



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6)

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

Date Received	Repository ☐
12-NOV-2013	Reference No. 10551875

OWNER INFORMATION (Type or Print)			
Name			
Address			
City	State	Zip Code	
STITTVILLE	NY		

Daytime Telephone Number	E-mail Address
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 1FAPP231X5G		Make FORD	Model FIVE HUNDRED	Model Year 2005
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City	State	Zip Code	
Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 01-OCT-2013

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 180000 VEHICLE SPEED CONTROL	Failure Mileage 94903	Failure Speed
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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
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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. THE CONTACT STATED THAT THE VEHICLE WAS SERVICE UNDER A MANUFACTURER'S RECALL WHERE THE THROTTLE BODY WAS CLEANED AND THE PCM WAS REPROGRAMMED. AFTER THE RECALL SERVICE WAS PERFORMED, THE VEHICLE FAILED TO ACCELERATE. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHERE THE TECHNICIAN CLEANED THE THROTTLE BODY SEVERAL TIMES BEFORE DETERMINING THAT THE THROTTLE BODY WAS DEFECTIVE AND NEEDED REPLACING. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT FURTHER REPAIRED. THE FAILURE MILEAGE WAS 94,903. THE CURRENT MILEAGE WAS 100,797.

X See Additional notes

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.

11/26/13

This is a continuation of the incident information box: The vehicle recall (12N03) was performed on 12/26/12 at a local Ford Dealer. I learned this recall was for a possible fast throttle sticking in place while running. By cleaning the throttle body and reprogramming the PCM, this should adjust the air/fuel mixture, spark timing & ECR operation according to engine load at idle, part throttle or full throttle. Recorded mileage 94,903. See exhibit #1.

During the summer months, my daughter stated that sometimes when she started the car, the engine would attempt to stall but then take off and run ok. I called the local Ford Dealer for information on possible surging problems and told them a recall had been done. I was told that Ford 500's were known for their idle fluctuations.

On 10/08/13, I had a garage do a major tune up on my car since it had over 100,000 miles. It consisted of oil change, fuel filter, replace the drive belt and all spark plugs. They also told me that the throttle body could use a thorough cleaning. Recorded mileage 100,395.

On 10/18/13, my daughter called and informed me that her car had no power and would not accelerate in traffic. She had to pull into a parking lot to avoid any mishaps with other vehicles. She informed me that a wrench symbol (Throttle Control/Transmission Symbol) light was on in the control panel. I had her restart the car and drive to a local garage. The garage didn't recognize the code on their scanner, but the throttle body needed cleaning and often times this would solve the problem. I had them clean the throttle body. See exhibit #2. Recorded mileage 100,556.

I then drove the vehicle for the next few weeks. Sometimes it acted up, and sometimes nothing. On 11/7/13, I took the vehicle to another garage near my home and had the mechanic keep the car to test drive and analyze for problems. See exhibit #3. It states, intermittently car won't accelerate when pushing on gas pedal. He also states the vehicle accelerator was reading normal, but the throttle plate angle reading closed (he was going 45 mph reading his scanner). Check throttle bore clean test for codes. He found one, 2072. He didn't recognize the code, called a Ford Dealer and was told it meant the throttle body actuator iced up. He told me that a defective electronic throttle body (ETB) can cause the check engine light to illuminate and could limit to no throttle response. Replacing the throttle body will commonly correct this concern. Goggling about throttle bodies, I learned that a throttle position sensor is a contact film type sensor. If the sensor wiper arms wear spots into the film (which is more likely to happen if the plate has been binding), there is no amount of throttle cleaning or PCM updating that is going to fix it. You will have to replace the throttle body. I also learned that a malfunction of the PCM is probably causing the fouling of the throttle body.

I had the mechanic replace the throttle body. It was a Ford supplied part, with a twist. The old style throttle body had a tube where coolant would run through it, the new throttle body had no tube or coolant running through it. Ford had redesigned the part. Recorded mileage 100,797.

Exhibit 4 p 145



Michael A. Berardi
Director
Service Engineering Operations
Ford Customer Service Division

Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

November 29, 2012

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Customer Satisfaction Program 12N03
All 2005 through 2007 Model Year Freestyle, Five Hundred, and Montego Vehicles
Engine Idle RPM Surge Extended Warranty

PROGRAM TERMS

This program extends the coverage for a one time repair of engine idle RPM surge caused by throttle body deposits for up to ten (10) years of service or 150,000 miles from the warranty start date of the vehicle. If a vehicle has already exceeded the mileage limits, this coverage will last through May 31, 2013. Coverage is automatically transferred to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

All 2005 through 2007 model year Ford Freestyle, Five Hundred, and Mercury Montego vehicles built at the Chicago Assembly Plant from Job 1, 2005 through Job Last, 2007. Affected vehicles are identified in OASIS.

REASON FOR PROVIDING ADDITIONAL COVERAGE

Some of the affected vehicles may exhibit a momentary engine idle RPM surge when stopped or during low speed driving maneuvers such as in a parking lot or driveway. The idle RPM surge may be intermittent. Diagnostic trouble codes (DTCs) P0505, P0506, or P061B could be present and the Check Engine lamp may turn on. This idle surge may occur due to a buildup of deposits in the throttle body from normal Positive Crankcase Ventilation (PCV) system operation. The original Powertrain Control Module (PCM) strategy may not adequately compensate for the throttle body deposits.

SERVICE ACTION

If an affected vehicle exhibits an engine idle RPM surge condition caused by throttle body deposits, dealers are to remove and clean the throttle body, and reprogram the PCM using IDS version 75.03A or higher. This is a one-time repair and must be performed at no charge to the vehicle owner.

P 2/15

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of December 10, 2012. Dealers should repair any affected vehicles that experience engine idle RPM surge due to throttle body deposits, whether or not the customer has received a letter.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Owner Notification Letter

QUESTIONS & ASSISTANCE

Special Service Support Center (Dealer Assistance Only)1-800-325-5621

Sincerely,



Michael A. Berardi

P 3/5

ATTACHMENT I

Page 1 of 2

Customer Satisfaction Program 12N03
All 2005 through 2007 Model Year Freestyle, Five Hundred, and Montego Vehicles
Engine Idle RPM Surge Extended Warranty

OASIS ACTIVATED?

Yes, OASIS will be activated on November 29, 2012.

FSA VIN LIST ACTIVATED?

No, FSA VIN list will not be activated for this service action.

STOCK VEHICLES

Do not perform this program unless the affected vehicle exhibits the covered condition.

SOLD VEHICLES

Only owners with affected vehicles that exhibit the covered condition will be directed to dealers for repairs.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this service action.

RELATED DAMAGE

If a related damage condition exists that you believe to be caused by the covered condition, call the Special Service Support Center to request approval **prior** to the repair of any related damage. Requests for approval after completion of the repair will not be granted.

ADDITIONAL LABOR TIME

- If a condition exists that requires additional labor to complete the repair, call the Special Service Support Center to request approval **prior** to performing any additional labor. Requests for approval after completion of the repair will not be granted.
- If you encounter aftermarket equipment or modifications to the vehicle which might prevent the repair of the covered condition, call the Special Service Support Center.

OWNER REFUNDS

- Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed before the date of the Owner Notification Letter. This refund offer expires May 31, 2013.
- Dealers are also authorized to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the date of the Owner Notification Letter. There is no expiration date for emergency repair refunds. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with engine idle RPM surge due to throttle body deposits.

Customer Satisfaction Program 12N03

All 2005 through 2007 Model Year Freestyle, Five Hundred, and Montego Vehicles
Engine Idle RPM Surge Extended Warranty

RENTAL VEHICLES

The use of rental vehicles is not authorized for this program.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.
- Related damage must be claimed on a repair line that is separate from the repair line on which the FSA is claimed. Related damage requires prior approval from the Special Service Support Center.
- "MT" labor should be submitted on a separate repair line with the related damage flag checked. "MT" labor requires prior approval from the Special Service Support Center.
- Submit refunds on a separate repair line.
 - Program Code: 12N03
 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND
 - Misc. Expense: 0.2 Hrs.
- Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.
- Provision for ½ Can of Motorcraft® Choke and Linkage Cleaner, PM-14:
Submit on the same repair line as the repair.
 - Program Code: 12N03
 - Misc. Expense: OTHER
 - Misc. Expense: \$ 2.25
- If the throttle body gasket is damaged and cannot be reused, a throttle body gasket may be submitted without prior approval on the same repair line on which the FSA is claimed. Any additional parts require prior approval from the Special Service Support Center.
- PROGRAM TERMS: This program extends the coverage for a one time repair of engine idle RPM surge caused by throttle body deposits for up to ten (10) years of service or 150,000 miles from the warranty start date of the vehicle. If a vehicle has already exceeded the mileage limits, this coverage will last through May 31, 2013.

Customer Satisfaction Program 12N03
All 2005 through 2007 Model Year Freestyle, Five Hundred, and Montego Vehicles
Engine Idle RPM Surge Extended Warranty

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Remove and clean throttle body, reprogram PCM using IDS version 75.03A or higher	12N03B	0.7 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Order your parts requirements through normal order processing channels.

Part Number	Description	Claim Quantity
PM-14	Motorcraft® Choke and Linkage Cleaner (Aerosol)	½ - Can per repair Claim as MISC OTHER See Attachment I (<u>CLAIMS PREPARATION</u> <u>AND SUBMISSION</u>)

The DOR/COR number for this service action is 50491.

Questions regarding parts should be directed to the Special Service Support Center (1-800-325-5621) or E-mailed to: Ford@Renkim.com.

DEALER PRICE

For latest prices, refer to DOES II.



DON'S SUPERSTORE

DON'S FORD, Inc.

5712 Horatio Street

UTICA, NEW YORK 13502

315-797-1520

www.carbonecars.com

EXHIBIT #1



0104IFOC275674

NYS Reg. Slip # 4220176

CUSTOMER NO. 10011682	ADVISOR DREW FARLEY	3650	TAG NO. 0804	INVOICE DATE 12/26/12	INVOICE NO. FOCS275674
STITTVILLE, NY	LABOR RATE 72.00	LICENSE NO.	MILEAGE 94,903	COLOR RED	STOCK NO. 411529
	YEAR / MAKE / MODEL 05/FORD/500 SE/4DR SEDAN			DELIVERY DATE 12/22/04	DELIVERY MILES 49,144
	VEHICLE I.D. NO. 1 F A F P 2 3 1 X 5 G			SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	R.O. NO.	R.O. DATE 12/26/12	
					MO: 94904

JOB# 1 CHARGES

LABOR
 J# 1 72FOZQ99P ATW REPORT TECH(S):3498 INTERNAL
 PERFORM ATW INSPECTION 0.0
 INSPECTION FORM
 COMPLETED ATW INSPECTION FORM

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
 J# 2 99EOZ CAMPAIGN TECH(S):3498 WARRANTY
 PLEASE PERFORM RECALL 12N03
 SAFETY RECALL
 CLEANED THROTTLE BODY AND REPROGRAMMED PCM
 ALL OK AT THIS TIME

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX FOCS JOB# 2 TOTAL 0.00

TOTALS

*****	TOTAL LABOR....	0.00
* [] CASH [] CHECK CK NO. [] *	TOTAL PARTS....	0.00
* [] VISA [] MASTERCARD [] DISCOVER *	TOTAL SUBLET....	0.00
* [] AMER XPRESS [] OTHER [] CHARGE *	TOTAL G.O.G....	0.00
*****	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

THANK YOU VERY MUCH FOR YOUR BUSINESS. IF FOR ANY REASON
 YOU ARE NOT COMPLETELY SATISFIED, PLEASE CONTACT
 CARBONE AUTO MANAGEMENT AT 315-736-2191 EXT 228.
 YOU MAY RECEIVE A SURVEY IN THE MAIL, IF YOU CAN NOT RETURN
 IT COMPLETELY SATISFIED, PLEASE CALL CARBONE AUTO MANAGEMENT

CUSTOMER SIGNATURE

DISCLAIMER OF WARRANTIES

THE SELLER HEREBY EXPRESSLY DIS-
 CLAIMS ALL WARRANTIES EITHER EXPRESS
 OR IMPLIED, INCLUDING ANY IMPLIED WAR-
 RANTY OF MERCHANTABILITY OR FITNESS
 FOR A PARTICULAR PURPOSE, AND SELLER
 NEITHER ASSUMES NOR AUTHORIZES ANY
 OTHER PERSON TO ASSUME FOR IT ANY
 LIABILITY IN CONNECTION WITH THE SALE
 OF SAID PRODUCTS.

LIMITED EXPRESS WARRANTY

All factory replacement parts are
 warranted for 12 months or 12,000
 miles, whichever comes first. All
 other parts installed are warranted
 for 90 days, parts & labor.

ALL PARTS INSTALLED ARE NEW
 UNLESS OTHERWISE SPECIFIED.

THANK YOU!

AUTOMOTIVE SERVICE CENTER LLC

9651 RIVER ROAD

Marcy, NY 13403

Shop Phone: (315) 738-7710

Fax: (315) 738-0291

Email: JKARAS@TWCNY.RR.COM

Web Address: autoservicecentermarcy.com

Invoice

11983

Estimate Ref #0

Date Printed: 10/18/2013

Printed Time: 9:07 am

7072065

Hat/Ref:

Time Promised:

Stittville, NY 2005 FORD FIVE HUNDRED SE V6 3.0L 183CID FI GAS N
 Home: [REDACTED] Work: [REDACTED] VIN: 1FAFP231X 5G [REDACTED]
 Cell: [REDACTED] License: [REDACTED] Mileage In: 100,556 Date Written: 10/18/2013
 Unit #: [REDACTED] Mileage Out: 100,556 Written By: LARRY STROBECK
 DOM: [REDACTED] Save Old Parts: No

Job Name	Description	Technician	Qty	List	Extended
THROTTLE BODY CLEANING	THROTTLE BODY CLEANING				
Part CLEANER	CLEANER		1.00	18.00	18.00
Labor Rate 1	Work Requested - FUEL / AIR CLEANING				129.00
Work Performed - CLEAN AND FLUSH FUEL SYSTEM					

Revision History

Revision#	Date	Authorized By	Phone # / In Person
6,457	10/18/2013 9:06:31 AM	No Name Given	No Phone Given
Reason:			Additional Cost \$ 140.29
Original Estimate: \$ 103.75		Total Revisions: \$ 140.29	Current Estimate: \$ 159.87

Payment Date	Type	Method	Amount
Payment Totals:			

Parts: \$18.00
 Labor: \$129.00
 Sublet: \$0.00
 Misc: \$0.00
 Hazmat: \$0.00
 Supplies: \$0.00

Tax Total: \$12.87

Invoice Total: **\$159.87**

THANK YOU FOR YOUR BUSINESS

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

Authorized By

Date

Time

MARSH'S AG

GENERAL REPAIR

For All Your Repairs Call:

BRIAN MARSH

865-4636 • 336-7273

AUTO REPAIR ORDER

Exh. 5. T #3

YEAR 05	MAKE Ford	MODEL 510
ADDRESS [REDACTED]		SERIAL # 1FAFP231X5B
CITY, STATE Jennings N.J.		LICENSE [REDACTED]
		MILEAGE 100797

QUAN.	PART NO.	NAME OF PART	PRICE	DATE	CUSTOMER'S ORDER NO.	WHEN PROMISED	JOB	PRICE
1	92Z	THROTTLE	608.40	11/7/03			INTERMITTENTLY CAR WONT ACCEL. WHEN PUSHING ON GAS PEDAL. CHECK THROTTLE BODY CLEAN TEST FOR CODES 1 - 2072 THROTTLE BODY ACTUATOR ICED UP! MONITORED ACC. 1/4 READ NORMAL. THROTTLE PLATE ANGLE READING CLOSED INTERM. WHEN PUSHING ON ACCEL. REPLACE THROTTLE BODY & CLEANED CAR. & ROAD TEST. (12)	100.00
TOTAL PARTS				LABOR ONLY				100.00
GAS, OIL & GREASE				PARTS				608.40
GALS. GAS				GAS, OIL & GREASE				
QTS. OIL				MISC. MERCHANDISE				
LBS. GREASE				SUBLET REPAIRS				708.40
☐ RETAIN PARTS ☐ DESTROY PARTS				TAX				61.98
MECHANICS RECOMMENDATIONS				TOTAL				770.38
6 month Warranty on Part				☐ LUBE ☐ OIL CHANGE ☐ FLUSH TRANS. ☐ FLUSH DIFF. ☐ WASH ☐ POLISH				

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

TEARDOWN ESTIMATE - I UNDERSTAND THAT MY CAR WILL BE REASSEMBLED WITHIN _____ DAYS. OF THE DATE SHOWN IF I CHOOSE NOT TO AUTHORIZE THE SERVICES RECOMMENDED.

MISSION TO OPERATE THE CAR, TRUCK, TRACTOR OR VEHICLE DESCRIBED ON STREETS, TRUCK, TRACTOR OR VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERE TO.

Thank you for choosing Marsh's Ag. ...please come again!

1. I REQUEST AN ESTIMATE IN WRITING BEFORE YOU BEGIN REPAIRS

2. PLEASE PROCEED WITH REPAIRS, BUT CALL ME BEFORE CONTINUING IF THE PRICE WILL EXCEED \$ _____

3. I DO NOT WANT AN ESTIMATE _____

Stittville, NY

US Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

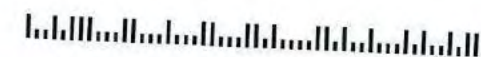
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



OFFICIAL