

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Johnson, Laiuan CTR \(NHTSA\)](#)
Subject: FW: Ford's response to throttle lock problems on 2007 Ford Fusion
Date: Tuesday, January 28, 2014 11:02:42 AM
Attachments: [letter from Ford.png](#)
[letter to Ford.png](#)

From: McHenry, Stephen (NHTSA)

From: [REDACTED]
Sent: Saturday, January 25, 2014 4:18 PM
To: McHenry, Stephen (NHTSA)
Subject: Ford's response to throttle lock problems on 2007 Ford Fusion

Mr. McHenry,

I contacted Ford once again after the third throttle problem. The third time involved the speed control burning rubber on a wet road after I applied the brakes to maintain speed going down hill with the speed control set for 35. Their response was to ignore the problem as usual. They didn't do anything for any of my complaints even when the car was under warranty. The dealer would not ever replace a broken plastic door handle in the inside until it broke off completely. After they replace it with another plastic handle the spring cut through the plastic again, but I realized that the piece of plastic the broke off was still in the recessed area for the handle and would have caused it to break off completely again if I had not removed it. The chrome also peeled off and cut my fingers again so I scraped it off the top of the handle. They still haven't changed the design of that. For over \$21,000 that I paid for the car, they could have at least made one out of aluminum.

Here are the two letters, first the one I sent them, then the one they sent me. I hope you can accept attachments since Lotus Notes will make them very large if I try to put them in the message.

[REDACTED]
Cedar Rapids, IA [REDACTED]

Ford Motor Company
Customer Relations Center
PO Box 6248
Dearborn, MI 48126

Dear People:

I am writing to you once again, asking you to fix your dangerous throttle on the 2007 Ford Fusion SE V6. The throttle makes driving the car dangerous and very frustrating. It locked on me at full throttle for about five seconds twice, once from idle with only a small movement of the pedal and once it stayed at full throttle for an additional five seconds or so after I told it to stop full throttle operation by taking my foot completely off the accelerator and applying the brakes. I took it to Junge Ford in Centerpoint Iowa and gave them a specific route to drive to show all the problems with the throttle and transmission not obeying commands. They refused to drive the route, but just drove it around Centerpoint and the mechanic said, "It drives like a Fusion. They're all that way." When I pointed out that it's a design flaw, he said nothing. They changed the flash because there was a newer one available, but that only made matters worse since I once had power with the air-conditioning on but now I have to shut it off to accelerate at a reasonable pace to merge onto the freeway. It also has more power cold than hot.

The throttle has a constant one second delay on acceleration and continues to accelerate one second after being told to stop. It has a frequent three second delay if it requires a downshift to accelerate. If I take my foot off the pedal, it will not slow down except by wind resistance at freeway speeds or by gravity on a steep hill. It is not possible to drive the car manually at 25 on a down slope in the winter at high idle and be able to control the speed since it is always behind and the driver can't anticipate what it will do a second or three later so it overshoots and undershoots continuously and the driver has to continually switch between the brake and the throttle trying to keep the vehicle at 25. Due to the lag, the only way I can maintain speed in the city is to use the speed control at speeds of 30 and over on the level and ride the brakes going down hill since it always accelerates going down hill. Even the speed control has a delay. The Throttle delay is so bad that when I hit a sharp hill at a speed limit of 45, I can't even keep the speed steady manually to within 10 miles per hour. It constantly delays while I'm pushing the pedal down further expecting the car to respond, then it responds to what I told it to do a long time ago and continues to accelerate after I take my foot off the pedal. The result is constant oscillations in speed until I turn on and set the speed control. When I try to back up a hill, I have to use one foot on the brake and one on the throttle otherwise it goes into a hold mode and ignores the pedal position completely and delays any response to a command to continue backing up the hill until it eventually takes off at a high rate of speed.

A couple months ago, it was raining and the road was wet. I had to apply the brakes because the speed control would not maintain the setting of 35 miles per hour going down a hill. The car responded by spinning the left front tire. I could hear it spinning on the road and I could see black smoke pouring out from under the left front fender.

I took it to Junge Mercury in Cedar Rapids and they checked the brakes but found no problem. The engine always fights the brakes due to the constant throttle delay but this time it really fought the brakes. They just asked if it happened frequently, but so far, it only smoked the left front tire once that I am aware of. It often generates considerable smoke on a panic stop, so it may be spinning the tire then as well. It always spins the tires on start from a stop on sand or ice since the throttle is too touchy for the first part of the motion and does not respond in a timely manner. This is aggravated by the ridiculous first gear ratio. There isn't enough weight on the front wheels to make it even sometimes useful. The only way to avoid spinning tires is to use one foot on the brake and one on the throttle and hold the car in position until the initial spike in throttle response is over.

The car must respond immediately, proportionately, predictably and controllably to the throttle and all other controls. Instead, you have designed it to be unpredictable, exceedingly touchy at the first part of accelerator movement and not at all at the last part of travel, and constantly delayed. It runs like a Microsoft computer: never the same twice and constantly ignoring commands and automatically inserting errors. The hand is always faster than the Microsoft computer. This car is not safe to drive and you need to fix it, not make excuses.

This is only the tip of the iceberg of problems with this vehicle but it is the most dangerous problem and this throttle never should have been put in any vehicle shipped to any car lot.

Sincerely,

[REDACTED]
Cedar Rapids, IA [REDACTED]



January 9, 2014

[REDACTED]
Cedar Rapids, IA [REDACTED]

Case # CAS-3787268-G7K1H7

Dear [REDACTED]

Thank you for contacting Ford Motor Company. We have received your letter, regarding a throttle concern with your 2007 Fusion, and your request for repairs. We appreciate the time you have taken to bring this matter to our attention.

We sincerely regret that you are experiencing trouble with your Fusion. Customer satisfaction is a primary objective of the Ford Motor Company and we try to make every attempt to ensure that our owners are satisfied. We recognize the importance of retaining customer confidence in us after the purchase.

Although warranties are designed to cover unpredictable situations which may occur, we are always willing to consider individual requests for assistance beyond the warranty period. We hope you understand, however, that we must place limits on our post-warranty adjustment policy. We regret to advise you that your 2007 Fusion is beyond those limits. Unfortunately we are unable to assist you with the cost of this repair.

Thank you for contacting Ford Motor Company. We hope you understand our position on this matter.

Sincerely,

Teresa Wesley
Customer Service Representative
Ford Motor Company

Ford Customer Service Division
PO Box 6248, MD 4S-B
Dearborn, Michigan 48126
USA