

NEF-010

CL-11196290-1111

APR 09 2019



[Redacted]  
Glen Ellyn, IL [Redacted]

Phone: [Redacted]  
e-mail: [Redacted]

copy

WINDOWS FOR CHURCHES

26 February 2019

Office of the Illinois Attorney General  
Consumer Protection Bureau  
500 South Second Street  
Springfield, IL 62701

Regarding a malfunction with our car:  
Ford, C-max 2015 MFG: [Redacted] Stock# [Redacted]

January 21 --When putting the car in the garage I put the car in low gear and let the car drift in without putting my foot on the gas. On this day after 2/3 seconds in gear the car lurch forward out of control and rammed into the inner wall damaging the wall and door frame and the car. The car seemed normal again so I put it in reverse and within seconds it lurch back and I manage to stop it halfway to the curb.

January 22, I took the car in to Ford to have it checked out. They found nothing wrong. They said they were not aware of this problem in any other Ford vehicles.

This problem could lead to a serious accident. If this happened to other Fords, perhaps a recall is in order.

Sincerely yours

[Redacted Signature]

TG  
4.10.19  
WD

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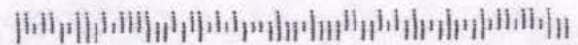
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NHTSA Headquarters  
1200 New Jersey Avenue, SE  
West Bulding  
Washington DC 20590

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