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Henderson, NV
September 2, 2007

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

Sirs:

We are writing you do to a safety concern with our 2005 Lincoln LS V8 VIN # 1LNHM87A05Y [REDACTED]. On August 23, 2007 the vehicle experienced a brake failure under low speed conditions. My wife backed the vehicle out of our garage, applied the brakes to shift into drive, made an immediate right turn onto the next street, went one block at 25 mph, and made the next right turn. Upon completing the second right turn, she attempted to accelerate but the vehicle stopped instead of accelerating. The brakes appeared to be on and the computer display showed "service ETC soon" and the parking brake on warning light was on. She attempted to move out of the lane of travel using the emergency brake release and the gear shift lever to release the brake but could not move the vehicle except to the side of the road with an extreme bucking motion. At this point she turned of the ignition to prepare to leave the vehicle on the side of the road because the error messages were still on and the vehicle was not safe to drive. She decided to try to restart the vehicle to attempt to clear the computer error. After restarting, the error messages were gone, the vehicle drove normally. She returned to our residence.

I checked the vehicle for her. I checked all four brakes and found all four rotors alarmingly hot for such a short distance. I drove the vehicle and could not duplicate the problem. We called Signature LM in Las Vegas (selling dealer) and left the vehicle for repair using a rental vehicle. We assumed they would find the problem by using the computer memory that stores fault codes. Please note the vehicle has 14,900 miles on the odometer and at the time of the problem the road was dry with no loose gravel that would activate the traction control or antilock brakes. Also this vehicle has an electronic parking brake that disengages whenever the shift lever is moved or one tries to accelerate. We do not normally use the parking brake in our garage.

Signature LM could not find a fault code stored in the computer. We can not explain this as the vehicle clearly showed the error message "service ETC soon" during the problem. I called Ford Customer Care @ 800-392-3673 and spoke with Jose on 8/27/07 as the dealer could not duplicate the problem. He advised me that Customer Care Solutions would call within 48 hours. Chris Miller at 866-631-3788 ext. handled the situation. After repeated attempts to reach without success I spoke with Signature LM service manager Doug Grant. Mr. Grant explained that his hands were tied until Ford Regional gave him a direction to solve the problem. Finally on 8/30/07 I spoke with Chris Miller of Ford Customer Care Solutions. He advised me that Ford would do absolutely nothing on our complaint because there was no fault code and he had no record of previous problems. I strongly suggested to him that this situation with the vehicle if

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repeated at highway speeds could be extremely dangerous. He repeated Ford's decision that no repair would be made at this time.

Please advise us if there have been any past problems with this vehicle regarding a failure similar to the one we experienced. We hope the NHTSA will keep this concern on file in the unfortunate case that an accident is caused by this defect.

Thank you,

[REDACTED]

[REDACTED] Home
[REDACTED] Cell

cc. Doug Grant - Signature LM
Lincoln Customer Relationship Center

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