

Spann, Kamyra (OST)

From: OST Government Affairs
Sent: Wednesday, March 16, 2022 1:01 PM
To: Spann, Kamyra (OST)
Subject: FW: Complaint with the NTSB (Complaint number [REDACTED])
Attachments: McConnell's Office release.pdf

Hi Kamyra,

Please assign to NHTSA. Thanks.

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

V/r,
Toiyriah

From: Duncan, Ian (McConnell) <Ian_Duncan@mcconnell.senate.gov>
Sent: Monday, March 14, 2022 9:04 AM
To: OST Government Affairs <OSTGovAffairs@dot.gov>
Subject: Complaint with the NTSB (Complaint number [REDACTED])

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Good morning,

Our office was contacted by [REDACTED] regarding his complaint with the National Transportation Safety Board. I've attached his privacy release form here. Could someone please look into this and provide me with any updates on this matter?

Sincerely,

Ian Duncan
Constituent Service Representative
U.S. Senator McConnell
502-582-5879



PRIVACY RELEASE FORM
U.S. SENATOR MITCH McCONNELL

601 West Broadway, Suite 630
Louisville, Kentucky 40202
Telephone: (502) 582-6304
Fax: (502) 582-5326

DATE: 3/10/22

TO WHOM IT MAY CONCERN:

I am aware that the Privacy Act of 1974 may prohibit the release of information in my file or on my case without my approval.

I authorize NHTSA Agency to provide information on my claim/case to Senator McConnell or his staff representative designated by him.

The authorization is good until such time as a final decision is made on my case and there is no further administrative action.

NAME: [REDACTED]

STREET ADDRESS: [REDACTED]

CITY: Louisville

STATE: KY

PRIMARY PHONE: [REDACTED]

SECONDARY PHONE NUMBER: [REDACTED]

EMAIL ADDRESS: [REDACTED]

SOCIAL SECURITY NUMBER: [REDACTED]

DATE OF BIRTH: [REDACTED]

Brief description of the issue you are having:

NHTSA #489421 11450033

SIGNATURE: [REDACTED]

***Please return the form to our Louisville office: 601 West Broadway, Suite 630, Louisville, KY 40202

My Aviator Grand Touring plug-in hybrid, vin 5LMYJ8XY2N [REDACTED] has exhibited catastrophic faults that render the vehicle not road worthy. This issue presented itself the first day I owned the vehicle, 12/20/21. After I drove the car home from Alabama, the first time my wife got into her brand-new car, it failed to start. It also showed an engine code referencing a "high voltage battery warning" This is a known issue within Ford. I have found plenty of examples of this happening on Ford/Lincoln message boards.

The car has also quit running at 65mph+ on two different occasions. Both times the vehicle has quit running, it has been while proceeding down the interstate in Louisville, KY. My wife [REDACTED] has been the driver on both occasions. The first time this happened was on 2/2/22 while my wife was driving home from work. The car just turned itself off at 65mph+ and my wife had to coast off of the interstate in order to not get into a serious car accident. Luckily, she was close to an exit and there was not much traffic. The car refused to start by pushing the start button. It refused to start by using the remote start. The vehicle finally started by using the "phone as a key" button through the Lincoln app. That night I filed a complaint with the NHTSA, #489421 11450033, and opened a case with Lincoln case number [REDACTED]

The second time, was on 2/20/22. My wife was driving in a construction zone with 2 of our children in the car. They are ages [REDACTED] and [REDACTED]. My wife said the car quit as she was going 65mph. She called me stating the car was acting up. That it would accelerate at 100% then cut out, then accelerate at 100% again. It eventually cut itself off like it did on 2/2/22. There is no safety lane in this construction zone to pull over in the case of an emergency. There are barricades on both sides. She had to coast almost 3 miles before she found a safe place to stop. She was doing 37mph on the interstate as semitrucks and other vehicles sped past her blowing their horns! I have a full video of this episode that I have not shared with Ford yet. In the video you can clearly hear my [REDACTED] old and my [REDACTED] old screaming, "Mommy what's wrong with your car? Mommy why won't your car go?" My wife was and still is very emotional about this episode. It really shook her up. I had to pick her up on the side of the interstate. When I arrived, she had mascara running down her face from crying and she was visibly shaking. My wife is a medical doctor and in 11yrs of marriage I have never seen her this upset. She was scared, not only for herself, but most importantly she was scared for the safety of our children. None of them deserve to have to ride around in a brand-new car that demonstrates these kinds of problems. In fact, no one should have to, period. Whether it's a new car or used one. A vehicle should not turn itself off, while driving, without any codes being present.

On both of the above episodes, the vehicle showed the following messages "stop safely now" and "full accessory power". A simple Google search of these two messages combined reveal numerous Ford owners with the same issues. These issues not only affect Lincoln Aviators but there are numerous Mustang EV's with them. I know, for a fact, that Ford has purchased some of these vehicles back without question. The symptoms my Aviator is showing are not isolated. I have asked Lincoln to perform a good faith review and buy the car back, they have refused.

I have been provided the Oasis printout of the vehicle. Oasis is the software that Ford uses for the cpu to diagnose any issues present. Lincoln has told me repeatedly that nothing is wrong with the car. They have said they see nothing. Oasis paints a different picture. Oasis has registered 14 different times where the motor was disabled. Since Lincoln has said said everything is normal, how many times does a motor have to be disabled before Ford Motor Company decides it's a problem? 25? 50? 100? I'd venture a guess, that a vehicle that I have owned for 81 days should not register this one time. It's been at the dealership for almost 40 days. 1/3 of time we have actually had possession of the car, the motor was disabled with no engines present.

The dealership I bought the car from has offered to buy it back. My local Ford has also offered to buy the car. Both of these dealers are aware of the issues. They are going to buy the car and pass these problems off to someone else. This vehicle needs to be taken off the road. It is not road worthy.

