

[REDACTED]
Killeen, Tx [REDACTED]

CL-11396325-7444

To whom this may concern,

I am writing this letter in regard to my 2017 Ford Fusion. I purchased my car in October 2017, and it was a brand-new model only having 13 miles on it. However, a situation has occurred that caught me by surprise.

I recently been communicating with the Ford dealership (Fair Oaks Ford) in Schaumburg, IL about the repairs to my vehicle since January 21, 2021. During my conversation with this dealership, I explained to them the situation I had encountered on December 11, 2020 when my transmission went out as I was driving on the highway on my way to an interview. As I was driving and my car began malfunctioning which includes, emergency brake engaged, car shaking, started to lose power, would not accelerate, check engine light come on, brake light came on, dashboard started to flicker, then my car shut off and remained off. This was a life-threatening event that has caused me pain, money and suffering.

I replaced the battery, and nothing happened, as I was on the side of the road, I had to get towed to the nearest gas station to prevent me from being on the side of the road. I called Fair Oaks Dealership and spoke with multiple people in the service department. I even drove my wife's car up to the dealership looking for answers in reference to my car. No one gave me any answers other than I needed a new transmission. The dealership appointed me to customer relations which opened a case for my vehicle.

In addition, I have been awaiting weeks for answers and no response of the details or cause of these malfunctions. The service department had only informed me to speak with a customer care representative that could assist me with my situation. I spoke with lawyers and other repair professionals while the vehicle was in their care, I have spoken with The National Traffic and Highway Safety Administration (NHTSA) and explained to them the situation about my car.

While I was amidst doing research on my vehicle, I came across a recall notice matching the year, make, model, and transmission (6F35) of my vehicle. This recall is based on the torque converter failure, which states "if the torque converter weld studs fail, the torque converter will not be connected to the engine flex plate and the vehicle will lose the ability to move, loss of motive power without warning while driving which can increase the risk of a crash, the vehicle can go into park but cannot go into gear, causing the vehicle to unknowingly stop working." (autoguide.com & cars.com) I brought the recall to the attention of Fair Oaks Ford, as well as the customer care regional manager Craig in the matter of my 2017 Ford Fusion. Also, I shared recall information with The National Traffic and Highway Safety Administration (NHTSA). Both parties informed me that due to my VIN number not being under the recall's regulations, I was not able to acquire the proper accommodation for the repair.

TG
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Furthermore, The National Traffic and Safety Administration had informed me that even though I have made a report with them, my situation may not be investigated. For multiple weeks I continued to communicate with the dealership about the status of the repairs to my transmission. John in the Fair Oaks Ford service department informed me that he was awaiting Craigs response. In conversating I asked for a full report on any issues that were found with my car in conjunction with the transmission, and no report (diagnostics) was given.

In addition, to requesting a full diagnostic report Fair Oaks Ford refused to comply with my request. However, they are requesting for me to pay \$2,400 dollars and they will pay the remaining balance of the repairs. In fact, I do appreciate the offer, but Fair Oak Ford have not provided me a report of my vehicle. Even after they removed the transmission, they did not give me a diagnostics report. Which leads me to have a major concern that money is requested but no proof of reason of repairs, other than the fact that I needed a new transmission.

As I spoke with Craig, he was trying his best to accommodate me with my situation, but it was restrictions that caused him to detour from the recall offer which is full cover repair without of pocket expenses.

In conclusion, I currently live in Killeen, TX and I would like to have a full repair done at no expense to me and after I spoken with lawyers, we are requesting a full report of repairs done to ensure that it was outside the recall details. Also, I am requesting either compensation for the repairs, pain, suffering, and expenses due to not having my car. I am also requesting to waive my monthly payments and consider the fact that my car was inoperable, and I was not able to use it. I lost my job due to not having proper transportation.

Furthermore, I am requesting that my car get shipped to me at no cost, and or Fair Oak Ford provide me with another car. I could have lost my life due this malfunction and I am requesting full accommodations

Thank you for your understanding and considerations,

Date

3-26-2021

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FedEx Express

739
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16:30
03/30

KILLEEN, TX
UNITED STATES US

SHIP DATE: 29MAR21
ACTWGT: 0.15 LB
CAD: 6754232/SSF02121

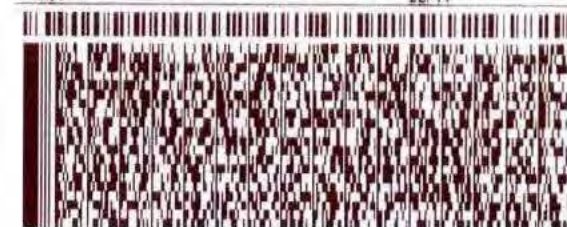
BILL CREDIT CARD

TO NHTSA HEADQUARTERS
NHTSA HEADQUARTERS
1200 NEW JERSEY AVE SE
WEST BLDG
WASHINGTON DC 20590

(202) 366-4000
INU:
PO:

REF:

DEPT:



TUE - 30 MAR 4:30P
STANDARD OVERNIGHT

XC WASA

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DC-US IAD

