

CL-11163007-8544

NHTSA

Request [REDACTED]

Complaint #11163007

Vin # [REDACTED]
3PAGPOLUTER

[REDACTED]

[REDACTED]
Lexington, SC
[REDACTED]

1/20/2019

Good morning,

I was driving my car down Sunset Ave in West Columbia, SC early one morning. It was still dark outside, with heavy traffic, not to mention rain. A car in front of me had slowed down. So I took my foot off of the gas pedal; as I was going to asselorate, I could not find the gas pedal. Tryinmg not to panic, I was able to coast into a nearby parking lot without obstructing traffic. If it were not for over 40 years of driving experiance, I do not know what would have happened.

Feeling blessed my brake was still intact, I placed my car in park, and exited my vehicle. Still not believing my gas pedal had just vanashed out of thin air, however, it did appear that way. Low and behold, there is my gas pedal laying on the driver's floor board! Just when I thought I had seen just about everything, to my complete astonishment, the asselorator pedal was made out of plastic. Quickly, I made sure Ford did not make my brake out of plastic also!

Beeing a mechanic in the Army, I have seen floor boards of jeeps almost completely rusted out, but still had a very intact gas pedal. As a paramedic for 34 years, I have worked more wrecks than I care to remember. I have seen everything from bent steering wheels to buckled dashboards; from bent frames to transmissions broke completely in half, however, I am unable to recal ever seeing a gas pedal completely broke off, at about the point, where it exits the floor board; and never in my life time, would I have believed, I would have seen a gas pedal made from plastic. This does not speak highly of Ford products, the engineer who designed my 2014 Ford Fussion Hybrid: nor does it say a lot for automobile production done in Mexico. It also makes me a little scepticle of the saftey inspector who approved the plastic gas pedal before my car left the assembly line. Are there more Ford vehicles, besides mine, on the road with

R

NM
1/31/19
AS

received from Ford Complaint Line was [REDACTED]. The second case number was [REDACTED]. The phone number I called Ford on was #(800) 392-3673. The first time I called Ford customer service complaint line, I was told they would pay to have the gas pedal replaced; provided, after inspection by Classic Ford of Columbia's service dept, the brakage was not caused by normal ware and tear. I was to call back after the inspection was completed. At that time, I told Gill what the Ford represenitive had told me. I asked Gill if I needed to do a inspection of my car; his replie was, "I already have." What is your conclusion? Gill responded, "no, It is not normal wear and tear." I did ask him if he needed to log in his inspection on his computer. He responded by, pulling out a scratch pad and writing something down. If he in fact he entered any data on his computer, I am unsure. I called Ford back; I was given the second case number. Again, Ford would pay depending on what the service rep put in the report. A report, I was told, would be sent tpo Classic Ford of Columbia's service department. Once Ford receives the report, it would be proccesed. If it did not break from normal wear and tear, they would replace it. I was told it would take about one week before the pedal could be replaced. Arental car was not offered.

I told Gill what the rep at Ford had told me. Gill, told me, "when I receive the report, I will get it filled out. It will take severle days to get it done. When we here back , if we are told they will replace it, I will get the part ordered. We will call you when the part is ordered."

The next week, I called Gill to see if the report was received from Ford. He told me, "no." I asked if he had checked on it? He said, " look! I am doing you a faivor! When I get the report, I will start on it! Yes, his customer service did not appear to be any better, than the plastic gas pedal was made to last. It is now 01/20/2019, if the report ever made it to the service dept., or if Gill ever filled out the report, I probable will never know.

The last time I spoke with Gill, was on 01/11/2019. Of course I never received a call. I had to contact him. He told me, "after speaking with the main manager, Classic Ford pay half, if you are willing to pay the other half the bill for the gas pedal. This is the best we can do." One would believe, Ford along with the dealership would be happy to replace a apparent defective piece of Ford equipment; however it would appear, one would be wrong! For now, I suppose I have no choice but to agree to their offer.

I just wanted my gas pedal replaced, at no cost to myself of course; end of story... In all honesty, I do not believe, replacing a obvious defective part is to much to ask. I suppose Ford, along with the dealership, believes I should feel blessed I wasn't killed due to their obvious

product.

I believe I am in the right, to have at least my pedal replaced. A appology would also be nice; although I am quite certain, it will not ha[ppen.

Both the service department at Classic Ford, along with Ford, have been made aware I am having to drive my Fussion without a gas pedal; I have to work. It is the only vehicle my family owns. A rental/ loner car was never offered. They seem to not mind me having to drive their defective vehicle while I wait for my pedal to be replaced. "FORD TOUGH!"

Please look into the apparent defective gas pedal in the 2014 Ford Fussion Hybrid. Warn the public about the possible saftey hazzard of this product.

Ford should replace me gas pedal; it should have never broke. As the brake, a gas pedal is the one thing you should always be able to depend on; your life depends on it. Thank you in advance for any assistance you can give to this matter.

Sincerely,



[Redacted]
Lexington, SC
[Redacted]

COLUMBIA SC 290

21 JAN 2019 PM 2 L



Department of Transportation
Highway Traffic Safety Admin. (NHTSA)
1200 New Jersey Ave, SE
West Building
Washington, DC 20590

20590-

