

Congressman French Hill  
1501 N. University Ave., Suite 630  
Little Rock, AR 72207

March 12, 2020

Dear Congressman Hill,

You are my representative in Congress, but your actions affect all Americans. I'm asking for your help in conjunction with appropriate committees and agencies. This is more than a car repair problem, but something of vital concern that Congress may need to deal with. Here is my situation:

On December 12, 2016, I purchased a 2017 Ford Fusion. Since then the battery has died seven times beginning three days after purchase. It has been returned to the dealer four times for a correction, with no success, because they have no clue as to how to fix the problem. They simply indicate that the wiring in these cars is so complicated that tracing the source of the defect is impossible.

In searching the internet I find that many other customers have this same problem. Some have even had their cars die while driving on the freeway as the battery goes out. Imagine how devastating that could be. Someone will die before this problem is dealt with. Who wants that inaction on their conscience? Ford Motor Company will do nothing to solve the situation.

Lemon laws have no teeth, a complaint to the NHTSA (6-16-19, No. 11220423) achieved nothing, and lawyers are inept at dealing with Ford's stonewalling teams. Warranty repair attempts do no good, because the problem causing the battery to die can't be found by dealers' technicians. Ford has admitted the defect and offered a fix, which didn't work. Ford really doesn't care about customers until enough drivers die to make the national headlines.

I have medical problems, eye cancer and cystic fibrosis, which require trips to doctors in Little Rock. I have to be able to use my car to keep these medical appointments. Since the last repair attempt in April, 2019, I've had to impose on friends to drive me to Little Rock for some of the appointments (175 mile round trip), because I am afraid to drive on the freeway with this battery problem. I have to use my car only for local trips to church, grocery, etc. Since last May I have had to start my car every day and let it idle for 20 minutes to keep the battery charged. That's a lot of wasted gasoline. Ford's roadside service, to start a dead battery, takes hours of waiting. Who in authority, would put up with this problem?

Ford must be required to recall these cars and fix the problem or buy back their defective vehicles. They have recalled thousands of other vehicles for lesser problems. Since they will not solve the Ford Fusion defect on their own, then Congress should act, or require appropriate agencies to do so. Most customers know how futile it is to file complaints. Please help us get this situation resolved. Documentation can be provided as needed.

Thank you very much.

Your truly,



Shirley, AR

CC: National Highway Traffic Safety Administration ✓

Congressman Frank Pallone, Chairman , Energy & Commerce Comm.

Arkansas Attorney General

Senator Tom Cotton

Senator John Boozman

New York Times

Fox News

NBC News



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