

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) 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 100148	
U.S. Department of Transportation National Highway Traffic Safety Administration		Date Received 22-JUN-2012 OCT 01 2012 Repository ☐ Reference No. 10462698	
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	
Address		E-mail Address	
City MILTON	State NH	Zip Code	Evening Telephone Number
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).			
VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1FA4P281756		Make FORD	Model FIVE HUNDRED
Date Purchased		Engine: No: Cylinders	Model Year 2005
Dealer's Name and Telephone Number		Fuel Type:	
Original Owner ☐	Dealer's City	State	Zip Code
Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:
		Incident Date(s) 21-JUN-2012	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: ENGINE (PWS)		Failure Mileage 83000	Failure Speed 20
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE			
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:	
Tire Component Code		Tire Failure Type:	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE			
Make:	Date Manufactured:	Model No./Name:	
Seat Type:	Installation System:		
Child Seat Component Code:	Failed Part:		
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).			
TL* THE CONTACT OWNS A 2005 FORD FIVE HUNDRED LTD. THE CONTACT STATED THAT WHILE DRIVING 20 MPH, THE VEHICLE STARTED TO LUNGE FORWARD AND BACKWARD BEFORE STALLING. THE CONTACT MERGED THE VEHICLE TO THE SHOULDER, TURNED THE ENGINE ON AND OFF AND THE VEHICLE STARTED IMMEDIATELY. THE FAIL SAFE MODE WARNING LIGHT STARTED TO ILLUMINATE. THE DEALER WAS NOTIFIED OF THE ISSUE BUT THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE VIN WAS UNAVAILABLE. THE FAILURE MILEAGE WAS 83,000. <i>See addendum</i>			
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 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.			

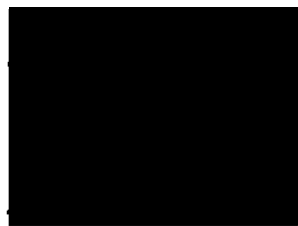
NAM
P0112
DW

August 11, 2012

This is an addendum to the incident reported on June 21, 2012.

Before I was driving on the road, I backed out of a parking space. I had the brake on slightly as I was backing up when the car tried to lunge forward then backward. I applied the brake all the way, stopped the car (did not turn it off) and the fail-safe mode warning light came on for the first time. I tried to back up again, it still wasn't running correct, but I managed to finished backing out and straightening out the car. The fail-safe mode light stayed on. I sat for a minute and began exit the parking lot. I only drove around 500 feet when the incident on the report happened.

I bought the car in Dec. 2008 and it had around 24,000 miles on it. Over the years I felt as though I must have somehow stepped on the gas along with the brake as I could feel it accelerate when I was braking. Now I figure this has been a problem all along.



Milton, NH





LINCOLN
Mercury SERVICE



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Rochester, NH 03866-1998

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www.graniteford.com

SERVICE HOURS

MON - FRI: 7:30 AM To 5:00 PM

VIN		DATE IN	
56585 1FAHP28175G		06/25/12	
YEAR	MAKE	MODEL	COLOR
2005	FORD	500 LIMITED	GREY
MILES IN		MILES OUT	FIRST USE
83254		83254	00/00/00
SEE ALSO		U.S.C.	U.S.C.
		NH	
RES.		BUS.	
H:		-	
		WRITER	
		2735	
		LISA	

CUSTOMER IS WAITING

- (1) VEHICLE TOWED IN, FIL SAFE LIGHT CAME ON
ENGINE STOPPED
CHECKED CODES P0401 DID TSB 07-02-02 AND FOUN
D BAD ETB REPLACED ETB AND REPROGRAMED PCM RO
AD TESTED AND WAS FINE
(20-0092 STEVE-) F

Labor	T20	224.16
6F9Z9E926A (KIT - THROTTLE) 1		574.38
Total Labor		224.16
Total Parts		574.38
Total Repair (Customer)		798.54

- (2) PERFORM MULTI-POINT INSPECTION

(20-0092 STEVE-) A

99P	T20
..... (Internal)	

COB D
6/26

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller, GRANITE FORD, LLC, hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and GRANITE FORD, LLC neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products, therefore with respect to the seller, the product is sold "As is" and the entire risk as to quality and performance of the product is with the buyer and/or manufacturer, and if the product proves defective after purchase, the buyer and/or manufacturer, not the seller, shall assume the entire cost of all necessary service or repair.

Next Service MAR '09 Lube-Oil-Filter

THANK YOU FOR LETTING US SERVICE YOUR VEHICLE.

() CASH () CHECK-CHK # () MC/VISA () AM EX
() DISC () CHARGE () OTHER () INITIALS

X CUSTOMER SIGNATURE

If for any reason you
can not rate us
"completely satisfied"
please contact our
customer relations manager
as soon as possible

Page 1 of 1

Job 1202

56585



Customer Copy

W/C	INT.	CUSTOMER
		Labor
		224.16
		Parts
		574.38
		Sublet
		.00
		Shop Supplie
		11.21
		Oil/Grease
		.00
		Sub Total
		809.75
		Tax
		.00
		Total (Cash)
		809.75



MANCHESTER NH 030

17 SEP 2012 PM 11



Randy Reich
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NHTSA
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20590

