

NHTSA Complete Record Information



Printed: 6/2/2010

NHTSA #: ES10-003902	Rec'd Date: 6/2/2010	Referred By: NPO-011
XREF #:	Doc Type: CNG	Doc Date: 5/18/2010
Delivery: MESSENGER ENV.	Address To: DOT/I	Due Date: 6/14/2010
S10 #:	DOT/I #: 2010-1130	RMP #:
Subject: LETTER FROM SENATOR BROWN ON BEHALF OF CONSTITUENT, [REDACTED] RE HIS FORD TRUCK GAS PEDAL ACCELERATING, CAUSING HIM TO CRASH (DOT/I#2010-1130)		
Ack Date:	Ack By:	Signed For:
Sign Office: ADMINISTRATOR	Signature: STRICKLAND	Cleared For:
Cleared Date:	Cleared By:	Closed Date:
File Loc:	XREF File:	
Added By: BMILLINGS x65470	Modified By: BERNADETTE.MILLINGS	

COMPLETE CONTACT INFO:

THE HONORABLE SCOTT BROWN
UNITED STATES SENATE

WASHINGTON, DC 20510

Tel: Fax: E-mail:

CL-10334890-8191

COMPLETE COMMENT INFO:

Comment Details

Comment

6/2/2010 10:06:26 AM

Entered By:

BERNADETTE.MILLINGS

Comment By: Bernadette Millings

COPY PROVIDED TO S.KIRINICH

COMPLETE ROUTING INFO:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	6/2/2010	6/14/2010	
NVS-010	INFORMATION	6/2/2010		6/2/2010
I	INFORMATION	6/2/2010		6/2/2010
NOA-010	INFORMATION	6/2/2010		6/2/2010
NIA-110	INFORMATION	6/2/2010		6/2/2010
NOA02	INFORMATION	6/2/2010		6/2/2010

COMPLETE ATTACHMENT INFO:

Description

Added By

Date & Time

JUN 04 2010

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dey
TW

SCOTT P. BROWN
MASSACHUSETTS

317 RUSSELL SENATE OFFICE BUILDING
WASHINGTON, DC 20510
(202) 224-4543
(202) 228-2646 FAX

2400 JFK FEDERAL BUILDING
BOSTON, MA 02203
(617) 565-3170

COMMITTEES:
HOMELAND SECURITY
AND GOVERNMENTAL AFFAIRS

ARMED SERVICES
VETERANS' AFFAIRS

United States Senate

WASHINGTON, DC 20510

Department of Transportation
Ms. Heideh Shahmoradi
1200 New Jersey Ave, SE
Washington D.C. 20590

May 18, 2010

Re: [REDACTED]

Dear Ms. Shahmoradi:

I am writing on behalf of [REDACTED] a constituent of mine from Dracut, Massachusetts. [REDACTED] has been in contact with my office regarding an issue with Ford not taking responsibility for an accident he was involved in due to his truck's gas pedal accelerating, causing him to crash. [REDACTED] is looking for Ford to pay for the damages of his truck as well as the insurance bill.

Any assistance or consideration you are able to render would be greatly appreciated. Enclosed is a letter from [REDACTED] regarding this issue firsthand. Please keep me informed of the progress of this case. For additional information or questions, please do not hesitate to contact my aide, Erika Paulhus, at (617) 565-3170. Thank you again for your attention in this matter.

Sincerely,



Scott P. Brown
United States Senator

2400 John F. Kennedy Federal Building
Government Center
Boston, Massachusetts 02203
SPB/elp

Plumbing and Heating

Acton, MA -or- Dracut, MA

March 12, 2010

To Whom It May Concern:

RE: VIN 1FTWX31R88E

I own a 2008 Ford F350 Super-Duty pick up truck. The truck was purchased brand new by me in May of 2009. I use this truck everyday for my business as a plumber. Currently there are approximately 15k miles on it.

On January 25, 2010, while driving on a rural road in Concord, MA, my steering locked up and the gas pedal accelerated causing me to crash into an embankment. I was knocked unconscious (I'm estimating only for seconds), and when I came to, the gas pedal was gunned to the floor and I was on someone's property. I was able to release the gas pedal so I proceeded to move the vehicle to the side of the road and off this person's property. As I did this, the steering locked up a second time so I just turned off the motor and waited for the police to arrive.

I was taken to Emerson Hospital in Concord, MA via ambulance – treated and released with a mild concussion. My truck was brought to Acton Lincoln/Mercury in Acton, MA. I filed a claim with my insurance company telling them exactly what happened. An insurance adjuster came out to review the damage and within days I received a check to pay for auto body repairs. The problem I now face is because I am claiming that I am not at fault for this accident due to the steering locking up on me, the insurance company won't pay to replace the steering box. They say that this is a warranty issue with Ford and that Ford is responsible. Well Ford is saying that the steering box is faulty because it was damaged in the accident. What???? I have been provided no proof from Ford on that. Let me just say that I couldn't have been driving more than 15 mph when the accident occurred. The air bags did not even deploy. It was the passenger side of the truck that was damaged – which is not even near the steering box. And the damage to the vehicle is minimal – there is no way that the accident caused the steering box to malfunction – as I stated previously, the steering locked up on me first – then I crashed. And why did the gas pedal accelerate? No one has answered that question.

I know I am just one man telling a story about what happened to me. How can I fight a big corporation like Ford. Ford is pointing the finger at me and the insurance company, the insurance company is pointing the finger at Ford --- and I'm stuck without a truck – a truck that I make my living out of. I am sick to my stomach while writing this letter. Because I am just a "little guy", I cannot afford to fight Ford. I am now faced with having to pay to replace the steering box myself plus the insurance deductible. How about the day and a half's pay that I missed, not to mention all the run-around I'm getting from Ford. I have also had to rent a van so that I can continue to operate my plumbing business. I am going to get stuck with that bill too – at \$40 per day and I've had it over 30, it is not going to be cheap. I was initially

[REDACTED]

[REDACTED] MA [REDACTED] -or- [REDACTED] Dracut, MA [REDACTED]
[REDACTED]

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told by Acton Lincoln/Mercury that they would pay the first \$30 and I would be responsible for the remaining \$10 per day. They have since rescinded that statement since they are not taking the blame for the accident.

So now that I am left to clean up Ford's mess, where does that leave me? It leaves me in a vehicle where I am questioning its safety. Is the steering box going to malfunction again? Is it safe for me and my family to drive in? Luckily the accident I had was minor and no one else was hurt – but what happens if it happens again – is it my fault again, when it shouldn't have been my fault in the first place. I feel as though Ford has totally disappointed me in this matter and I am thoroughly disgusted with the whole situation and how it has been handled. I feel as though I am not being treated fairly because I am just one guy. I am just an honest man trying to make an honest living. I do have a case # with Ford's Customer Service but I just feel as though this is just going to be swept under the rug. I haven't heard back from them. Case closed in their minds.

There is one more important thing I would like to mention. Two ASE Certified Master Automotive Technicians at Acton Lincoln/Mercury have both told me that they don't understand why Ford is handling this situation the way they are. According to them, the steering box in the vehicle seems unharmed from the accident and obviously the insurance adjuster agrees. Apparently the Ford Representative that initially came out to examine the truck documented on his paperwork that the problem with the steering box seems to be internal. I have an actual saved voicemail on my cell phone from one of them stating this.

If there is anyone out there willing to help me out with this issue, it would be greatly appreciated. I have pictures, documents, and a saved voicemail for anyone wishing to view.

Regards,

[REDACTED]



SCOTT BROWN
MASSACHUSETTS

WASHINGTON, DC 20510
(202) 224-4543

United States Senate

WASHINGTON, DC 20510-2104

To Whom It May Concern:

In accordance with the requirements of the Privacy Act of 1974, which protects my records from unauthorized release, I grant United States Senator Scott Brown and his staff permission to receive information relative to his inquiry on my behalf.

PRINTED NAME: [REDACTED]

SIGNATURE: [REDACTED]

ADDRESS: [REDACTED]

CITY: Dracut

STATE: MA

ZIP: [REDACTED]

HOME PHONE: [REDACTED]

CELL PHONE: [REDACTED]

WORK PHONE: [REDACTED]

EMAIL: [REDACTED]

SS#: [REDACTED]

DATE OF BIRTH: [REDACTED]

A# (if applicable):

CASE# (if applicable):

Case # w/ Ford

DATE: March 21, 2010

0299560290
ISSUED ON Feb 23, 2010

PLEASE RETURN VIA MAIL OR FAX TO:

Senator Scott Brown
2400 JFK Federal Building
Boston, MA 02203
Fax: (617) 723-7325

01-Jun-10

2010 Senate Report - Governmental Affairs Correspondence
Control Sheet (I-10), Room 10408

Control Number: 2010 – 1130
Date DOT Received: 6/1/2010
Date DOT Entered: 6/1/2010
Member's Date: 5/18/2010
Member Last Name: Brown
Member First Name: Scott P.
Member Organization: United States Senator
Address1: 2400 John F. Kennedy Federal Building
Address2:
City: Boston
State: MA
Zip: 02203
Constituent File Name: ██████████
Constituent Date:
Action Office: National Highway Traffic Safety Administration
Subject: his 2008 Ford F350 Super-Duty pick up truck
Action Office Code: NHTSA
Due Date: 6 /28/2010
Member Contact: Erika Paulhus
Pending: Yes
Member Contact Phone: (617) 565-3170
Closed Date:
Remarks:
Direct Reply/Comeback Copy Yes
Congressional Affairs Contact