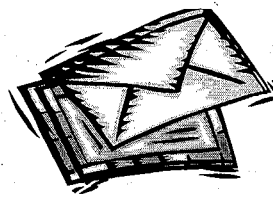


# NHTSA ccmMercury Routing Slip



CL-10549141-4679

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

Printed: 10/17/2013

<b>NHTSA #:</b> ES13-004053	<b>Rec'd Date:</b> 10/17/2013	<b>Referred By:</b> NPO-011
<b>XREF #:</b>	<b>Doc Type:</b> GEN	<b>Doc Date:</b> 10/4/2013
<b>Delivery:</b> EXP	<b>Address To:</b> NOA010	<b>Due Date:</b>
<b>S10 #:</b>	<b>DOT/I #:</b>	<b>RMP #:</b>
<b>Subject:</b> LETTER FROM [REDACTED] REGARDING AN ONGOING THROTTLE PROBLEM WITH HIS 2005 FORD THUNDERBIRD; INFORMATION PROVIDED TO NHTSA THAT MAY BE THE BASES OF A RECALL OF THE THUNDERBIRD		
<b>Ack Date:</b>	<b>Ack By:</b>	<b>Signed For:</b>
<b>Sign Office:</b> ENFORCEMENT	<b>Signature:</b> AS APPROPRIATE	<b>Cleared For:</b>
<b>Cleared Date:</b>	<b>Cleared By:</b>	<b>Closed Date:</b> 10/17/2013
<b>File Loc:</b>	<b>XREF File:</b>	
<b>Added By:</b> TMAPP x62870	<b>Modified By:</b> TAMMY.MAPP	
<b>Most Recent Comment:</b>		

**Author:**



VENICE, FL [REDACTED]  
Tel: Fax: E-mail:

EXECUTIVE SECRETARIAT  
2013 OCT 17 P 4:27  
RECEIVED - NHTSA

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	APPROPRIATE	10/17/2013		10/17/2013
NVS-010	INFORMATION	10/17/2013		10/17/2013

OCT 18 2013

ET  
10/21/13  
SMD

October 4, 2013

EXECUTIVE SECRETARIAT

2013 OCT 17 P 4:17

Venice, FL [REDACTED]

RECEIVED - NHTSA

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

Re: 2005 Thunderbird VIN 1FAHP60A15Y [REDACTED]

To Whom it May Concern:

I am writing this letter to put Ford on notice of an ongoing throttle problem with the Ford Thunderbird. I am writing this letter based both on my ownership of the Ford Thunderbird and my legal experience as an attorney and judge. Most importantly, my notice to you is based on a recent personal experience and several other reported owners' experiences from online forums.

In early August of this year, I experienced a full shut down of my car while it was in an idle mode. Several days later, I saw the "yellow mechanic" wrench appear on the dashboard at the time of start up. I immediately stopped the car and make an appointment at the Mathew Currie Ford Dealership in Nokomis, FL to have the car checked out. After a complete check up, the car was released back to me after the computer diagnostic system check failed to reveal anything wrong. The next day I was driving the car to Tampa, and at 70 mph on the freeway while passing a slow moving truck, the wrench light popped back on and the car went into its "drive safe" mode and immediately slowed to 45 mph. I was in the passing lane at the time with other cars immediately behind me. After some quick maneuvering and while maintaining a calm head, I was able to get the car out of the left passing lane, to the right side of the road, and clear of any other cars approaching me from behind. I had to "limp" another 35 miles to AutoNation Ford Dealership in St. Petersburg, Florida for repairs—that trip included driving up and over a major spanned bridge in rush hour traffic at a speed of less than 40 mph.

Once I arrived at the Ford dealership, the car was kept running so the mechanic could do a computer diagnostic check with the wrench light lit. It was determined after the testing the throttle body and motor assembly (3W4Z\*9E926\*AD) was defective and replaced at a cost of \$964.27. Because the part was not in stock, I had to get a rental car for one day at a cost of \$65.00 from Hertz at the dealership. Now the reason I am writing you is two fold. First, to have such a major failure of a critical ignition part on a car with only 11843 miles is not acceptable. Additional research showed me there has been an going problem with the COP (Coil on Plug) and/or throttle body and motor assembly involving the Thunderbird for several years after Ford stopped production of the car in 2005. Second, when there is a complete failure to either part, the "drive safe mode" can be near catastrophic to the driver because of how quickly the car decelerates after the throttle part fails and how rapidly the car slows. As stated

ES13-004053

above if you are in heavy traffic or traveling at a high rate of speed, the sudden loss of power so quickly in many circumstances can cause a loss of life or damage to the automobile from an accident.

Accordingly, I want Ford to reimburse me for the cost of the failed part and repairs (\$964.27) because I believe Ford knew or should have known of an ongoing problem with the COP and throttle body and motor assembly in the Thunderbird based on my research and discussions with various Ford technicians. I have enclosed a copy of my repair receipt for your information. I have attached a copy of similar complaints to Ford on the same type of failure of the COP\throttle body and motor assembly and its consequences. Unfortunately, Ford in 2009 failed to follow up with a Thunderbird owner over a similar complaint or the COP\throttle part failure issue could have been resolved.

I have also sent a copy of this letter to the Director of the National Highway Traffic Safety Administration to provide information that may be the bases of a recall of the Thunderbird to either replace or test what appears to be a defective throttle part installed in your cars which can have serious consequences to the driver or the car.

I look for a prompt response from you. If you fail to respond within 30 days from the date of this letter, I will discuss the matter with my attorney for possible legal action against Ford.

Sincerely yours,

Enclosures:

cc: David L Strickland, NHTSA Administrator

# AutoNation

AutoNation Ford St. Petersburg

Your

Quick Lane Dealer



2525 34th Street N.  
St. Petersburg, Florida 33713  
727 321-7735  
727-456-3882 Service Direct  
MVRSR MV# - 40499

STOMER #: [REDACTED]

530245

\*INVOICE\*

PAGE 1

VENICE, FL [REDACTED]

HOME: [REDACTED]

Repair Shop Registration Number: [REDACTED]

SERVICE ADVISOR: 7777 JAMES KUBISIAK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	05	FORD THUNDERBIRD	1FAHP60A15Y [REDACTED]		11843/11847	T8962	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN05 DD			WAIT 15AUG13			CASH	16AUG13
R.O. OPENED	READY	OPTIONS: DLR:04860 ENG:3.9_Liter_DOHC					
09:00 15AUG13	10:20 16AUG13						

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL  
 A CUSTOMER STATES CHECK ENGINE LIGHT IS ON AND THAT VEHICLE HAS STALLED TWICE AT A STOP AND THAT VEHICLE HAS HESITATED AT HIGHWAY SPEEDS

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
11							
						281.95	281.95
						639.86	559.88
						559.88	559.88
						0.00	0.00
						841.83	841.83

\*\*\*\*\*  
 B CUSTOMER REQUESTED TO HAVE MULTI POINT INSPECTION PERFORMED THIS VISIT  
 99P CUSTOMER REQUESTED TO HAVE MULTI POINT INSPECTION PERFORMED THIS VISIT  
 1487LEPS (N/C)  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00  
 \*\*\*\*\*

CUSTOMER PAY SHOP SUPPLIES/DISPOSAL FEES FOR REPAIR ORDER 59.36

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.  
 If Payment Is Made By Check When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. If processed as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will not dispute us electronically debiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid for any reason, you authorize us or our agent to charge a service fee up to the maximum amount permitted by law.

\*SHOP SUPPLY COSTS: We have added a charge equal to \$3.00 or 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge will not exceed \$59.95. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (s.403.7185).

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	281.95
PARTS AMOUNT	559.88
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	59.36
TOTAL CHARGES	901.19
LESS INSURANCE	0.00
SALES TAX	63.08
PLEASE PAY THIS AMOUNT	964.27

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR

Date Complaint Filed: 08/16/2010  
 Component(s): ELECTRONIC STABILITY CONTROL

Date of Incident: 08/11/2010  
 NHTSA ID Number: 10349732

All Products Associated with this Complaint ▼

0 Associated Documents

Details ▲

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Ford Motor Company

Vehicle Identification No. (VIN): 1FAHP60A35Y...

**SUMMARY:**

MY 2005 FORD THUNDERBIRD FOR NO APPARENT REASON JUST LOOSES POWER AND THE WRENCH ICON COME ON. I WAS DRIVING ON THE FREEWAY AND THIS HAPPENED AND I BARELY MADE IT TO THE SIDE OF THE ROAD. THIS HAPPENED TO ME IN 2007 AND I TOOK IT IN TO A FORD DEALERSHIP AND THEY COULD NOT FIND ANYTHING WRONG. NOW IT IS HAPPENING AGAIN AND I ALMOST GOT IN TO A SERIOUS ACCIDENT AT HIGH SPEED. I DID A SEARCH AND FOUND THAT THIS IS HAS HAPPENED ENOUGH THAT FORD EXTENDED THE WARRANTY FOR THE COIL ON PLUG. WHEN I CALLED MY DEALERSHIP AND EXPLAINED THE PROBLEM THEY TOLD ME THAT THE COP IS NOT THE PROBLEM BUT TO BRING IT IN. IN MY SEARCH I FOUND THAT SEVERAL PEOPLE WITH THIS SAME PROBLEM WERE TOLD THAT THE COP WAS NOT THE PROBLEM ONLY TO SPEND OVER \$1500 ON AN ELECTRONIC THROTTLE CONTROL AND THAT DID NOT FIX IT. WHEN THEY WENT BACK THE PROBLEM WAS THEN DISCOVERED TO BE THE COP. THIS IS DANGEROUS AND SHOULD BE A RECALL. AT THE VERY LEAST THE SERVICE PEOPLE AT FORD SHOULD BE AWARE OF THIS POTENTIAL LIFE THREATENING PROBLEM. FROM WHAT I HAVE FOUND IT HAS BEEN A PROBLEM SINCE THE 2002 THUNDERBIRD. MY FORD DEALER SHOULD HAVE BEEN AWARE OF THIS WHEN I BROUGHT THE CAR IN UNDER FULL WARRANTY IN 2007 BEFORE I HAD ANOTHER INCIDENT THAT COULD HAVE CAUSED A VERY SERIOUS ACCIDENT THIS WAS VERY SCARY AND IT ALARMS ME THAT IT IS NOT BEING TAKEN SERIOUSLY ENOUGH. \*TR

Date Complaint Filed: 02/25/2010  
 Component(s): ENGINE AND ENGINE COOLING , VEHICLE SPEED CONTROL

Date of Incident: 11/24/2009  
 NHTSA ID Number: 10314167

All Products Associated with this Complaint ▼

2 Associated Documents ▼

Details ▲

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Ford Motor Company

Vehicle Identification No. (VIN): 1FAHP60A45Y...

**SUMMARY:**

ON NOV 24,2009, THE THROTTLE BODY MOTOR FAILED AND CAUSED MY 2005 FORD THUNDERBIRD TO CUT OFF IN TRAFFIC. I TOOK THE CAR TO METRO FORD FOR REPAIR. THEY SAID THE PART WOULD TAKE SEVERAL WEEKS. METRO SAID I COULD DRIVE MY CAR UNTIL THEY REPAIR MY CAR BECAUSE FORD COULD NOT PROVIDE ME WITH A LOANER. I LATER FOUND OUT THAT THERE ARE OTHERS WITH THE SAME PROBLEM SINCE JULY 2009. AFTER SEVERAL PROMISES TO NO AVAIL, I DECIDED TO WRITE SEVERAL EXECUTIVES. I HAVE NOT HEARD FROM ANYONE YET. TWO DAYS AGO, I WAS ALMOST REAR-ENDED WHEN THE CAR OFF IN TRAFFIC. THE CONSUMER WAS TOLD THE THROTTLE BODY AND MOTOR ASSEMBLY NEEDED TO BE REPLACED. UPDATED 04/16/10

1200 New Jersey Avenue, SE, West Building Washington DC 20590 USA 1.888.327.4236 TTY 1.800.424.9153

FOR PICKUP CALL 1-800-222-1811

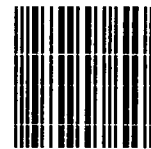
**FLAT RATE S**  
2 LB. POSTAGE RATE REGARDLESS OF WEIGHT



WW



1006



20590

U.S. POSTAGE  
PAID  
VENICE, FL  
34285  
OCT 05 13  
AMOUNT  
**\$5.60**  
00015418-14

UNITED STATES  
POSTAL SERVICE®

USPS TRACKING #



9114 9011 5981 5249 2354 85

Label 400 Jan. 2013  
7680-16-000-7948  
EA



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**We Deliver.**

VENICE, FL

W40-304

Mr. David L. Strickland  
NHTSA Administrator  
1200 New Jersey Avenue, S.E., West Bldg.  
Washington, D.C. 20590

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