UNLESS COVERED BY ANOTHER APPLICABLE EXTENDED WARRANTY

MAINTENANCE 3,000 5,000 7,500 INTERVAL

LEASE PURCHASE

SHOP SUPPLIES / HAZARDOUS WASTE A CHARGE OF 10% OF LABOR. MAINTENANCE SHOULD BE INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE COUNTY ITEMS ARE: RUST, MOIL, WASHERS, TAPE, PINS, BUSHES, SOLVENT, BRUSH, CARBURETOR CLEANER, TOWELS, SOLDER, BATTERY CLEANER, WIRE, WAX, WAX CLEANER, ETC. HAZARDOUS WASTE DISPOSAL, OILS, FLUIDS, TILES, SOLVENTS, GAS, ETC.

THE DEALER'S WARRANTIES TO THE MOTOR ARE THERE WHEN MAY BE OFFERED BY THE MANUFACTURER. THE DEALER'S WARRANTY COVERAGE INCLUDES: COILS, SPARK PLUGS, OTHER EXPENSES OR IMPACTS. ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND WHETHER ASSUMED OR ADVISED BY ANY PERSON TO AVOID THE LIABILITY OF CONNECTION WITH THE SALE OF THIS PARTS. MODEL NUMBER, BODY STYLE, NOT BE ENTITLED TO BE CANCELLED FOR THE SELLING DEALER'S UNDESIRABLE CHANGES. DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

ON BEHALF OF SERVICE CENTER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS CORRECT, TRUE AND ACCURATE. I AM AWARE OF THE APPLICABLE STATE AND FEDERAL LAWS AND REGULATIONS THAT APPLY TO THE SALE OF THIS PARTS. MODEL NUMBER, BODY STYLE, NOT BE ENTITLED TO BE CANCELLED FOR THE SELLING DEALER'S UNDESIRABLE CHANGES. DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

AUTHORIZED REPRESENTATIVE

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

CUSTOMER STATES INTERMITTENT HIGH PITCHED NOISE FROM ENGINE AREA AFTER 2500 OTHER ENGINE TROUBLES

399 JOHNSON, NICHOLAS, LITCHFIELD, MI 48451-94

1 D69Z*14F642*AA MODULE 59.00 59.00

PARTS: 59.00 LABOR: 324.00 OTHER: 0.00 TOTAL LINE A: 383.00

82630-3.00 INSPECT FOR A DRAWN OFF ELECTRICAL SYSTEM. USED IDS TO TEST SYSTEM. FOUND IDS WOULD NOT TALK TO DR DOOR MOD OR FCIM. PERFORM

PIRPOINT TEST IN WORKSHOP MODE. FOUND ONE 1.0N PLUGGED GATEWAY MOD AND PLOUGGED IT BACK IN. SYSTEM WAS WORKING AS IT SHOULD. REMOVE AND

REPLACE GATEWAY MOD. RETEST OK.

EXCEEDING YOUR EXPECTATIONS

Thank You!

- CERTIFIED TECHNICIANS • SHUTTLE SERVICE AVAILABLE
- QUICK LUBE • CUSTOMER LOUNGE
- OPEN SATURDAY

SERVICE
7:30 AM - 6:00 PM Mon thru Fri
8:00 AM - 3:00 PM Saturday

Parts
8:00 AM - 6:00 PM Mon thru Fri
8:00 AM - 3:00 PM Saturday

SALES
8:30 AM - 9 PM Mon and Thurs
8:30 AM - 6 PM Tues, Wed, Fri.
8:00 AM - 3:00 PM Saturday

Body Shop
7:00 AM - 6:00 PM Mon thru Fri
By appointment only - Saturday

DESCRIPTION	TOTALS
LABOR AMOUNT	324.00
PARTS AMOUNT	59.00
SUBLET AMOUNT	0.00
MISC. CHARGES	19.64
TOTAL CHARGES	402.64
LESS COUPONS/DISC.	0.00
SALES TAX	4.71
PLEASE PAY	



39300 W. Ten Mile Rd - Farmington Hills, Michigan 48335
 (248) 474-1234
 www.holzerford.com

Customer Copy

"INVOICE"

PAGE 1 of 1

VIN# 3FA6P0H73E

TAG NO.:

RO NUMBER:

DELIVERY DATE 01JAN14	VIN 3FA6P0H73E	YEAR 14	MAKE AND MODEL FORD FUSION
01OCT16	MILEAGE (BOOK) 82655 (ACTUAL) 82655	WRITTEN BY 432 ARTHUR T SCHNEIDER	PROMISED DATE AND TIME 16:24 03OCT16
NAME	HOME PHONE	PAYMENT TYPE CASH	P.O.#
ADDRESS	CITY/STATE/ZIP LIVONIA, MI	BUSINESS PHONE	
		NG:2.5_Liter	

FACILITY REPAIR NO.

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIALS AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR DAMAGE TO OR LOSS OF OR DAMAGE TO YOUR CAR OR APPLIANCES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE WHATSOEVER. I AGREE TO HOLD YOU HARMLESS FROM ANY AND ALL CLAIMS, DAMAGES, LOSSES OR EXPENSES OF ANY KIND, INCLUDING REASONABLE ATTORNEY'S FEES, WHICH MAY BE ASSERTED AGAINST ME OR MY EMPLOYERS OR OTHERS BY ANY PARTY. I AGREE TO WAIVE FOR THE PURPOSE OF TESTING AND/OR INSPECTION, ON STREETS, HIGHWAYS OR ELSEWHERE, MY RIGHT TO REMOVE OR REPAIR THE VEHICLE OR TO HAVE THE VEHICLE REPAIRED BY ANY OTHER PERSON OR EMPLOYEE OF ANY OTHER BUSINESS. I AGREE TO WAIVE MY RIGHT TO REMOVE OR REPAIR THE VEHICLE OR TO HAVE THE VEHICLE REPAIRED BY ANY OTHER PERSON OR EMPLOYEE OF ANY OTHER BUSINESS. I AGREE TO WAIVE MY RIGHT TO REMOVE OR REPAIR THE VEHICLE OR TO HAVE THE VEHICLE REPAIRED BY ANY OTHER PERSON OR EMPLOYEE OF ANY OTHER BUSINESS.

CUSTOMER SIGNATURE

ALL PARTS REMOVED WILL BE RETURNED UNLESS INSTRUCTED OTHERWISE DISCARD

LABOR	AUTHORIZED ADDITIONS
TOTAL	TOTAL HOURS

REPAIRS PROPERLY COMPLETED AND CHECKED BY DATE TIME

AUTHORIZED SIGNATURE

CUSTOMER PAID LAMON CHARGES WARRANTED FOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST, UNLESS COVERED BY ANOTHER APPLICABLE EXTENDED WARRANTY

MAINTENANCE INTERVAL 3,000 5,000 7,500

LEASE PURCHASE

SHOP SUPPLIES / HAZARDOUS WASTE: A CHARGE OF 1% OF LABOR, MAXIMUM \$20.00 IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLIES ARE: NUTS, BOLTS, WASHERS, TAPE, PINS, SHELLAC, SOLVENT, RAGS, CARBURETOR CLEANER, TOWELS, TUBS, BATTERY CLEANER, WIRE, WINDOW CLEANER, ETC. HAZARDOUS WASTE DISPOSAL OF OILS, FILTERS, TUBS, SOLVENTS, GAS, ETC.

THE ONLY WARRANTIES APPLIED TO THIS SERVICE ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OF THE ORIGINAL PARTS. ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.

ON BEHALF OF SERVICE DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS ACCURATE AND COMPLETE. SHOULD ANY DISCREPANCY BE FOUND, I AGREE TO WAIVE MY RIGHT TO REMOVE OR REPAIR THE VEHICLE OR TO HAVE THE VEHICLE REPAIRED BY ANY OTHER PERSON OR EMPLOYEE OF ANY OTHER BUSINESS. I AGREE TO WAIVE MY RIGHT TO REMOVE OR REPAIR THE VEHICLE OR TO HAVE THE VEHICLE REPAIRED BY ANY OTHER PERSON OR EMPLOYEE OF ANY OTHER BUSINESS.

AUTHORIZED REPRESENTATIVE

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

CK ADVISE TOWED IN NO CRANK NO START ADVISE SEE HISTORY CAUSE:

10654C BATTERY - TEST, CHARGE, AND RE-TEST (10653/10654/10655) - L
 899 JOHNSON, NICHOLAS A LIC#: M225194

1 BXT*90T5*500 BATTERY (N/C)

1 BXT*90T5*500 CORE RETUR (N/C)

10654C1 BATTERY - REPLACE (10653/10654/10655) - L
 899 JOHNSON, NICHOLAS A LIC#: M225194

SUBL TEL FRANKLIN/TOW (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

82655 INSPECT STARTING SYSTEM. FOUND BATTERY WAS DEAD. ONE OF THE BATTER CELLS IS BAD. REMOVE AND REPLACE BATTERY ASY. CHECK CHARGING SYSTEM. CAR IS CHARGING AT 14.3V. CHECK CAR FOR A DRAW. SYSTEM IS PULLING 10 MILLI AMPS. DRAW IS WITHIN NORMAL RANGE. RE-TEST OK.

EXCEEDING YOUR EXPECTATIONS

Thank You!

• CERTIFIED TECHNICIANS • SHUTTLE SERVICE AVAILABLE
 • QUICK LUBE • CUSTOMER LOUNGE
 • OPEN SATURDAY

SERVICE
 7:30 AM - 6:00 PM Mon thru Fri
 8:00 AM - 3:00 PM Saturday

SALES
 8:30 AM - 9 PM Mon and Thurs
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 8:00 AM - 6:00 PM Mon thru Fri
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Body Shop
 7:00 AM - 6:00 PM Mon thru Fri
 By appointment only - Saturday

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS COUPONS/DISC.	0.00
SALES TAX	0.00
PLEASE PAY	

GENUINE
PARTS

[REDACTED]

1-800-4-A-FORD

EGST - 1JF54Z - AA

MADE ANY SMART GUY LIKE YOU? SERVE

[REDACTED]

5-07-27



Re: 2014 Ford Fusion

1 message

Blair

To: [Redacted]

Fri, Sep 30, 2016 at 8:56 PM



Thanks for the email. I got my car back today after I fixed it. I paid \$407.00.

But hours later, the same problems returned. I'm still having the same problems with my car.

I have to miss work tomorrow to return my car, and I also left work early today in order to pick up my car in order to have it for my job on the weekend and go to the bank to pay for the repairs.

Please understand my frustration.

Thanks,



On Sep 30, 2016 5:43 PM, [Redacted] wrote:



Oct 13th at 11:30 will work see you then.

Thank you



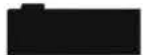
From: [Redacted]
Sent: Friday, September 30, 2016 11:01 AM
To: Sam Jarnoua
Subject: Re: 2014 Ford Fusion



I didn't hear back from you, is October 13th at 11:30am work for you, so I can come in?

Please let me know.

Thanks again!!



On Wed, Sep 28, 2016 at 3:54 PM [Redacted] wrote:



I will check with service and have Art give you a phone call Oct 12th or the 13th will work just email the date and time I will make sure I will be available to help you.



ia, MI



National Highway Traffic Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

