

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

CL-10549141-9891

March 10, 2014

David K. Strickland
NHTSA Administrator
1200 New Jersey, SE
West Building
Washington, DC 20590

MAR 24 2014

Re: Throttle Body and Motor Assembly High Failure Rate and Sudden Lost of Power by Ford Vehicles

Dear Mr. Strickland:

Enclosed are a packet of correspondence and internet research on an ongoing problem involving the throttle body and motor assembly part of certain Ford vehicles including the Thunderbird. I and a number of other purchasers of the Ford Thunderbird have found an unusual large number of failures of this particular throttle part involving our automobiles. While the replacement of the device would be controlled by warranty language, nevertheless there are a number of us who feel Ford knew or should have known that the very high failure rate of the throttle body and motor assembly can have very serious consequences based on what happens when the part fails even if the failure is outside of its warranty period.

I became aware of the issue first hand when my low milage Thunderbird automobile suddenly lost power while overtaking a truck at a high rate of speed. I was very fortunate that I was able to get out of the passing lane without getting hit by another car or even losing control of the car under the circumstances. I was perfectly willing to accept the cost of replacing the failed throttle part until additional research showed there have been ongoing complaints to Ford and their service representatives for years about the sudden lost of power when the throttle body and motor assembly fail. Lastly, it was the tacit acknowledgment "off the record" by a Ford's service representative that this throttle part has had a very high failure rate involving not only the Thunderbird, but several other Ford vehicles that use the same throttle parts that puts the responsible on Ford to recall its cars to fix the problem. Accordingly, I am making your Agency aware of this throttle issue with its lost of power in the event you should chose to make the appropriate inquires of Ford about its throttle body and motor assembly part. Thank you for your consideration of this matter.



Enclosures

ET
32614
SMD

March 10, 2014

Mr. Alan R. Mulally
CEO Ford Motor Company
One American Road
Dearborn, MI 48128

Re: Throttle Body and Motor Assembly High Failure Rate and Sudden Lost of Power

Dear Mr. Mulally:

Enclosed are my earlier correspondence and enclosed internet research that show there is an ongoing problem with the throttle body and motor assembly device on Ford's automobiles including the 2005 Thunderbird. If you will read my enclosed letter to your Customer Relationship Center and their response to me, you will see there is a serious problem that is not being addressed that can lead to serious injuries, property damage or even death because failed throttle parts can cause a Ford vehicle to stop suddenly in traffic or under circumstances that are very hazardous to the operator. It is and continues to be my contention, Ford should not be charging its customers for the repair or replacement of this part because of its well-documented failure rate. As you know, recently GM had to recall certain of its vehicles after an electrical problem caused their engines to shut off suddenly with a lost of power, steering and airbag protection. Recently, a class-action lawsuit was filed because of GM's failure to act timely both with its consumers and the NHTSA. It would appear the throttle body and motor assembly on certain Ford vehicle can also cause an automobile to suddenly decelerate to the "safe mode" if the throttle part fails. Accordingly, I am providing notice to you as the CEO of Ford Motors that there is an ongoing problem with the throttle body and motor assembly part that requires additional research for a recall because of a potential defect based on its abnormal repair and replacement rate.

It is my understanding Ford is required to report safety defects to the NHTSA within five days of discovering them. Now, it appears there has been a number of occasions over the years when Ford should have become aware of a problem with its throttle parts. The throttle part problem is so prevalent at least two service representatives in Ford service departments informed me they were well aware of the high failure issue of these throttle parts during my contacts with them. As recently as October 2013, I also understand Ford on another matter recently had to pay the maximum fine of well over \$17.4 million for failing to promptly recall Ford Escape SUVs with gas pedals that stuck. Accordingly, to ensure the NHTSA is aware of the throttle problem and its unresolved issue, I will be sending a copy of all my past correspondence to Ford to the NHTSA along with Ford's most recent customer service letter to me so that both Ford and HNTSA are on actual and constructive notice of an ongoing problem with the throttle body and motor assembly of certain Ford vehicles including the 2005 Thunderbird.

Sincerely yours,



Enclosures

cc: David L. Strickland, NHTSA Administrator

October 4, 2013

[REDACTED]
Venice, FL [REDACTED]

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 ongoing 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

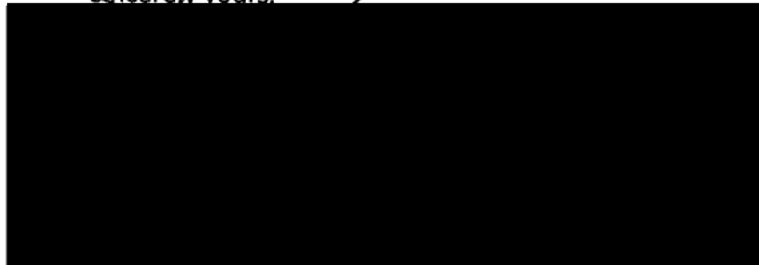
above if you are in heavy traffic or traveling at a high rate of speed, the sudden loss of power so quickly in many circumstances can cause a loss of life or damage to the automobile from an accident.

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

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

Throttle Body Pandemic of Ford Makes

Register

FAQ

Calendar



#1

01-28-2010, 04:45 PM

Join Date: Jan 2010
Location: Southern California
Posts: 12

Contributing Member - Lifetime

Throttle Body Pandemic of Ford Makes

I've been out on some other Ford customer forum Sites and this Throttle Body problem is pandemic throughout various models of Ford cars, from Mustangs to F150's, Escapes, Lincoln's ... you name it.

On another Ford owners forum they are logging compalints not only to Ford Customer Satisfaction but also to NHTSA.com, these guys are key to log a safety complaint with as they are the strongarm for getting Car makers to institute and carry forth car recalls.

I just one logged one on www.nhtsa.gov for my 04 Thunderbird as I was nearly rear-ended on the highway when this decelaration into limp mode occured. Look for the link for recalls, complaints and follow the steps, pretty easy and takes 5 minutes.

I know it is pain to log this stuff but this is out of hand and Ford needs to be called to the mat on this one! Looking for the number to call Ford directly and log a complaint as well.



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01-29-2010, 05:38 PM

#2

Join Date: Feb 2002
Location: Chelmsford, MA
Posts: 1,656

2006 Member of the Year

I know of other TBirders that have posted there as well in the past 3 years but nothing ever came of it - But, people should keep posting anyway. Thanks



02-01-2010, 01:55 PM

#3

Join Date: Jan 2010
Location: Southern California
Posts: 12

Contributing Member - Lifetime

I wanted to post an update on my so called "throttle body" issue...on Thursday I had them replace a throttle sensor as my service codes were P2106, P2135, internal vacuum failure inside throttle portion

I picked the car up and I barely got off the lot when it went into limp mode and declared to a halt, again dangerous as I was trying to get out of traffic when this happened. I turned the car off and then back on and pulled back into the service bay.

At this point I am insistent that they check the TSB's that [redacted] had supplied for us on "COPs".

I phone the next day, this past Friday and their CustoeMr Satisfaction rep tells me that the car was indeed misfiring and they replaced one cylinder and one spark plug so far but wanted to do more testing. They put me in a rental car for the weekend. I even asked the Cust. Sat rep if the engine had logged CO codes when it had gone into limp mode and she told me yes. she did not tell me which CO codes were thrown though....

Thaks for responding [redacted]

So I am now wondering, pondering if COP's problems lead to bad Throttle bodies??? I just can't figure out why they are so quick to push this(throttle body) as the service fix. Is it because Throttle bodies are not covered(unless you purchased Ford's extended warranty) as the COPs problem is covered by 07M07 & 07N09, thus they can charge for a throttle body fix where as they make no money on a COPs reapir???

Has anyone had the COPs problem along with a Throttle body issue?
those folks that had their Throttle body replaced after the limp home condition, has it solved your problem?

A bunch of folks are waiting for Throttle bodies but I'm not sure this is the right fix????

Let me give the dealer a call as I have not heard from them since Friday....



02-01-2010, 02:26 PM

#4

Join Date: Jan 2010
Location: Southern California
Posts: 12

Contributing Member - Lifetime

Just got off the phone with ford 2 minutes ago and it was indeed COPs issue.
Cyliner 6 was bad and they replaced the sparkplug. They are giving it somemore orad testing but so far so good.

My only concern is how the Coil got contaminated as TSB 07M07 & 07N09 attribute damaged Coils to either an oil, aulty Valve cover gaskets, or water leak from the Water Management System. What is a Water managment system????

They told me they found no oil nor any water in the Coil wells...still worry this was a water leakage and that living here in a very dry Palm Springs that the evidence of any water damage may have evaporated.

Anyway, those of you waiting on a Throttle Body...you may want to push them to look at your COPs system. I almost waited on a Throttle body(not available until late February)at a total cost of 1000.00 parts & labor

when it was indeed COPS.
Good luck everyone!
I will post the CO codes that my car threw when I get them from the service manager.



02-01-2010, 05:46 PM

#5

2006 Member of the Year

Join Date: Feb 2002
Location: Chelmsford, MA
Posts: 1,656

Good for you [redacted]. Stick to your guns and glad to help....That's what the forum is all about. So you should get out for \$0.00 right???

Note I have not heard of COPS affecting throttle bodies, but some have had both issues. You mentioned oil and water damage. If they found oil they would have had to replace you valve cover gaskets, and of course that would be covered by warranty.

And, you mentioned water....There is an issue of water getting in from the windshield wiper motor which is on the paassenger side. I'll see if I can find that document for you.

Edit. I just found it. TSB 5-16-2 If you want a copy PM me your email address, since I've filled up my quota here for attachments.

You would see on the TSB that the O-Ring warps and allows water in. The fix from Ford is to replace that.

Last edited by George; 02-01-2010 at 06:09 PM.



02-01-2010, 06:22 PM

#6

Contributing Member - Lifetime

Join Date: Jan 2010
Location: Southern California
Posts: 12

Hi [redacted]

email me at [email]

So I pressed the service rep to check the Windsheild motor assembly, at first she had them check the windsheild washer reservoir. I said, no, it is the windshield wiper assembly unit.

Guess what, she just vcalled back and said I wwas correct again and this was replaced. So this was what was leaking and damaging my coils.

The 2003's did have a valve cover gasket problem but the 04's addressed this or at least that is what all of your information pointed out so I kne this damage had to occur because of water damage.

So now I'm working on getting back the 300.00 plus in Throttle sensor parts & Repair that I paid for last Thursday as that was not the problem

The codes that come off the computer before they determined it was COPS:

P2104
P2111

Last edited by tbird_gal; 02-01-2010 at 09:15 PM.



02-01-2010, 08:01 PM

#7

2006 Member of the Year

Join Date: Feb 2002
Location: Chelmsford, MA
Posts: 1,656

Great for you. I'll get that TSB right off to you☺



03-10-2010, 09:35 PM

#8

Join Date: Jan 2010
Posts: 2



[Click here for membership upgrade](#)

throttle body

I took my 2003t to the dealer on Feb 9 and am still waiting on a throttle body! they paid for a rental for a couple of weeks but now I'm on my own - they don't expect the part until April 1st! The dealer rep told me it was a "personal problem"! I called customer service and got nowhere and then called corporate headquarters and asked for the executive VP... of course he did not take the call... but was again told NO... I've written letter to the editor to the Detroit paper and Dallas and Ft.Worth (I live in the DFW area). I even picketed the Dallas Auto Show last weekend. Someone from the 'auto' section of the Dallas paper is 'looking into it' for me... so we'll see. I got the names and address of all the board of directors at Ford and they're next! I think that Ford should have parts available in a reasonable timeframe. I'm sick about it because I love my t-bird - now I don't know if I even need the darn throttle body... but I am not 'car smart'.



03-10-2010, 10:53 PM

#9

Join Date: Feb 2002
Location: Chelmsford, MA
Posts: 1,656



2006 Member of the Year

There's enough info to suggest that, that may not be your problem.....but lets hope it is, so you can enjoy the Bird.
However, do your homework now, in case you need it.
Best of luck and keep us informed.



03-12-2010, 09:02 PM

#10

Join Date: Jan 2010
Posts: 2



[Click here for membership upgrade](#)

throttle body

thanks for the support... I've been feeling pretty alone. For anyone interested..... I googled - Ford Motor Company Annual Report - and got the telephone number of corporate headquarters and a list of all the executives.



03-13-2010, 09:13 AM

#11

Join Date: Feb 2002
Location: Chelmsford, MA
Posts: 1,656



2006 Member of the Year

I found someone else on a forum that had Throttle body issues. This may give you some confidence, here's what they had to say:

We took the bird to Hollister to Tiffany Ford this past Tuesday 9. Although the codes were cleared they listened to us and looked at the bird and the TSB we had in hand. They ordered the TPS which our local dealer told us wouldn't be available until March 15.
It arrived the next day. The bird stumbled and died 3 times on the way home that Tuesday leaving not only the wrench light, but also the check engine light. We returned today, Friday 12 with codes to read. The TPS was changed and the PCM was reprogrammed to read the new part. The trip home was swift and uneventful. This should take care of it. Time will tell.



03-16-2010, 04:09 PM

#12

Contributing Member - Lifetime

Join Date: Jan 2010
Location: Southern California
Posts: 12

COPS can cause false throttle body error codes

I meant to update the list on this so information, sorry for the delay. The shop foreman at my Ford/Lincoln explained to me that when the cylinder misfires and because the Throttle body Assembly is right near this area it can cause false throttle body error codes to be thrown, SO PLEASE, PLEASE, get the COPS info that George has provided us all and make your dealer test for COPS before you pay for a 1000.00 Throttle Body Assembly replacement.

He also told me that sometimes when the cylinder misfires there is no engine error codes thrown at all which has made this a difficult problem to diagnose and replace. Godd luck everyone!



03-17-2010, 05:24 PM

#13

2006 Member of the Year

Join Date: Feb 2002
Location: Chelmsford, MA
Posts: 1,656



Did you ever get a refund for the throttle body you didn't need, or at least the old parts back???? Or maybe you're still after them.... Your persistency paid off and now they're listening to you. That's great

How did you make out? Was it really COPS? Sounds like your story is the same as

By the way, I prefer and use a Lincoln dealer.....Ford dealers know nothing about these cars because all the drive train is Lincoln LS and the Lincoln's have had similar issues and as I hear, recalls

Why don't Ford dealers know? Because the 2002-2005 Thunderbirds are the only Ford products that uses Lincoln drive trains and they are different than any other car offered in the Ford product lines, FYI.



03-29-2010, 12:54 PM

#14

[Click here for membership upgrade](#)

Join Date: Nov 2009
Posts: 11

Glad I'm not alone!

My ETB went out Thanksgiving of last year. After having the car for a month and paying for my own rental, I was able to locate a used ETB and take it to the dealership. This was just before New Year's, and they installed the part I brought them and gave me the old one back. A day later, the car went in limp mode again, but after driving a little bit and bringing the engine up to temp, it ran fine. I had to take it back in and they did something with the processor that links up to the ETB, and it's been fine since. I think they did a rush job when they installed the part I brought them, and then kept blaming it on the fact that it was a used part. I am still very frustrated and will be voicing my complaints everywhere I can. A service tech at the dealership I bought the car from said the problem with the supply of ETB's was due a redesign of the part, taking it from a heated element to a nonheated element. It sounds to me that Ford knew there was a problem, but decided it didn't rise to the level of a recall or payment.



04-14-2010, 06:13 AM

#15



2006 Member of the Year

Join Date: Feb 2002
Location: Chelmsford, MA
Posts: 1,656

Quote:

Originally Posted by [Redacted]
I found someone else on a forum that had Throttle body issues. This may give you some confidence, here's what they had to say:

We took the bird to Hollister to Tiffany Ford this past Tuesday 9. Although the codes were cleared they listened to us and looked at the bird and the TSB we had in hand. They ordered the TPS which our local dealer told us wouldn't be available until March 15. It arrived the next day. The bird stumbled and died 3 times on the way home that Tuesday leaving not only the wrench light, but also the check engine light. We returned today, Friday 12 with codes to read. The TPS was changed and the PCM was reprogrammed to read the new part. The trip home was swift and uneventful. This should take care of it. Time will tell.

And, here's the part numbers they got to resolve their problem:

"The part #6L2Z-9B989-C. No charge under extended warranty.
Reprogramming PCM Per T.S.B. 05-14-04 \$125.00 for labor.
Deductible: \$100.00. \$225.00 and out the door.

846 miles and a month later it has been running flawlessly. I was wondering also about the availability stories of the TPS. They had it the next day." Hope this helps someone out there. This guy is in CA



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2002-2006 Thunderbird - General



All times are GMT -5. The time now is 12:35 PM.

-- English (US)

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Ford Thunderbird Sport I have a 2004 Ford Thunderbird. In

Resolved Question:

I have a 2004 Ford Thunderbird. In Feb. the electronic throttle control light came on the dashboard. I took the car to a dealer and had it repaired. Now 3months later and only 1200 miles more on the odometer, its doing the same thing - dropping dead in fast acceleration situations. The wrench symbol and engine service lights are back on. What is the electronic throttle? what does it look like? Where is it located? I'm very disappointed with this car. Its one of those T-birds that was made with problems. I contacted [redacted] before. If he's available I'd like him to answer.

Submitted: 2 years ago.
Category: Ford

Expert: [Chris \(aka- Moose\)](#) replied 2 years ago.

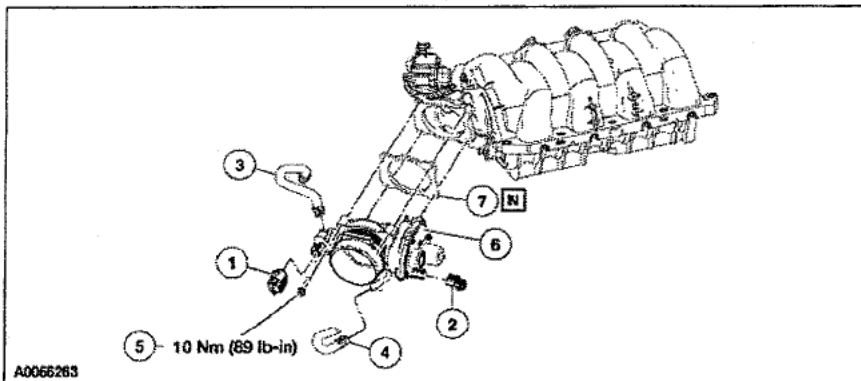
Hello, I'm Chris.

I will do my best to answer your question fast and accurate using the info you have provided. Thanks for visiting Just Answer.

The electronic throttle body is a throttle body that allows air into the engine since air and fuel are needed in the engine to run. In older vehicles when you pressed the throttle there was a cable connected to the throttle body and the cable opened the throttle body. now there electronic and there is a sensor on the pedal and a little motor on the throttle body which opens the throttle plate.

It looks like a round barrel shown below.

4. To install, reverse the removal procedure.



Item	Part Number	Description
1	—	Throttle position (TP) sensor electrical connector (part of 14A464)
2	—	Electronic throttle body motor electrical connector (part of 14A464)
3	9F813	Throttle feed hose and clamp assembly

It is located on the top of the engine connected to the intake manifold and the air intake from the filter also connects to the ETB.

Ask Chris (aka- Moose) Your Own Question



Chris (aka- Moose), Ford Technician
Category: Ford
Satisfied Customers: 29355
Experience: 16 years experience with Ford.

Type Your Ford Question Here...

Chris (aka- Moose) is online now

Get an Answer

October 8, 2013

[REDACTED]
Venice, FL [REDACTED]

Case # CAS-3344381-H1W8L4

Dear [REDACTED]

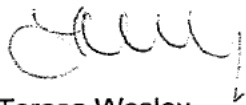
Thank you for taking the time to contact Ford Motor Company. We have received your inquiry regarding your vehicle, and appreciate the time you have taken to bring this matter to our attention.

We sincerely regret that you experienced trouble with the throttle body of your Thunderbird. Customer satisfaction is a primary objective of the Ford Motor Company and we try to make every attempt to ensure that our owners are satisfied. We recognize the importance of retaining customer confidence in us after the purchase.

Although warranties are designed to cover unpredictable situations which may occur, we are always willing to consider individual requests for assistance beyond the warranty period. We hope you understand, however, that we must place limits on our post-warranty adjustment policy. We regret to advise you that your 2005 Thunderbird is beyond those limits. Unfortunately we are unable to assist you with the cost of this repair.

Thank you for contacting Ford Motor Company. We hope you understand our position on this matter.

Sincerely,



Teresa Wesley
Customer Service Representative
Ford Motor Company



Venice, FL

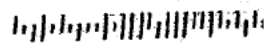
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3/20/2014 11:56:38 AM

Mr. DAVID K. STRICKLA
NHTSA ADMINISTRATOR
1200 NEW JERSEY, SE
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WASHINGTON, DC 20590



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