

COMMUNICATIONS SECTION
FACSIMILE UNIT
FAX: (305) 756-8209

2010 MAR -2 AM 7:53

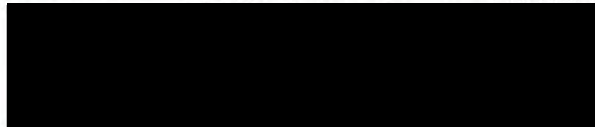
FACSIMILE COVER SHEET

FROM: [Redacted]

PAGE 1 / 10

COMMENTS/MESSAGE:

CL-10314167-9240



Miami, Florida

Tel.: [Redacted]

Fax.: [Redacted]

FACSIMILE COVER SHEET

To: Mr. DAVID S. [Redacted] FAX No.: (305) 756-7175

From: [Redacted]

Date: 3/1/10

10 Total number of pages (including this page)

Re: FORD MOTOR COMPANY / [Redacted]

COMMENTS/MESSAGE: Transmit [Redacted]

ET
2/20/10
KCB

[REDACTED]
MIAMI, FLORIDA
[REDACTED]

February 27, 2010

David Stickland, Director
National Highway Transportation Safety Administration
NHTSA Headquarters-West Building
1300 New Jersey Avenue, SE
Washington, D.C. 20590

RE: Ford Motor Company-Vehicular Malfunctions

Dear Mr. Strickland:

FORD MOTOR COMPANY IS AS DERELICT IN ADDRESSING VEHICULAR MALFUNCTIONS AS TOYOTA!!! I have been a customer of Ford Motor Company for several years, having leased and then purchased the 2005 Ford Thunderbird Anniversary Edition (VIN# 1FAHP60A45Y [REDACTED]). Because of my long standing relationship with Ford, for over three months I have been dealing in good faith with Ford Motor Company in an effort to have repairs made to my car. Upon taking my car to Metro Ford in Miami, Florida in November, 2009, I was advised that the **throttle body and motor assembly** had to be replaced. From that day to this, Ford Motor Company has failed to repair the car and refused to provide a "loaner", claiming that the car was operable. While I was told that the car could still be driven (although it could not accelerate beyond 40 mph) without further damage, I have since learned that driving the car could damage its **catalytic converter**. Moreover and most significantly, I narrowly escaped a collision with another vehicle because of my inability to accelerate, with the car cutting off in the midst of traffic. **Accordingly, I am hereby appealing to you to investigate this problem BEFORE someone is seriously injured.**

I sent letters to the corporate executives of Ford Motor Company requesting their assistance, to no avail (see enclosed letters). Indeed, my letters were not even acknowledged. Therefore, I filed complaints with the National Highway Transportation Safety Administration, the Federal Trade Commission and the Better Business Bureau. However, it appears from the initial reaction I received from these regulatory agencies, that my complaints will be systemically ignored. Additionally, I have contacted various members of Congress seeking their assistance.

Accordingly, I am hereby appealing to you to investigate this matter. **Please be advised that this problem is not unique to me. There are numerous owners of this model that are experiencing the same problems with the car and Ford's failure to correct the problem, some of whom have been waiting since July, 2009 (see copies of complaints filed on the "Ford Forums" website)**

I am a retired, senior citizen, living on a fixed income, who took great pride in investing in an American car manufacturer. Unfortunately, my pride has been displaced by frustration and anger. **Thus, as you justifiably hold Toyota accountable for its negligence, please also consider those of us who invested in America and now are being shafted!**

Respectfully,
[REDACTED]

7568209

98596



* INVOICE

9000 N.W. 7th AVENUE, MIAMI, FLORIDA 33150
 Date: (305) 751 9711 · Broward: (954) 764-7505
 www.metrofordlin.com

PAGE 2

EL PORTAL, FL

HOME: [REDACTED] BUS: [REDACTED]

MV # 15443 · MVR # 94100274

SERVICE ADVISOR: 974 KHAI G ANDREWS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAX
GOLD	05	FORD THUNDERBIRD	1FAHPG6A45Y [REDACTED]		35471/35479	[REDACTED]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
19JAN07 D	14FEB05		18:00 05DEK09		95.00	CASH	30NOV09

R.O. OPENED	READY	OPTIONS
13:59 24NOV09	15:30 30NOV09	STK:PI0040 DLR:04871 ENG:3.9L DOHC V8 ENGINE TRN:5-SPEED AUTOMATIC TRANSMISSION

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
...	MAINT PLAN	THIS INCLUDES OIL AND FILTER CHANGE AND TIRE ROTATION.					

D PERFORM MAINTENACE REPORT CARD
 99P PERFORM MAINTENACE REPORT CARD
 6062 ISP 0.00 (N/C)
 GBATT BATTERY TESTED AND OK
 6062 ISP 0.00 (N/C)
 YTIRE TIRES INSPECTED AND WILL REQUIRE FUTURE ATTENTION
 6062 ISP 0.00 (N/C)
 GBK BRAKES INSPECTED AND OK ON THIS VISIT
 6062 ISP 0.00 (N/C)
 ...35471 MPI PERFORM MPI

E** RENTAL; CUSTOMER IS IN SERVICE LOANER 4DAYS. \$120.00
 70FOZ03 RENTAL
 7000 CUL 0.00 120.00 120.00

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 20.00

NOTE* PARTS AND LABOR RELATED TO THIS REPAIR ARE WARRANTEED FOR 12 MO./12,000 MILES.
 NOTE* WE HOPE THAT YOUR VISIT HERE WAS A PLEASANT ONE. IF FOR ANY REASON YOU WERE NOT COMPLETELY SATISFIED WITH YOUR SERVICE EXPERIENCE, PLEASE CONTACT OUR CUSTOMER RELATIONS MANAGER AT EXTENSION 412 OR 287.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT. NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item.	DESCRIPTION	TOTALS
		LABOR AMOUNT	343.45
		PARTS AMOUNT	785.70
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC CHARGES	20.00
		TOTAL CHARGES	1149.15
		LESS INSURANCE	0.00
		SALES TAX	0.00
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	1149.15



7568209

98596



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PAGE 1

EL PORTAL, FL

HOME:

BUS:

MV # 15443 · MVR # 94100274

SERVICE ADVISOR: 974 KHAI G ANDREWS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TA
GOLD	05	FORD THUNDERBIRD	1FAHP60A45Y		35471/35479	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
19JAN07 D	14FEB05		18:00 05DEC09		95.00	CASH
R.O. OPENED	READY	OPTIONS:STK:P10040 DLR:04871 ENG:3.9L DOHC V8 ENGINE				
13:59 24NOV09	15:30 30NOV09	TRN:5-SPEED AUTOMATIC TRANSMISSION				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A					DEDUCTIBLE: CUSTOMER HAS A UNIVERSAL UNDRWRITERS DED. \$00.00 (800)		
					423-4566		

CAUSE: .
 99FOZDED ESP DEDUCTIBLE
 7000 CUU 0.00

 0.00 0.00

B DRIVEABILITY CONCERN: CUSTOMER STATE THAT THE WREANCH LIGHT COMES ON WHILE DRIVING. CUSTOMER ASLO STATE THAT THE CAR RUNNS ROUGH WHILE DRIVING. (CHECK& REPORT) \$95.00
 10FOZ02 DRIVEABILITY CONCERN
 7969 C 2.30
 1 3W4Z*9E926*AD THROTTLE BODY AND MOTOR ASY 578.68 578.68 578.68
 2 2W4Z*12029*B COIL ASY - IGNITION 92.56 92.56 185.12
 2 SP468 SPARK PLUG 10.95 10.95 21.90
35477 EEC TEST P0307, P2110, P2107, P2106, DATA LOGGER, POWER
BALANCE, TEST DRIVE RECORD DATA, REPLACE #7,5, COILS AND SPARK PLUG
7,5, THROTTLE BODY ON BACK ORDER, CUST WILL COME BACK TO INSTALL PART.

C RECOMMENDED MAINT: CUSTOMER HAS A 5K BASIC MAINT. PLAN
 CAUSE: 35471 PERFORM 45,000 MILE SERVICE IN CONJUNCTION WITH 5K BASIC MAINT PLAN. THIS INCLUDES OIL AND FILTER CHANGE AND TIRE ROTATION.
 MB45 45000 MILES (72000 KMS) - NORMAL SCHEDULED MAINTENANCE - I
 6062 W 0.30
 1 4H2Z*6731*AA KIT - ELEMENT & GASKET - OIL F (N/C)
 6 XO*5W20*BSP MOTOR OIL (N/C)
 FC: A99 82 (N/C)
 PART#: SERVICE
 COUNT:
 CLAIM TYPE: ESC
 AUTH CODE:
 6804

35471 PERFORM 45,000 MILE SERVICE IN CONJUNCTION WITH 5K BASIC

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller, neither estimates nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	DESCRIPTION	TOTALS
		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

(SIGNED) DEALER GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE





MIAMI, FLORIDA

February 13, 2010

William Clay Ford, Jr.
Executive Chairman
Ford Motor Company
1 American Road
Dearborn, Michigan 48126-2798

Re: 2005 Ford Thunderbird

Dear Mr. Ford:

On November 24, 2009, I began experiencing difficulty with my 2005 Ford Thunderbird (VIN# 1FAHP60A45Y [redacted]). I was advised by Metro Ford in Miami, Florida, on November 27, 2009, that the throttle body and motor assembly had to be replaced. Much to my dismay, I am still awaiting that replacement. As the only owner of the Thunderbird, that has been routinely serviced, it has become especially disheartening that for almost three (3) months I have been unable to realistically drive my car. I requested, but was denied the temporary use of a vehicle and was told that I could drive my car. While the car is operable, it doesn't accelerate beyond 40 MPH and it constantly cuts off. Since this is my main means of transportation, I have to drive the car and hopefully it has not been further damaged.

For almost three months I have been dealing in good faith with your representative Maria Basulto. However, the delivery date for the the needed part has changed several times and now, I question whether Ford has been dealing in good faith with me. Although I have been urged to contact the National Highway Transportation Safety Administration to file an official complaint because other owners are experiencing the same problem, I have chosen not to do so. I considered the purchase of this 50th anniversary edition of the Thunderbird as an investment in Ford; therefore, I would rather not create any problems. But my patience is wearing thin and it seems that Ford is as derelict in handling vehicular malfunctions as Toyota. And, I feel that I am entitled to some consideration for the inconvenience.

Accordingly, I request that you please resolve my problem without further delay. Furthermore, I am requesting a guarantee on the availability of future parts and service for this car.

Very truly yours,



Cc: Maria Basulto

[REDACTED]
MIAMI, FLORIDA [REDACTED]

February 13, 2010

Alan Mutually
Ford Motor Company
President and Chief Executive Officer
1 American Road
Dearborn, Michigan 48126-2798

Re: 2005 Ford Thunderbird

Dear Mr. Mutually:

On November 24, 2009, I began experiencing difficulty with my 2005 Ford Thunderbird (VIN# 1FAHP60A45Y [REDACTED]). I was advised by Metro Ford in Miami, Florida, on November 27, 2009 that the throttle body and motor assembly had to be replaced. Much to my dismay, I am still awaiting that replacement. As the only owner of the Thunderbird, that has been routinely serviced, it has become especially disheartening that for almost three (3) months I have been unable to realistically drive my car. I requested, but was denied the temporary use of a vehicle and was told that I could drive my car. While the car is operable, it doesn't accelerate beyond 40 rpm and it constantly cuts off. Since this is my main means of transportation, I have to drive the car and hopefully it has not been further damaged.

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Accordingly, I request that you please resolve my problem without further delay. Furthermore, I am requesting a guarantee on the availability of future parts and service for this car.

Very truly yours,
[REDACTED]

Cc: Maria Basulto

[REDACTED]

MIAMI, FLORIDA [REDACTED]

February 13, 2010

Michael E. Bannister
Executive Vice President
Ford Motor Company
1 American Road
Dearborn, Michigan 48126-2798

Re: 2005 Ford Thunderbird

Dear Mr. Bannister:

On November 24, 2009, I began experiencing difficulty with my 2005 Ford Thunderbird (VIN# 1FAHP60A45Y [REDACTED]). I was advised by Metro Ford in Miami, Florida, on November 27, 2009, that the throttle body and motor assembly had to be replaced. Much to my dismay, I am still awaiting that replacement. As the only owner of the Thunderbird, that has been routinely serviced, it has become especially disheartening that for almost three (3) months I have been unable to realistically drive my car. I requested, but was denied the temporary use of a vehicle and was told that I could drive my car. While the car is operable, it doesn't accelerate beyond 40 rpm and it constantly cuts off. Since this is my main means of transportation, I have to drive the car and hopefully it has not been further damaged.

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Very truly yours,

[REDACTED]

Cc: Maria Basulto



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Ford Forums > Ford Cars > Ford Freestyle
05 Ford Freestyle Throttle body kit

User Name Remember Me? Password Log in

Notice

Welcome to the **Ford Forums** forums.

You are currently viewing our boards as a guest which gives you limited access to view most discussions and access our other features. By joining our **free** community you will have access to post topics, communicate privately with other members (PM), respond to polls, upload content and access many other special features. Registration is fast, simple and absolutely free so please, **join our community today!**

If you have any problems with the registration process or your account login, please contact us.

Ford Freestyle The Ford Freestyle's roofline stands at 68 inches off the ground, and Ford has declined to put a label on it, either SUV or sedan. Keeping the Freestyle tall and offering all-wheel-drive seems to be attractive to non-SUV and non-Sedan car owners, and the Freestyle comes with low ground clearance, unibody construction, independent suspension and a overhead cam engine.

Advertisement

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POST REPLY

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05 Ford Freestyle Throttle body kit

Hello,

My 05 Ford freestyle just had its throttle body kit go completely out! I took it into the dealership to get it fixed and they indicated to me that the supplier whom Ford deals with is no longer making this part and the new company will not begin producing it till september. I am still covered under warranty from ford for this part under the Premium Care Warranty. However, my issue is now Ford will not extend my rental coverage past the ten day mark the premium care coverage allows. They indicated the best they could do is hope there new parts supplier will come through sooner. Furthermore they also indicated if I wanted any form of a vehicle I would need to pay for a rental out of my own pocket! They completely deny this is there obligation and expect me to roll over and play dead and just wait for the new part to come in september!

Questions.

Has anyone ever dealt with this same issue on there ford with the warrenty coverage?

Do you feel Ford should pay for my rental car past the ten day mark for the reason it is there fault they dont have the part to fix my car?

Any help would be great!

Join Date: Jul 2009
Posts: 1

Search

alex615, bikerpaul, EJ's 2000lx, erephone22, ford junkie, franciso1, McKillopPT1, Phil Van V, shonen, Super64, swankey1, unclfefer, WVford

Most users ever online was 509, 07-28-2009 at 01:07 AM.

Stats

Members: 67,018
Threads: 41,495
Posts: 162,879
Top Poster: mark v (8,033)

Welcome to our newest member, franciso1

Partner Sites

Cars Everything
Shopping for new Ford can be a stressful experience especially if you don't have the right information. Our new car research center at Cars.Everything.com can help relieve this

05 Ford Freestyle Throttle body kit - Ford Forums

Ford Throttle body and car rental

I am also having this problem..My 2005 freestyle has been there on the lot since July 13th 2009 and Ford headquarters has not returned my phone calls in weeks.I just found out today from an outside source that the part is not starting production until Oct 31st 2009 which means the part will not be ready for install till next year. And I do have a parts car but it is dirty and not my car. Please let me know if your car is fixed. I have contacted my Attorney general and he is looking into it.

Join Date: Sep 2009
Posts: 1

2005 ford freestyle throttle body

My 2005 Freestyle with less than 24k miles on it has been in the shop since July of 2009 due the the Throttle Body DEFECT. I bought the vehicle brand new off the lot. There is no end in sight as to when I get my car back, plus Ford Credit is still demanding payments to be made on a vehicle that is not in my possession and who knows when it will be. We have contacted the NTSB, Attorney General, and anyone else who will listen, to no avail. I am going to give up the car, it is completely unsafe, (I loved my car!!!) and I will relish my day in court, with the continuous information found about this untrustworthy company and financial institution. Thousands of complaints have been filed, now it's time for the " blue collar workers' to be heard!!!!

Join Date: Nov 2009
Posts: 1

Quote:

Originally Posted by **fordhater2005** ..
Thousands of complaints have been filed, now it's time for the " blue collar workers' to be heard!!!!

did Ford even sell 'thousands of Freestyles'?

You could always get a used on and put it in. The auto recyclers are aware Ford is out of stock and are gouging, but oh well-if you want your car fixed, that's what you'll have to do (or wait and complain about it on the internet)

It also seems that most problems with the throttle body (though not all) are, in actuality, maintenance issues.

Join Date: Aug 2009
Posts: 17

My wife's Freestyle (2005 SEL, 120k miles) has been on the dealer's lot since end of July 2009 awaiting the famous throttle body assembly. I have heard stories that TBAs are starting to appear. so there is hope. We are fortunate to have alternative transportation in the interval.

It took 3 visits to Ford dealerships to diagnose the problem, and the vehicle died 35 miles from home and required a tow. Would not even limp home.

The truly scary part of this entire episode is that this problem could occur to any vehicle by any manufacturer that does not have full control over its parts manufacturing processes.

Join Date: Jun 2009
Posts: 8

- excursion
- expedition
- explorer
- falcon
- ford
- ford escape
- fuel pump
- fuel filter
- fuel tank
- lights
- malfunction
- mustang
- noise
- no start
- oil
- power steering
- probe
- problems
- radiator
- radio
- ranchero
- ranger
- sale
- shifting
- speedometer
- starter
- starting
- problem
- steering
- suspension
- taurus
- thunderbird
- trucks
- transmission
- transmission
- problems
- windstar
- wiring

05 Ford Freestyle Throttle body kit - Ford Forums

I hope everyone with a Freestyle problem of this type takes the time to fill out a complaint form with NHTSA ([www dot NHTSA dot gov](http://www.dot.NHTSA.dot.gov), click on the complaints button) and writes to Ford corporate about their problem.

Last edited by daban0051; 01-21-2010 at 08:39 AM. Reason: new information update

QUOTE

POST REPLY

Tags
ford freestyle, rental car, throttle body, warranty

« Previous Thread | Next Thread »

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