

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)		FOR AGENCY USE ONLY 100148	
Date Received 10-SEP-2015 OCT 26 2015				Repository ☐ Reference No. 10762866			
OWNER INFORMATION (Type or Print)							
Name				Daytime Telephone Number		E-mail Address	
Address				Evening Telephone Number			
City		State	Zip Code				
BOILINGS SPRINGS		SC					
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				Make	Model	Model Year	
1FAFP28155G				FORD	FIVE HUNDRED	2005	
Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:		
6-2008	MORGAN'S USED CARS, 864-503-0495			No: Cylinders 6	GAS		
Original Owner	Dealer's City		State	Zip Code			
☐	Startenburg		SC	29316			
Transmission Type	☒ Antilock Brakes	Powertrain	Multiple Failure:		Incident Date(s)		
CVT	☒ Cruise Control	yes	yes		12-DEC-2012 MAY-12-2012		
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Codes: ENGINE (PWS), 110000 ELECTRICAL SYSTEM, 180000 VEHICLE SPEED CONTROL					Failure Mileage	Failure Speed	
Electrical Throttle Body surge RPM see BACK PAGE for Details					101000	when starting vehicle up	
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	Fire	Number of Persons Injured		Number of Deaths		Reported to Police	
☐ Yes ☒ No	☐ Yes ☒ No	0		0		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. THE CONTACT STATED THAT WHEN THE IGNITION WAS TURNED TO THE ON POSITION, THE VEHICLE WAS SHIFTED OUT OF PARK AND THE RPM GAUGE FLUCTUATED. THE FAILURE RECURRED NUMEROUS TIMES. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED THAT THE RPM SURGE FAILED AND NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED, BUT THE FAILURE PERSISTED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 101,000. THE VIN WAS UNAVAILABLE.							
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 to 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.							

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

IN 2012 THE ELECTRICAL THROTTLE BODY WENT BAD RPM SURGE. IT IS A SAFETY ISSUE BECAUSE WHEN U PUT IN REVERSE OF DRIVE THE RPM SURGE AND THE CAR WANTS TO TAKE OFF THAT IS THE SURGE RPM'S ARE JUMPING UP LIKE YOU ARE HITTING THE GAS PEDAL AND HAD IT REPLACED AND THE NEW ONE IS DOING SOMETHING IT IS GOING TO CAUSE ACCELERATED SLOWER OR LATER AND IT WAS 900.00 TO FIX FORD HAD A CUSTOMER SATISFACTION PROGRAM UNTIL 2013 OF MAY FROM THE BIRTH OF THE CAR OR 150,000 MILES IT IS OBVIOUS THAT THE PART IS A PROBLEM. OR THEY WOULD HAVE NEVER HAD THAT PROGRAM I THINK IT SHOULD BE PART OF ATTACH ADDITIONAL SHEETS IF NECESSARY A SAFETY RECALL BY SOMEONE gets killed

U.S. 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

Belling Springs, SC

GREENVILLE

SC 296

15 OCT '15

PM 4 L



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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**



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



5645/128894/0421

December 2012



BOILING SPRINGS, SC

2005 Five Hundred

Vehicle ID #: 1FAFP28155G

Customer Satisfaction Program 12N03

At Ford Motor Company, it has been our goal for more than 100 years to provide customers with high-quality, dependable products. In order to maintain these standards, Ford Motor Company is providing additional coverage under Customer Satisfaction Program 12N03 for your vehicle, with the Vehicle Identification Number shown above.

What is the reason for this additional coverage program?

On your vehicle, it may be possible to experience 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, and the Check Engine Lamp may turn on. This may occur due to a buildup of deposits in the throttle body. In some cases the original Powertrain Control Module strategy may not adequately compensate for the throttle body deposits.

In the interest of customer satisfaction, Ford Motor Company is extending the limited warranty on your vehicle to provide a one-time repair of engine idle RPM surge caused by throttle body deposits. This one-time repair extended warranty will be in effect for up to ten (10) years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first.

If your vehicle has already exceeded the mileage limits listed above, this coverage will last through May 31, 2013. Coverage is automatically transferred to subsequent owners.

This coverage exceeds the original warranty coverage provisions of your vehicle for this condition.

What will Ford and your dealer do?

If your vehicle exhibits engine idle RPM surge as described above, and your vehicle is within the indicated time/mileage limitations, Ford Motor Company has authorized your dealer to clean the throttle body and reprogram the Powertrain Control Module free of charge (parts and labor) to improve idle quality and low speed driveability.

How long will it take?

The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

overcome by normal braking forces. Please keep this letter as a reminder of the extended warranty coverage for your vehicle.

If your vehicle requires idle surge repairs, and it is within the indicated time/mileage limitations, contact your dealer for a service date. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle and request a service date for Customer Satisfaction Program 12N03. The VIN is printed near your name at the beginning of this letter. Your dealer will make these repairs at no charge.

If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions.

Have you previously paid for this repair?

If you paid to have engine idle RPM surge repairs made before the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to idle surge repairs. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before May 31, 2013. To avoid delays, do not send receipts to Ford Motor Company.

What if you no longer own this vehicle?

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

Can we assist you further?

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you still have concerns, please contact the Ford Motor Company Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

If you wish to contact us through the Internet, our address is: www.Fordowner.com.

FLEET OWNERS: If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, Option #3 and one of our representatives will be happy to assist you. Representatives are available Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

Or you may contact us through the Internet at www.fleet.ford.com.

Thank you for your attention to this important matter and remember to save this letter in case you need to take advantage of this additional coverage program.

Ford Customer Service Division

UIC BAILEY FORD
501 E DANIEL MORGAN A
SFARTANBURG, SC. 2930
864-585-36

TERMINAL ID.:
MERCHANT #:

DEBIT
XXXXXXXXXX EXP:XX/XX

DEBIT SALE

RECORD: 25

DATE: May 24, 12

BATCH:

TRN:

INV:

TIME: 16:55

AUTH:

APPROVAL

TOTAL \$821.29

SIGNATURE NOT RECEIVED

CUSTOMER COPY

Today's Date: _____ RO/Tag: _____

VIN #: _____ Plate #: _____

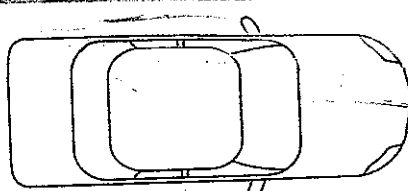
SCHEDULED MAINTENANCE ITEMS*			
DUE	SERVICED	DUE	SERVICED
☐ THE WORKS	☐	☐ Engine Air Filter	☐
☐ Oil Change & Filter	☐	☐ Engine Coolant	☐
☐ Tire Rotation	☐	☐ Transmission Fluid &/or Filter	☐
☐ Multi-Point Inspection	☒	☐ Cabin Air Filter	☐
☐ Fuel Filter	☐	☐ Spark Plugs	☐
☐ _____ K Mile Scheduled Maintenance	☐		

*This is only a partial list of vehicle maintenance items and is NOT all-inclusive. Please consult your Owners Manual or visit www.genuineservice.com for vehicle specific maintenance requirements.

FLUID LEVELS			SERVICED
☐ Oil and/or fluid leaks	☐		☐
OK FILL	OK FILL	OK FILL	
☒ Engine Oil	☒ Power Steering	☒ Transmission (if equipped with dipstick)	
☒ Brake Reservoir	☒ Window Washer	☒ Coolant Recovery Reservoir	

BATTERY		SERVICED
State of Health	Battery Condition	☐
0%  100%		
Factory spec cold cranking amps <u>650</u>	Actual cold cranking amps _____	

WIPER BLADES		SERVICED
☐ Wipe Test Performed	☐ Wiper Blades	☐

EXTERIOR BODY	
	Note any existing exterior body damage or defects on diagram

TIRE / BRAKE WEAR			
TIRE TREAD		BRAKE LINING	
☐ Alignment check needed	☐	☐ Wheel balance needed	☐
☐ Brake measurements not taken this service visit	☐		
Comments:			
☒ Tire Tread Depth <u>5</u> /32" Tire Age _____	☐	☒ Tire Tread Depth <u>5</u> /32" Tire Age _____	☐
☒ Tire Wear Pattern/Damage	☐	☒ Tire Wear Pattern/Damage	☐
☒ Tire Pressure - set to factory recommended PSI	☐	☒ Tire Pressure - set to factory recommended PSI	☐
☒ Brake Lining <u>5</u> mm /32"	☐	☒ Brake Lining <u>5</u> mm /32"	☐
☒ Tire Tread Depth <u>4</u> /32" Tire Age _____	☐	☒ Tire Tread Depth <u>2</u> /32" Tire Age _____	☐
☒ Tire Wear Pattern/Damage	☐	☒ Tire Wear Pattern/Damage	☐
☒ Tire Pressure - set to factory recommended PSI	☐	☒ Tire Pressure - set to factory recommended PSI	☐
☒ Brake Lining <u>6</u> mm /32"	☐	☒ Brake Lining <u>7</u> mm /32"	☐
☐ Tire Pressure - set to factory recommended PSI	☐		

SYNC VEHICLE HEALTH REPORT (VHR)			ACTIVATED
VHR Activation	☐ Yes ☐ No ☐ N/A		☐

☒ May contribute to vehicle efficiency and promote a greener environment

☐ Checked and OK at this time ☐ May require future attention ☐ Requires immediate attention

SYSTEMS / COMPONENTS		SERVICED
☒ Brake system (including lines, hoses, and parking brake)		☐
☒ Shocks/struts and other suspension components for leaks and/or damage		☐
☒ Steering, steering linkages and ball joints		☐
☒ Exhaust system (leaks, damage, loose parts)		☐
☐ Clutch operation (if equipped)		☐
☒ Constant velocity (CV) drive axle boots (if equipped)		☐
☒ Drive shaft, transmission, u-joint and shift linkage (if equipped) and lubricate (as needed)		☐
☒ Operation of horn, interior lights, exterior lamps, turn signals, hazard and brake lamps		☐
☒ Windshield for cracks, chips and pitting		☐
☒ HVAC system and hoses/lines for leaks and/or damage		☐
☒ Engine Cooling System, radiator, hoses and fan		☐
☒ Accessory drive belt(s)		☐

Be sure to visit FordOwner.com today!

Tech: [Signature] FRANKS

Advisor: _____

Customer Signature: _____

Customer Copy

BOILING SPRINGS, SC

PAGE 1



www.vicbaileyauto.com

LINCOLN

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 97444 CHRISTINA D WALL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	05	FORD 500	1FAFP28155G		101466/101466	T431	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05JUL05	DD05MAY05		17:00 24MAY12		0.00	CASH	24MAY12
R.O. OPENED	READY	OPTIONS: ENG:3.0_LITER_DURATEC					
12:24 24MAY12	15:47 24MAY12						

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A C/S VEHICLE CUT OFF WHILE DRIVING CUSTOMER STATES VEHICLE JERKED
FORWARD JUST BEFORE SHUTTING OFF CHECK ENGINE LIGHT ALSO CAME
ON ADVISE

RPR REPAIR

97026 CP 196.00 196.00

RCC REGULATORY COMPLIANCE CHARGE

1.45 1.45

1 6F9Z*9E926*A KIT THROTTLE CONTROL 574.38 574.38 574.38

PARTS: 574.38 LABOR: 196.00 OTHER: 1.45 TOTAL LINE A: 771.83

SELF TEST GOT CODES P2112, P2104, AND U0401. PINPOINT TEST

REPLACED ELECTRONIC THROTTLE BODY. CLEARED CODES. RESET KAM, ROAD TEST
TO VERIFY REPAIR

B** REPORT CARD GIVEN AT THIS VISIT*****RESET OIL CHANGE LIGHT
IF PERFORMING SERVICE AND INSTALL STICKER*****

CAUSE: REPORT CARD

99P REPORT CARD GIVEN AT THIS

VISIT*****RESET OIL CHANGE LIGHT IF

PERFORMING SERVICE AND INSTALL

STICKER*****

97026 CP 0.00 0.00

GBATT BATTERY TESTED GOOD

97026 CP 0.00 0.00

YTIRE TIRES MAY REQUIRE FUTURE ATTENTION

97026 CP 0.00 0.00

GBK BRAKES ARE GOOD AT THIS TIME

97026 CP 0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

CUSTOMER PAY ENVIRONMENTAL FEE FOR REPAIR ORDER 15.00

ELECTRONIC THROTTLE BODY

APPROVED FROM CUSTOMER GIBSON

. TO FINISH 5/24

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

I ACKNOWLEDGE RECEIPT OF PARTS AND LABOR LISTED BELOW:

X _____

DESCRIPTION	TOTALS
LABOR AMOUNT	196.00
PARTS AMOUNT	574.38
GAS, OIL, LUBE	1.45
SUBLET AMOUNT	0.00
MISC. CHARGES	15.00
TOTAL CHARGES	786.83
LESS INSURANCE	0.00
SALES TAX	34.46
PLEASE PAY THIS AMOUNT	821.29