

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

[REDACTED]
East Vandergrift PA [REDACTED]

June 8, 2021

Re: 2016 Ford Fusion VIN # 3FA6P0G73GR [REDACTED]

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

To Whom It May Concern:

Please let this letter serve as a formal complaint. On March 31, 2021, I bought my first car from Nick Chevrolet located at 22 W. 7th Avenue, Tarentum PA 15084. It is a 2016 Ford Fusion with a clean CarFax (what a joke). About three weeks into my purchase, I started having safety issues.

Nick Chevrolet did agree to look at it and found "a history of losing communication" and said the Body Control Module needed "re-learned" and referred us to a Ford Dealer.

On April 22, the Service Manager, Dan, at Glenn Bush Ford in Apollo PA did a re-learn/reset. However, a few days later the safety issues continued. Dan said the only thing he could do to try and properly diagnose it would be for me to take it to him WHILE the issues were happening.

On May 18th, it was 80° out on my way from home from work and my air would not work and I could not open my windows. I immediately took it to Glenn Bush Ford. They claim they were able to pull some codes but I was told I had to take it back and leave it for a few days in order for them to properly diagnose the issues. That being said, I dropped it off on June 2nd. They had my car until June 8 and told me they were not able to find out what is wrong.

Description of the all the safety issues consist of but are not limited to: At random times, the radio shuts off, the screen goes black (except for the time), the heating/cooling/defrost systems shuts off, the windows will not work, the door locks won't work.

What if I am driving and the window fogs up and defrosters will not work and I cannot open my windows? What if I am driving and it starts to rain and I can't get my windows up? What if I have valuables in my car and I can't lock it? There are so many different scenarios I could list. What if this were your child driving this car? Would you be concerned?

I can tell you I am sincerely concerned for my safety with this car and would appreciate ANYTHING you provide me with to help me get this issue resolved as soon as possible.

Respectfully,

[REDACTED]
C: Ford Motor Company
Center for Auto Safety

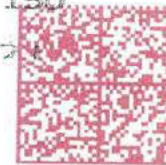
PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS. FOLD AT DOTTED LINE

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JUN 08 2021 PM 2



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