



U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100146

Date Received
2004 FEB 15 PM 2:22
08-DEC-2003

Repository
Reference No.
10050242

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City PALM COAST State FL Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] Email Address [REDACTED]
Evening Telephone Number [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 01/29/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1FAHP60AB3 [REDACTED] Make FORD Model THUNDERBIRD Model Year 2003

Date Purchased 11-07-2003 Dealer's Name and Telephone Number BOZARD FORD COMPANY
Original Owner [REDACTED] Dealer's City ST. AUGUSTINE (FL) State FL Zip Code 32085 Engine: No. Cylinders 8 Fuel Type: GAS

Transmission Type 5 SPEED AUTOMAT. Antilock Brakes Cruise Control Powertrain REAR WHEEL 3.9 L
Vehicle Component Code 103000 POWER TRAIN/AUTOMATIC TRANSMISSION
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 08-DEC-2003 Failure Mileage 400 Failure Speed TRANSMISSION FAILED LESS THAN 400 MILES
REAL NOISE LESS THAN 500 MILES
DANCE WENT FORWARD

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15)
DOT No. (Example: DOTM13ABC036) Original Equipment Prior Repair Failure Location:
Tire Component Code [REDACTED] Tire Failure Type [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash Yes No Fire Yes No
Number of Persons Injured 0 Number of Deaths 0 Reported to Police N

Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TRANSMISSION FAILED AT 400 MILES. WHEN BACKING OUT VEHICLE ACCELERATED, FORCING THE DRIVER TO APPLY PRESSURE TO THE BRAKES. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

[REDACTED]
Palm Coast FL [REDACTED]

Ford Motor Company REF: 0385783353

REF: [REDACTED]
REF: DIDN'T GET #
CASE ID: 855815

Attention: William Ford
Customer Relations Department
16800 Executive Plaza
Dearborn Michigan 48126

Dear Mr. W. Ford

Recently I purchased a New Thunderbird with 6 mile on it (VIN: 1FAHP60A83[REDACTED]) from Bozard Ford Company - St. Augustine FL. I took ownership of the vehicle Friday evening November 7, 2003. One of the sales people pointed out a scratched tail light and told me this must be reported within 5 to 7 days, I thanked him and said well order it. My wife and I gave a quick look (evening hours) and noticed dull spots in the paint, water streaks and some type of pasty substances around the area where the removable top and the car body meet. I was told to bring the car back the following week and they would take care of it.

We left the lot and on the way home water started dripping on my arm coming from the inside of the vehicle from the left front corner of the roof (apparently a quick wash job was done to make the vehicle look a little better). I told my wife not to worry because who ever washed the car did not close the doors properly (note: it still leaks in the same spot). During the ride home I noticed a hum in the rear. I contacted the dealer on Saturday and was told that its probably just dead air in the tires and this happens when a car sits for any length of time.

Sometime the week of the 24th, I noticed the letter "E" on the dashboard; normally this section of the dash will register D4, D5, etc. I went home and looked it up in the "Owners Manual" and it said contact your Dealer. I called my Dealership and then went to the yellow pages and called 4 or 5 more Ford Dealerships in hopes of getting information about my transmission. No one Dealership knew anything about my 5 speed selective shift - all said the same **bring it in so we can take a look at it.**

I made plans to take some time off at Thanksgiving and go on a little road trip with my NEW CAR (Note: NOT A FIX ME UPPER) because of the faulty

transmission I had to take my pickup truck (Plans were already made). When I got back I took the vehicle to Bozard Ford the first Tuesday in December. The Dealer kept the vehicle for three days. Remember this is a new vehicle with less than 500 miles. I now have to take it back in for the humming noise in the rear and a SAFETY ISSUE. When leaving the parking at work I pulled up to the intersection and put my foot on the brake – the vehicle started to accelerate I applied more pressure to the pedal to stop the vehicle from going into the intersection. The accelerated throttle experience only lasted a moment and has not happen again, but I have only driven it home and back to work. I feel this is NOT A SAFE VEHICLE. I have already registered a complaint with National Highway Traffic Safety Administration and notified Ford by telephone and "E" Mail as per your manual.

MISCELLANEOUS CONCERNS:

WHEN I TOOK DELIVERY OF THE VEHICLE BOZARD FORD FILLED THE TANK WITH LEES THEN 90 OCTANE 86 or 87 (MID PREMIUM GASOLINE). WHY DID'T BOZARD READ THE MANUAL BECAUSE IT SAID 91 OCTINE

HOW MUCH DAMAGE WAS DONE TO THE TRANSMISSON WHILE I WAS DRIVING ON 'E' FOR APPROXIMATLE 20 MILES – Note: SEVERAL FORD PEOPLE SAID IT'S A NEW CAR MUST BE AN ELECTICAL PROBLEM.

THE WATER STILL LEAKS ON THE DRIVERS SIDE

SCRATCHES ON THE TAIL LIGHT

INSIDE THE VEHICLE ON THE DRIVERS SIDE DOOR PANEL SMALL DENTS ON THE METAL – WHY I DON'T KNOW

I BELIEVE THIS VEHIICE IS NOT NEW AND BELONGED TO SOMEONE ELSE BEFORE – AND I WILL NEVER BELIEVE IT HAD ONLY 6 MILES REGISTERED ON THE ODOMETER.

WHAT DO I WANT?

I WANT A CAR THAT IS DEPENDALBLE (NOT A FIX-ME-UPPER), RELIABLE AND SAFE. THIS VEHICLE DOES NOT MEET ANY OF THE DESIRED CRITERIA.

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**