

[REDACTED]  
Bloomfield Hills, Michigan [REDACTED]

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

Ph: [REDACTED]

Ford Motor Company  
Customer Relationship Center  
P.O. Box No. 6248  
Dearborn, MI 48126

NOV 14 2014

November 6, 2014

**Re: Ford C MAX VIN No. #FADP5BU0EL [REDACTED]**

Dear Sir or Madam,

On July 24, 2014 I purchased a 2014 Ford C MAX Hybrid VIN#1FADP5BU0EL [REDACTED] through Suburban Ford of Waterford, LLC in Waterford, Michigan.

Five days later, on July 29, 2014 I was driving the C MAX on Woodward Ave., in Bloomfield Hills, when attempting to slow down and stop for a traffic light, the car would not decelerate when letting up on the accelerator. I quickly hit the brake but it would not budge. As there was quite a bit of traffic (7:40 AM, Northbound on Woodward Ave. on a Tuesday Morning) I had only seconds to react and miss cars. There was no time to "experiment" with ways to slow the vehicle down or stop it. I tried to keep the vehicle straight and struck the back of a pickup truck at 45 mph.

My Lawyer, Dean M. Googasian of The Googasian Firm, Bloomfield Hills wrote you a letter in August stating eventually these same facts,

Getting no response, I wrote you on September 4, 2014 stating who to contact and where the wreck is stored so that Ford Analysts examine the information from the "Black Box" and collect any other clues as to the cause of the malfunction.

Yesterday I had a call from Mark Rehse of AAA –Insurance telling me we have only a week left before the wreck is released to the demolition people.

We have pointed out the seriousness of this defect. If not corrected it undoubtedly could cost lives and serious injury to drivers, passengers and victims in the path of an unstoppable vehicle.

I am disappointed that Ford is not interested in a dangerous defect. Should they be, I suggest calling Mark Rehse of AAA immediately at : 877-357-4155. The vehicle is

ET  
11/21/14  
MW

currently at [REDACTED] Belleville, Michigan [REDACTED] Stock No. [REDACTED] The  
phone number is [REDACTED]

Sincerely,

[REDACTED]

Cc: Dean Googasian

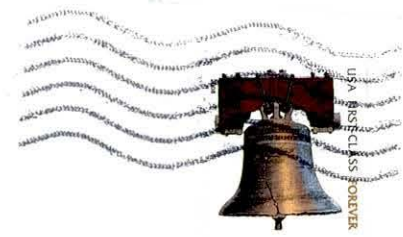
Cc: National Highway Traffic Safety Administration ✓

Cc: Suburban Ford of Waterford

Cc: Mark Rehse

[Redacted]  
Bloomfield Hills, MI [Redacted]

METROPLEX MI 480  
07 NOV 2014 PM 16 L



National Highway Traffic Safety Admin.  
1200 New Jersey Ave. SE  
Washington, DC 20590

20590

