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Lake Havasu City, AZ

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SEP 21 2018

CI - 11131330 - 6200

September 11, 2018

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

Administrator  
National Highway Transportation Safety Administration  
1200 New Jersey Avenue Southeast  
Washington, D.C. 20590

To Whom it May Concern:

On Friday, August 31, 2018 a mechanical malfunction in our 2016 Ford expedition almost cost us our lives!

My wife and I, along with our family pets were driving on the interstate when suddenly the accelerator stopped working. We were eastbound on I-40, 3 or 4 miles west of Williams, Arizona. It is a hilly terrain through mountains. The posted speed was reduced to 55 MPH (not the usual 75 MPH) because we were in a construction zone with a single lane in each direction, bordered by concrete K rails for miles, with no possibility of pulling off the road.

Frantically, I pumped the gas pedal hoping to regain power, to no avail. We helplessly watched the high-speed semi-trucks as they were barreling down upon us and our speed was rapidly dropping. Our vehicle was going so slow the speedometer never went above zero. Luckily, we idled just long enough (about 1/8 of a mile) until we came to a narrow, rocky shoulder where we could pull over to get out of the impending traffic; still a dangerous and vulnerable location (that lasted 3 hours.) Thankfully, we did not come to a complete stop in the roadway or get rear-ended which could have led to a major pileup on the highway and shut down the interstate for hours.

A wrench warning icon appeared on the dashboard after the fact. The manual indicated a power train malfunction and to get the vehicle to a Ford dealership. We called Ford customer service, but could not speak with a human only a recording advising us of a text message. There was virtually no cell phone coverage where we were at and could not even successfully complete a call to 911. An hour and a half later, a DPS officer Lindsay Brishky, came to our aid. The officer stayed on site, behind our car with emergency flashers on to alert motorists and arranged towing through AAA to Babbitt Ford dealership in Flagstaff, Arizona.

I rode with the tow truck driver as our car was flat-bedded to Babbitt. When we arrived at the dealership I explained my situation to a polite technician who was leaving the shop. He told me that the shop was now closed and would not re-open until Tuesday morning. He advised me to fill out the form, leave a key and drop it in the night box. We were stranded in Flagstaff. It was a holiday weekend and rental cars were not available at that time. We were fortunate to get lodging within walking distance of the dealership and restaurants.

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We researched the internet and discovered reoccurring complaints of the same symptoms from other late model Ford owners: sudden stoppage of vehicle and illumination of warning light. All needed a throttle body replacement.

Early Tuesday morning, September 4th my wife went to the Ford service department and discussed with the service adviser our predicament and what she read regarding the throttle body. He advised her that there were so many other vehicles who had appointments, came in over the weekend, etc. that they might not even be able to diagnose the problem for a day or so.

My wife called the rental car company to check availability and was told they would have cars soon as they were being returned after the long holiday weekend. Then, she called Ford customer service to inquire about authorization of payment for a rental car so we could finally go home! She was told we would only be reimbursed for a rental if the repair was covered under our warranty and scheduled to take longer than one day. The representative offered to contact Babbitt Ford to 'escalate' the repair. Within an hour, the service adviser from Babbitt Ford called to say our car was in the shop and would be ready to go in an hour.

When we picked up our vehicle, the service adviser said the repair was covered under our premium extended warranty plan (it would not have been covered otherwise) and we were required to pay the \$50 premium deductible. We asked if this apparent safety issue was on the 'recall' list. He said it was not.

While this may not be on Ford's recall list at the present time, we believe this throttle body malfunction warrants further investigation by Ford, the NHTSA and if necessary any other automotive watchdog groups, as this does not appear to be an isolated incident according to our findings on the internet.

Be assured our primary concern is for Ford to remedy this mechanical malfunction and eliminate the potential for catastrophic consequences! However, we also think Ford has an obligation to reimburse us for our hotel/meal expenses, the premium deductible and any incidentals. Please advise how you will handle this and we will submit receipts and an accounting of our costs.

We have been a loyal Ford family and not only have we have purchased other new Ford SUV's in the past, we believe Ford has been a good company to invest in. It is our sincere hope that you will take responsibility for this problem and do the right thing. We do not want this to happen to anyone else as this most definitely could have resulted in a serious, if not fatal, accident!

We look forward to your findings and recommendations.

Thank you,



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