

CL-10203797-5449

2007 OCT 11 AM 9
2007 OCT 10 P 2 53
Henderson, NV
September 28, 2007

NHTSA
400 Seventh St.
US Department of Transportation
Washington, D.C. 20590

Sirs:

We are writing a second time with a safety concern with our Lincoln LS VIN # 1LMFM87A05Y [REDACTED]. Enclosed are repair orders and letters to and from Ford.

On September 21, 2007, while at Hoover Dam, our vehicle's brakes again locked up and the engine lost all throttle response while blocking a driving lane. Only after repeated attempts of turning the ignition on and off could the vehicle be moved in limp mode. The vehicle was towed to the selling dealer, Signature LM of Las Vegas.

The vehicle diagnostics showed the parking brake on, ETC service on, engine fail safe on, engine emissions on, and the brake icon on. The dealer replaced the throttle positioning sensor and returned the vehicle to us. We hope this is the proper repair as this failure is an extremely dangerous condition. Fortunately, no accident has occurred both times this vehicle has locked up its brakes for no apparent reason.

Ford ignored my concern the first time because the computer showed no faults and refused to look further into the safety concern. This time because the computer did have a fault they replaced one part. No one can tell me if this problem is cured.

I ask again that NHTSA look at this concern for all owners of these vehicles. If we experience any more failures of this type, I fully intend to use the "lemon law" or any legal means at my disposal.

NHTSA may reach us @ [REDACTED] {cell} at any time or by writing the above address.

Thank you
[REDACTED]

Added to
10/11/07
L6

[REDACTED]
Henderson, NV [REDACTED]
September, 28, 2007

Ford Motor Company
16800 Executive Plaza Drive
P.O. Box 6248
Dearborn, MI 48121

Case # 0539502397

Vehicle ID # 1LNFM87A05Y [REDACTED]

Melinda Miles:

Enclosed is second letter to NHTSA regarding a serious safety concern that continues with our 2005 Lincoln LS. The problems outlined in our letter of September 2, 2007, returned on September 21, 2007. The vehicle was towed to the selling dealer, Signature LM in Las Vegas, NV. The vehicle was repaired and returned to us September 26, 2007. A rental car was provided.

The purpose of my letter is to point out to Ford Motor Co. that your previous attempt at the repair of this vehicle was totally unacceptable. The basic safety of this vehicle was compromised. At this time it appears a replacement of the throttle positioning sensor may have repaired this problem. However, no one at Ford has been able to positively identify the total problem.

Our vehicle failed at the Hoover Dam on the Nevada and Arizona border. The parking brake locked on, the service brakes locked on, the throttle would not respond, ETC service display on, engine fail safe display on, parking brake light on, engine emissions icon on, and the brake icon on. The vehicle would not move while blocking the lane. After repeated attempts to reset the computer by turning ignition to off and on, finally the vehicle could be moved in limp mode. Doug Grant, service manager at Signature LM assisted by cell phone to get this vehicle moving and towed.

It is our hope that this incident was the last event of locked brakes while driving this vehicle. If this situation occurs again, I will research "lemon law" proceedings on this vehicle.

Sincerely,
[REDACTED]



Ford Customer Service Division

P. O. Box 6248
Dearborn, MI 48121

September 13, 2007

[REDACTED]
Henderson, NV [REDACTED]

Case # 0639502397

Vehicle ID # 1LNHM87A05Y865568

Dear Mr. [REDACTED]

The circumstances, which you outlined concerning your LS, have been given careful consideration.

Ford Motor Company considers the satisfaction of its owners to be one of its most important objectives. We commit very substantial resources and effort in a sincere attempt to resolve the concerns of our owners. Although we regret not being able to meet your expectations, our review indicates that the information provided by our company representative was appropriate. Therefore, we are unable to be of further assistance in this matter.

Thank you for contacting Ford Motor Company.

Sincerely,

Malinda Miles
Ford Motor Company
Customer Relationship Center



**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXAMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**