

NOV 13 2018

[REDACTED]

Burke, VA [REDACTED]

October 27, 2018

CL-11143379-9741

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

To Whom It May Concern:

I am writing to request that you ask Ford Motor Company to reimburse my expenses in repairing a safety defect on my 2014 Ford Fusion. My name is [REDACTED] My date of birth is [REDACTED] My Virginia Driver's License Number is [REDACTED]

Please consider this a dispute pursuant to the National Traffic and Motor Vehicle Safety Act. The work I had done at a Ford dealership (Jerry's Ford Alexandria) involved replacing the low side fuel pressure sensor.

This defect led to a near crash while on the road. When driving my 2014 Ford Fusion after getting out of the parking space, the car abruptly stopped accelerating. The vehicle did not turn off; it simply stopped accelerating. The vehicle's safety systems/check engine light did not indicate any issue or defect in the vehicle before, during, or after the incident. This defect in this model of Ford (Fusion) is without a doubt a safety defect and in noncompliance with Federal Motor Vehicle Safety Standards (FMVSS) and Regulations.

Please investigate this defect with Ford Motor Company. When you have completed your investigation, please send me a copy of your findings, and promise of applicable reimbursement from Ford Motor Company.

Please note that the dealership I took my vehicle initially gave a wrong diagnosis. They originally stated that the issue had to do with the car computer's programming. As a result, I took the vehicle under the belief that it was fixed only to find myself almost crashing again in traffic.

Please contact me in order that I may supply you with any other information that you may find helpful. My phone number is [REDACTED]

I have included a copy of the receipt from the Ford dealership that detected and fixed this defect as well as a copy of the complaint I submitted at safecar.gov

Very truly yours,

[REDACTED]

EA
12.2.18
LD

12

**Complaint Number: 11143379**

Vehicle Identification Number: 3FA6P0HDXE [REDACTED]

Your Vehicle's Make Model and Model Year: FORD FUSION 2014

Note: Your VIN, make, model, and year are all protected under the Privacy Act.

What part of your car was affected? Fuel/Propulsion System**What happened?**

While in motion, my 2014 Ford Fusion abruptly stopped accelerating. The vehicle did not turn off. The vehicle was able to drive for a few seconds (around 20 seconds) after driving out of the parking space, and afterwards it stopped accelerating. This happened to me while on the road and could have resulted in a serious accident to myself and others. It happened on more than one occasion. After getting two diagnoses from a Ford dealership, they said the issue had to do with the LOW SIDE FUEL PRESSURE SENSOR. It was not functioning properly. They needed to replace it. Important to note is the fact that the check engine light was not on before or after the incident transpired. In other words, the vehicle's safety system gave no indication that the vehicle needed immediate attention. This safety defect is in breach of the National Traffic and Motor Vehicle Safety Act. A vehicle should not abruptly stop accelerating while on the road as it can cause serious casualties to the owner and nearby vehicles. The fact that the vehicle's safety system/check engine light never came on is incredibly significant. This safety defect repair should be reimbursed to owners of this Ford vehicle.

When did this happen? 09/20/2018**Was there a Crash?** No**Was there a Fire?** No**Was there an injury or fatality?** No**How fast were you going? (in mph)** 25**About how many miles were on your vehicle at the time of the incident?** 80000**First Name:** [REDACTED]**Last Name:** [REDACTED]**Email:** [REDACTED]**Address 1:** [REDACTED]**Address 2:****City:** Burke**State :** VIRGINIA**ZIP Code :** [REDACTED]**Phone [REDACTED] Ext. :****Alt. Phone:**



6510 Little River Turnpike
 Alexandria, VA 22312
 (703) 256-5000
 Fax: (703) 354-9040
 www.jerrysauto.com

SERVICE DEPARTMENT HOURS
 7:00 a.m. to 7:00 p.m.
 Monday - Friday
 8:00 a.m. to 6:00 p.m. Saturday

R/O Open Date	R/O Number
9/22/18	
R/O Close Date	Status
10/27/18	Final
Mileage In	Mileage Out
79865	79865
Service Advisor / Tag #	
LAMAR DIXON/5523*W*	

[Redacted]			Work Phone	[Redacted]	
BURKE, VA [Redacted]			Home Phone	[Redacted]	
Year	Make	Model	Body	Color	License Number
2014	FORD	FUSION	4DR SDN SE FWD	GRAY	
			Vehicle Identification Number	3FA6P0HDXER	
			Delivery Date	In-Service Date	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Installed XL 21 :COATING - ANTI-CORROSION COMPLETED RECALL. REMOVED AND INSTALLED ALL 4 DOOR LATCHES Qty: 1	Warranty

#5 - 07FOZ: GENERAL REPAIR RECALL 16S42 Corrected by Tech: WILLIAM STAMM (WRS) Installed DS7Z 54264A26 A :LATCH COMPLETED RECALL Qty: 1	Warranty Warranty

* Thank you for choosing Jerry's Ford ! We are *	
* here to help you with all of your Automotive *	
* needs !!!! *	

TERMS, CONDITIONS, CASH OR CREDIT ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereon to be done along with the necessary material and agree that you are not responsible for any damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control, or for any delays caused by unavailability of parts or delays in part shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and change from all express warranties and is hereby acknowledged on above vehicle to secure the amount of repair thereon.

SALES TAX OR TAX I.D. 8.2

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SPECIAL ORDER DEPOSIT .0

DISCOUNTS .0

TOTAL DUE 421.4

AMEX SERVICE 800678 421.4

LABOR	275.0
PARTS	91.0
DEDUCTIBLE	.0
SUBLET	.0
SHOP SUPPLIES	46.0
HAZARDOUS MATERIALS	.0
SALES TAX OR TAX I.D.	8.2
SPECIAL ORDER DEPOSIT	.0
DISCOUNTS	.0
TOTAL DUE	421.4
AMEX SERVICE 800678	421.4

BURKE VA

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