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MAY 20 2011

May 18, 2011

TO:; Administrator
NHTSA
400 Seventh Street, SW
Washington, D.C. 20590

EXECUTIVE SECRETARIAT

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RECEIVED-NHTSA

On February 1, of this year, I experienced a case of runaway acceleration or as the latest news refers to it now as "freestyle acceleration". I took the car into my dealership the next day and explained the problem. They kept the car for a couple of days and told me that they had taken it for a road test and that they experienced no problems of acceleration. They tried to blame it on driver error.

I was not satisfied so I wrote the enclosed letter dated February 8, 2011, to the Ford Motor Company Customer Relations Center. Their representative, Marsha Boyd, advised me to go back to the dealership as they would be more competent to deal with the problem

The reply triggered my second letter to the Ford Motor Company dated March 3, 2011. No reply as of this date, has been received even though some pertinent questions had been asked and which I think should have been answered.

Now, here's an update on the problem:

On May 11, I was traveling along a Cape Coral road at an approximate speed of 45 mph and the acceleration suddenly increased. with me all the while attempting to brake the car. No panic this time . . . just anger! I took the car into the dealership the next day. The service manager told me that they couldn't do anything because the previous road test didn't reveal any problem. Same scenario though as he tried to blame me for the problem asking me if I drove with two feet or one foot. His advice to me was, "If you feel uncomfortable with the car, perhaps you should sell it." I told him that I only had 24,000 miles on the car and wanted to keep it so that advice to me was not an option. I was quite insistent for a solution and he finally said he'd contact Ford Engineering and would get back to me. He never has.

I genuinely believe that the car has a real freestyle acceleration problem that probably involves the Cruise Control electronics or the accelerator linkage.

Can you help me?

Fort Myers, FL

MC
060311
Tiw

February 8, 2011

TO: The Ford Motor Company
Customer Relations Center
P.O. Box 6248
Dearborn, MI 48126

This letter concerns a case of runaway acceleration: (0/7 Lincoln Town Car, 1LNHM81w77Y [REDACTED] Mileage: 23,095)

On Tuesday, February 1, as I was returning from a morning tennis session and proceeding at a speed of about thirty-five miles an hour, the car suddenly begin to accelerate; I slammed upon the brakes (I used the word "slammed" as being very apropos as I think I just about put the brake pedal through the floorboard) and all to no avail. The engine speed was able to override the braking. In retrospect, I think the car must have reached approximately sixty miles an hour. In desperation, I turned the key off and glided into a turnoff area. Scared?, You bet! Thank the Lord there was no one in front of me at that time.

Upon arriving home, I called Ford Corporate and told them of the circumstances and upon checking, they said that they had no recalls on such a problem. The person I was talking to very nicely arranged for an immediate meeting with my Lincoln service department. I acquainted service personnel with the problem which they deemed to be very serious. They kept the car for a couple of days and returned it after a road test after which they said they could not duplicate the runaway acceleration. But then, for that matter, I couldn't either after driving home and then over to the dealership. In their opinion, the acceleration was caused by my touching the cruise control. I explained to them that that was an impossibility for the acceleration for the following reasons::

1. If the speed control had been touched, it would have set the accelerator at a cruising speed at the speed I was driving at that time (thirty-five miles an hour)
2. If the resume speed button had been touched, the car could not have possibly reached a speed of sixty miles an hour as that speed would have had to been programmed into the system. On that particular day, the speed control was not utilized as all the roads traveled had a thirty-mile speed limit
3. If the speed control had been set, then a simple touch of the brake would

have immediately disengaged the system. Again, I repeat; the brakes were aggressively "slammed"

In my opinion, the acceleration was caused by a malfunctioning computer chip and though I don't think it will occur again, I now enter the car with some trepidation.

I don't think you can blame me,

I should mention that a problem occurred about a year ago with this same Lincoln in which the engine stopped very abruptly. I pulled over to a side road and then restarted the car. It hasn't happened since but I definitely considered it to be a "chip" problem.

Perhaps I'm getting used to malfunctioning systems. Back in January, 2009 the brake pads on one of the wheels kicked in. I was just able to make it to the dealership before the car was forcefully stopped. At the time, the service manager exclaimed, "Whew, I can even smell the hot pads". And again, it was the same scenario. They took the car for a test drive but couldn't duplicate the problem.

So, do computer systems act up? On my previous Lincoln, upon my return to a parking lot, the gear shift refused to shift and 'lo and behold', the solution to the problem was in the manual and involved a series of manipulations of the gear shift and the starter which finally enabled shifting. The manual pointed out though, that I would not have any braking lights and said I should immediately get the car to a dealer. I was fifty miles from the dealership. It was a fun trip.

So based on the fact that this problem involved acceleration that was not initiated by the driver, what are the thoughts of the Ford Motor Company? Should I be concerned about future problems?

[REDACTED]
Fort Myers, FL [REDACTED]

[REDACTED]

March 3, 2011

Marsha Boyd
Ford Motor Company
Customer Relationship Center
P.O. Box 6248, MD 48-B
Dearborn, MI 48126

Re: Case # 1560771278

Dear Ms. Boyd.

Concerning your suggestion that I should address my concerns to a Lincoln dealership would be a exercise in futility. They have already given their opinion. in which they maintained that driver error caused the acceleration even though I pointed out the absurdity of their contention. (A copy of my original letter ia attached listing the reasons why it couldn't be caused by wrongdoing on my part but rather by a electronic or mechanical malfunction).

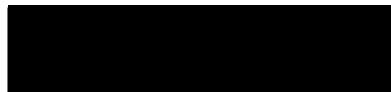
At this point, I am a little confused as to what the Ford Motor Company should advise. I like my Lincoln and so that creates a dilemma. Perhaps as a safety measure, the dealership should have changed the electronics on the cruise control or the gas feed on the accelerator. I'm not an engineer so perhaps my suggestions don't hold water. In any case, my feelings of concern are still foremost and are as follows:

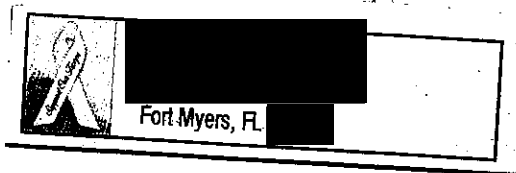
1. If I were to sell the auto to a private party, would I be legally bound to notify that person of the acceleration episode?
2. Of course, I'm still concerned that the malfunction could occur again. Now I find that I am driving at much slower speeds than previously. If this were to occur again, should I follow the same procedure for stopping the car?

To summarize: Yes, I experienced an example of runaway acceleration and it scared the bejesus out of me and no amount of road testing can alleviate my fears. .

Sincerely,

One Attachment





FORT MYERS FL 339
20 MAY 2011 PM 2 T



Administrator
NHTSA
400 Seventh Street, SW
Washington, D.C. 20590

