

CL-10353165-1865

AUG 25 2010

Letter of Transmittal

To: Ford Motor Company
Customer Relationship Center
P.O. Box 6248
Dearborn, MI 48126

From: [REDACTED]

Re: Inadvertent Acceleration Safety Hazard (2005 Ford 500)

Date: 10 August 2010

Enclosed is a problem report regarding a dangerous and potentially lethal failure mode associated with the 2005 Ford 500.

Examples of similar inadvertent acceleration complaints pertaining to the 2005 Ford 500 are also included. These examples were posted on the National Highway Traffic Safety Administration (NHTSA) website for the period January-July 2010.

The car in question is owned by my son and his wife. My son is overseas and I am initiating this action in their behalf.

Thank you for your attention to this matter.

[REDACTED]
[REDACTED]
Cedar City, Utah
[REDACTED]

Enclosure: Inadvertent acceleration problem
report dated 10 August 2010

Copy To:

- 1. NHTSA Office of Defects Investigation
2. Jim Burke Ford, Bakersfield CA

91C
083010
TW

2005 Ford 500 Inadvertent Acceleration Problem

Vehicle Owner: [REDACTED]

Vehicle Description: 2005 Ford 500 Limited, VIN 1FAHP281X5G [REDACTED]

Mileage: 146,651

Problem: Inadvertent, unintended acceleration

Problem Summary:

1. Inadvertent, unintended acceleration while in reverse gear. While backing slowly, the car suddenly accelerated on its own. The driver had to apply considerable force to the brake pedal to stop the car.
2. The same failure mode occurred four times: three times on 3 July 2010 and once on 12 July 2010. The car was not driven between 3 and 12 July.
3. The car was taken to the local Ford dealer for evaluation (Jim Burke Ford, Bakersfield CA) on 13 July 2010, where it remained until 5 August 2010. Burke Ford was unable to duplicate the failure despite repeated test drives.
4. Computer diagnostics revealed no anomalies except for an inlet airflow disturbance attributed to a distorted filter. The filter was replaced and normal airflow restored.

Relevant Information

1. The problem was pursued further with Ford Motor Company, Dearborn, MI (Reference Number: 0501882160). A Ford Customer Service representative checked the Ford database and indicated no similar problems could be found. I find this surprising as the National Highway Traffic Safety Administration (NHTSA) **automotive recall database** identifies numerous inadvertent acceleration complaints associated with the 2005 Ford 500 (see http://www.arfc.org/complaints/2005/ford/five_hundred).
2. At least 12 inadvertent acceleration problems occurred during the first seven months of 2010 (see enclosed summary). Nearly all inadvertent acceleration problems listed in the enclosed summary implicated the electronic throttle body. I consulted a mechanic with considerable experience and expertise involving Ford vehicles. He indicated that the Ford 500 is known for electronic throttle body failures.
3. It is likely that many additional instances of inadvertent acceleration will be discovered if the years prior to 2010 are carefully examined. Ford should initiate an investigation to determine the magnitude of the problem and the extent that the electronic throttle body and associated electronics are implicated.

2005 Ford 500 Inadvertent Acceleration Problem

4. It is also relevant that the inadvertent acceleration problem could seldom be duplicated during troubleshooting by maintenance personnel. However, the repeated and widespread occurrence of inadvertent acceleration in the 2005 Ford 500 suggests some type of design defect.

Problem Significance

1. The 2005 Ford 500 inadvertent acceleration complaints in the current NHTSA database document a **dangerous and potentially lethal failure mode** that warrants immediate action.
2. Ford is fortunate that this unsafe condition has not yet resulted in fatalities. One can only imagine the tragedy resulting from inadvertent acceleration into a school or pedestrian crosswalk.
3. Failure to promptly diagnose and correct this problem puts Ford Motor Company's reputation and credibility at risk. Toyota attempted to ignore and evade an acceleration problem and is reaping the dire consequences of their dereliction.

[REDACTED]

Enclosure: 2005 Ford 500 Inadvertent
Acceleration Complaints (Jan-Jul 2010)

**2005 Ford 500 Inadvertent Acceleration:
NHTSA Automotive Recall Database (January-July 2010)**

Examples of recent owner complaints regarding 2005 Ford 500 inadvertent acceleration and lack of a safe failure mode. Note the extent of suspected electronic throttle body failures. Complaints are posted on the following website: http://www.arfc.org/complaints/2005/ford/five_hundred.

1. 7/30/2010 - ALTOONA , FL

TL-THE CONTACT OWNS A 2005 FORD FIVE HUNDRED. WHEN THE GEAR WAS PLACED IN REVERSE THE VEHICLE SUDDENLY ACCELERATED THE RPM INCREASED AND WHILE DRIVING AT 30MPH THE SPEED DECREASED. THE VEHICLE WAS TAKEN TO THE GARAGE TO BE DIAGNOSED. THE FAILURE WAS LOCATED AT THE THROTTLE BODY WAS ON BACK ORDER. THE VEHICLE WILL BE SERVICED. THE MANUFACTURER WILL BE CONTACTED. THE FAILURE AND THE CURRENT MILEAGE WERE 19,950. LI

2. 7/23/2010 - MAPLE HEIGHTS, OH

TL-THE CONTACT OWNS A 2005 FORD 500. WHILE DRIVING APPROXIMATELY 3 MPH IN REVERSE THE VEHICLE ACCELERATED AND CRASHED INTO A FENCE. HE STOPPED THE VEHICLE AND A ENGINE FAIL SAFE LIGHT CAME ON. HE RESTARTED THE VEHICLE AND THE CHECK ENGINE LIGHT CAME ON. HE ENGAGED THE VEHICLE IN DRIVE AND ACCELERATED WITHOUT HIM ENGAGING THE ACCELERATOR. THE FAILURE WAS INTERMITTENT AT FIRST BUT NOW IT WAS ONGOING. THE VEHICLE WAS TAKEN TO THE DEALER AND THEY ADVISED HIM THAT THE THROTTLE BODY NEEDS REPLACING. THE VEHICLE HAS NOT BEEN REPAIRED SINCE THE CONTACT DOES NOT HAVE \$695.86 FOR THE REPAIRS. THE FAILURE AND CURRENT MILEAGE WERE 59,240. VWB

3. 7/22/2010 - NEWBURGH, IN

TL-THE CONTACT OWNS A 2005 FORD 500. WHILE DRIVING APPROXIMATELY 15 MPH SHE ENGAGED THE ACCELERATED AND THE RPMS INCREASED EXCESSIVELY. SHE STATED ONCE THE VEHICLE GETS UP TO 30 MPH THE VEHICLE NO LONGER ACCELERATES. THE VEHICLE WAS TAKEN TO A LOCAL MECHANIC. THE MECHANIC ADVISED HER THAT THE FUEL INJECTION BODY THROTTLE NEEDS REPLACING. THE CONTACT STATED THE PARTS WERE ON BACK ORDER FOR A LEAST 2 TO 3 WEEKS. THE VEHICLE HAS NOT BEEN REPAIRED. THE CONTACT WAS UNABLE TO PROVIDE A VIN. THE FAILURE MILEAGE WAS 71,000 AND THE CURRENT MILEAGE WAS 71,200. VWB

4. 7/7/2010 - GERMANTOWN, MD

FORD FIVE HUNDRED LUNGED DRAMATICALLY AS I ATTEMPTED TO MAKE A RIGHT TURN FROM A STOPPED POSITION. I IMMEDIATELY ATTEMPTED TO BRAKE IN ORDER TO SLOW THE CAR DOWN AND YIELD TO A PEDESTRIAN THAT HAD BEGUN TO CROSS THE STREET. IT TOOK AN EXTREME AMOUNT OF PRESSURE ON THE BRAKE PEDAL IN ORDER TO FIGHT ENGINE'S ACCELERATION AND STOP THE CAR. UPON REMOVING MY FOOT FROM THE BRAKE, THE CAR ATTEMPTED TO RE-ACCELERATE HARD AGAIN, SCARING THE PEDESTRIAN ENOUGH THAT THEY WAVED ME THROUGH AND REFUSED

**2005 Ford 500 Inadvertent Acceleration:
NHTSA Automotive Recall Database (January-July 2010)**

TO CROSS UNTIL I PASSED BY. THE NEXT DAY, WHILE PARKING THE CAR IN A PUBLIC GARAGE, THE CAR SUDDENLY LURCHED FORWARD VERY HARD, AGAIN REQUIRING MAXIMUM EFFORT TO PREVENT ACCELERATING. THIS TIME I WAS HEADED INTO A CONCRETE WALL AND STOPPED 2 INCHES SHORT. FOR THE FIRST TIME, CAR ENTERED FAILSAFE MODE AND PRESENTED A CHECK ENGINE LIGHT (THIS LIGHT HAD NOT BEEN PREVIOUSLY PRESENTED). DEALER INFORMS ME COMPUTER REPORTS CODES OF P610B AND P2106. THEY WANT TO REPLACE THE THROTTLE BODY ASSEMBLY AND REPROGRAM THE PCM. WHILE I HAD EXPERIENCED THE SUDDEN ACCELERATION ISSUE INTERMITTENTLY OVER THE YEARS; I NEVER GOT RESOLUTION (UNABLE TO RECREATE THE PROBLEM) AND HAD NEVER RECEIVED A CHECK ENGINE LIGHT WITH THIS CODE BEFORE. INVESTIGATING THIS VERY EXPENSIVE REPAIR HAS LED ME TO DISCOVER THAT MY EXPERIENCE IS NOT UNIQUE AND IS A RECURRING ISSUE FOR THIS VEHICLE. FURTHER, THE COSTLY REPAIR BEING RECOMMENDED APPEARS TO BE A STOP-GAP FIX AT BEST WITH NO CERTAINTY OF ACTUALLY FIXING THE PROBLEM. *TR

5. 7/7/2010 - LANSING, MI

MONDAY, JUNE 28TH MY VEHICLE SEEMED TO SLIGHTLY ACCELERATE WHEN I WAS BACKING IT INTO A PARKING SPOT. THEN ABOUT A WEEK LATER (JULY 06TH), I WAS STOPPED IN A LINE OF OTHER VEHICLES, AND THE SAME THING HAPPENED WHERE IT WOULD ACCELERATE, ONLY THIS TIME, IT HAPPENED APPROXIMATELY 5 TIMES CONSISTENTLY. MY VEHICLE'S CHECK ENGINE LIGHT APPEARED WITH A MESSAGE THAT READ, "FAIL SAFE ENGINE MODE". THE NEXT DAY, I IMMEDIATELY TOOK IT IN TO A FORD DEALER TO HAVE IT INSPECTED. THEY SAID THAT THIS IS FREQUENT ISSUE WITH THE THROTTLE BODY AND IT'S UNSAFE TO DRIVE WITH THESE CONDITIONS. THEY ALSO MENTIONED THAT THEY HAVE SEEN A CASE WHERE A CUSTOMER'S THROTTLE WAS WIDE OPEN AND ACCELERATED UNCONTROLLABLY AND IS SHOCKED THAT IT HASN'T BEEN RECALLED YET. HE SUGGESTED IT NOT LEAVE THE LOT UNTIL THE REPAIRS WERE DONE. WE LEFT IT AT THE DEALERSHIP TO GET REPAIRED, BUT TOOK HIS ADVICE. WE BELIEVE THIS A DEFAULT IN THE MANUFACTURING OF THE THROTTLE BODY, AND CAUSING UNSAFE DRIVING CONDITIONS. WE HOPE THIS WILL GET INVESTIGATED, SO NO ONE IS INJURED.

6. 7/2/2010 - CEDAR FALLS , IA

TL*THE CONTACT OWNS A 2005 FORD FIVE HUNDRED LTD AWD. THE CONTACT STATED THAT HE EXPERIENCED A SUDDEN ACCELERATION TWICE. THE FAILURE OCCURRED WHEN HE ATTEMPTED TO PARK THE VEHICLE AND AGAIN WHEN HE MADE A LEFT TURN, WITH HIS FOOT DEPRESSING THE BRAKE PEDAL. THE CONTACT CONTINUED TO APPLY PRESSURE TO THE BRAKE UNTIL THE VEHICLE CAME TO A STOP. THE MANUFACTURER WAS CONTACTED; HOWEVER, A REPORT WAS NOT TAKEN. THE MANUFACTURER STATED THEY WERE NOT AWARE OF THE FAILURE AND TO HAVE THE

**2005 Ford 500 Inadvertent Acceleration:
NHTSA Automotive Recall Database (January-July 2010)**

FAILURE DIAGNOSED BY THE DEALER. THE FAILURE AND THE CURRENT MILEAGES WERE 131,000.

7. 6/3/2010 - CHANDLER CITY, MO

TL* THE CONTACT OWNS A 2005 FORD FIVE HUNDRED. THE CONTACT STATED THE VEHICLE WOULD INTERMITTENTLY AND ABNORMALLY ACCELERATE WITHOUT DRIVER INTENT. THE FAILURE WOULD OCCUR WHETHER THE VEHICLE WAS IN DRIVE OR REVERSE. THE VEHICLE WAS TAKEN TO A LOCAL REPAIR SHOP WHERE THE MECHANIC WAS UNABLE TO DUPLICATE THE FAILURE. THE VEHICLE WAS SCHEDULED FOR FURTHER DIAGNOSTIC TESTING BY THE DEALER. THE VIN WAS NOT AVAILABLE. THE FAILURE MILEAGE WAS 106,000 AND THE CURRENT MILEAGE WAS 108,000.

8. 5/27/2010 - FORT MYERS, FL

FOR APPROXIMATELY THE PAST YEAR OUR 2005 FORD 500 HAS BEEN LURCHING WHEN SHIFTING INTO REVERSE WITH THE "WRENCH" SYMBOL ON THE DASH LIGHTING UP. I HAVE HAD THE CODES RUN AND NOTHING COMES UP. I HAVE BEEN DOING INTERNET RESEARCH ON THIS PROBLEM AND IT SEEMS THAT MANY PEOPLE HAVE REPORTED THIS ISSUE IN ONLINE FORUMS WITH MANY HAVING TO HAVE THE THROTTLE BODY REPLACED, COMPUTER REPROGRAMMED AND ACCELERATOR REPLACED. THIS ISSUE HAS NOT SHOWN UP ON FOR A RECALL BUT I DO BELIEVE IT SHOULD AS MY WIFE DRIVES THE VEHICLE AND ALMOST GOT INTO AN ACCIDENT WITH OUR THREE YOUNG CHILDREN.

9. 5/26/2010 - MATTESON, IL

IN 2009 I TOOK MY FORD 500 TO SUTTON FORD IN THE AUTO MALL IN MATTESON, IL BECAUSE I WAS HAVING AN ACCELERATION ISSUE. THE AC LIGHT AND BOARD LIGHT WAS ON. THEY CALL ME AND I PAID THE BILL FOR ALMOST \$800.00, THEY TOLD ME THAT THEY HAD REPAIRED THE PROBLEM AND GAVE ME THE CAR BACK. I RETURNED THE CAR TO THEM THE NEXT DAY BECAUSE THE AC LIGHT CAME BACK ON AND THE ACCELERATION PROBLEM STILL EXISTED. THEY REPLACED A FEW PARTS AND RETURNED THE CAR TO ME AFTER A FEW DAY. WELL THE PROBLEM WAS NOT CORRECTED AND THEY INSISTED THAT THERE WAS NOT AN ACCELERATION ISSUE WITH MY CAR AND WOULD NOT WORK ON IT ANY MORE. WELL WE HAVE DEAL WITH THIS ISSUE FOR ALMOST A YEAR LATER WHEN ON LAST NIGHT, MAY 25, 2010, MY HUSBAND AND I ALONG WITH MY GRANDSON WAS SITTING IN THE DRIVE THROUGH AT MCDONALDS WHEN WE PROCEEDED TO HAVE AN EXTREME SUDDEN ACCELERATION. IT REALLY SCARED ME AND MY HUSBAND. TO OUR SURPRISE THE PROBLEM EXIST. IT WANTED TO JET OFF AT THE STOP SIGN AND WHILE SHIFTING FROM PARK TO DRIVE AND WHILE BACKING UP. I'M RETURNING THE CAR ON TOMORROW TO SUTTON FORD WHO WAS TO DO THE FIRST REPAIR. THERE IS A SERIOUS PROBLEM WITH MY CAR AND I NEED TO GET TO THE BOTTOM OF IT BEFORE A SERIOUS INCIDENT OCCUR. *TR

**2005 Ford 500 Inadvertent Acceleration:
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10. 5/2/2010 - ENFIELD, CT

IN PARKING SPOT. JUST STARTED CAR. FOOT ON BRAKE. SHIFTED CAR TO REVERSE GEAR. AFTER A COUPLE OR MORE SECONDS, THE CAR LURCHED, WITH MY FOOT ON THE BREAK, AND NEARLY HIT A PEDESTRIAN WALKING BEHIND MY CAR. UPON RESEARCHING THIS SYMPTOM, I DISCOVERED OTHER OWNERS OF THE FIVE HUNDRED, FREESTYLE AND TAURUS REPORTING THE SAME SYMPTOMS. THE CULPRIT APPEARS TO BE A MALFUNCTIONING THROTTLE BODY, WHICH IS OR WAS IN SHORT SUPPLY FOR REPLACEMENT. THIS PARTICULAR INCIDENT IS NOT THE FIRST TIME I EXPERIENCED THIS EVENT. THIS IS JUST THE FIRST TIME A PEDESTRIAN WAS AT RISK. THE PEDESTRIAN CAN BE CONTACTED FOR VERIFICATION.

11. 2/3/2010 - TOPSFIELD, MA

THROTTLE BODY FAILURE ON 2005 FORD FIVE HUNDRED. FIRST IDENTIFIED IN AUGUST 2009. I HAD TO WAIT 6 MONTHS FOR REPLACEMENT PART WHICH FAILED AFTER INSTALLATION. SECOND REPLACEMENT PART HAS BEEN INSTALLED BUT DOUBT IF IT WILL SOLVE PROBLEM. TOTAL COST TO DATE OVER \$1000. FAULTY DESIGN WHICH FORD SHOULD HELD RESPONSIBLE. *TR

12. 1/11/2010 - MACEDONIA, OH

I OWN A FORD 500, I AM NOW ON MY THIRD REPLACEMENT OF A THROTTLE BODY. I HAVE FOUND OUT THAT THIS IS A COMMON PROBLEM ON THAT VEHICLE. THIS HAPPENS OUT OF NO WHERE AND IS DANGEROUS BECAUSE WHEN DRIVING THE VEHICLE IT JUMPS FORWARD AND COULD CAUSE AN ACCIDENT. NOT ONLY AM I IN DANGER BUT THOSE IN THE VEHICLE ARE AS WELL AS THOSE AROUND ME. THE PART IS ON BACK ORDER FOR MONTHS BUT I HAVE BEEN ABLE TO GET USED THROTTLE BODIES BUT THEY KEEP GOING OUT AND NONE HAVE BEEN SUCCESSFUL. I JUST PICKED MY VEHICLE UP FROM FORD 3 DAYS AGO AND ITS NOW BACK AT THE DEALERSHIP YET AGAIN. THE FIRST TIME THIS HAPPENED I GOT STRANDED OUT OF TOWN FOR 4 DAYS AND HAD TO DRIVE HALF WAY BACK TO MY HOME TOWN IN A RENTAL TO GET A USED PART AND DRIVE ALL THE WAY BACK. THIS A HUGE INCONVENIENCE THAT HAS COST TIME AND MONEY. THERE IS NO TELLING HOW LONG THIS REPAIR IS GOING TO TAKE ONCE AGAIN AND HOW MUCH MONEY I WILL HAVE TO GIVE AWAY AGAIN. *TR

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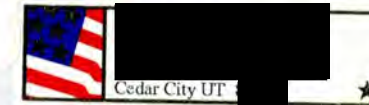


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