

Jensen Beach, Fla.

March 4, 2013

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

Ford Motor Company
Customer Relationship Center
P.O. Box 6248
Dearborn, MI 48121

MAR 12 2013

Re: Vin # 1FA4H35N28W

Ford Focus - 2008

Mileage - 62,000

Purchased - Sunrise Ford, Ft Pierce, Fla

Gentlemen:

I would like to call your attention to the enclosed newspaper article which was in the Stuart News on 2/27/13.

The above described vehicle has on four occasions, stalled and surged forward. I was pulling into my parking space, the engine surged forward immediately causing me to jam on my brakes, the passengers in the car were thrown forward. Fortunately no one was injured. This was just one of four times that this has happened.

In 2011 I went to my dealership and reported the problem that I described above. The car was tested, nothing was found. The dealership also stated there was no recall on this model at that time.

We do extensive traveling over the year SMD

NM
3/13/13

we want our car to operate in a
safely manner.

Safety first should be Ford Motor Companies
biggest concern.

Very truly yours,



Enc. 1

✓ cc: NHTSA Administrator

1200 New Jersey, Southeast
Washington, D.C. 20590

DETROIT

Feds to probe Ford cars, SUVs for stalling

The National Highway Traffic Safety Administration says it will investigate problems with stalling or surging engines in nearly 725,000 Ford cars and SUVs.

The probe affects Ford Escape and Mercury Mariner SUVs and Ford Fusion and Mercury Milan sedans from the 2009 through 2011 model years.

The vehicles can unexpectedly go into "limp home mode" at reduced power, the agency said in documents posted Monday on its website. NHTSA and Ford have received almost 1,500 complaints about the problem. There were three crashes and one injury.

NHTSA began looking into the cars and SUVs after getting a request from the North Carolina Consumers Council last year. Nonprofit safety groups and consumers can petition the agency to investigate vehicle problems.

Wire report



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National Highway Traffic Safety
Administrator
1200 New Jersey, Southeast
Washington, D.C. 20590

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