


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

 U.S. Department of Transportation National Highway Traffic Safety Administration	<b>DOT Auto Safety Hotline</b> <b>Vehicle Owner's Questionnaire</b> 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 28-JAN-2016 APR 01 2016	Repository <input type="checkbox"/> Reference No. 10822831
<b>OWNER INFORMATION (Type or Print)</b>		
Name	State	Zip Code
Address	City	State
City	State	Zip Code
AGAWAM	MA	

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 <b>1FAHP28146E</b>	Make FORD	Model 500	Model Year 2006
Date Purchased <b>8-16-08</b>	Dealer's Name and Telephone Number <b>Sarat Ford 413-786-0430</b>		Engine: No: Cylinders
Original Owner <input type="checkbox"/>	Dealer's City <b>Agawam</b>	State <b>MA</b>	Zip Code <b>01001</b>
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: <b>Yes</b>
			Incident Date(s) <b>7-21-12</b> <del>24-FEB-2013</del> <b>1-25-16</b>

FAILED COMPONENT(S)/PART(S) INFORMATION	
Vehicle Component Codes: 180000 VEHICLE SPEED CONTROL, 100000 POWER TRAIN, ENGINE (PWS), 121000 EXTERIOR LIGHTING: HEADLIGHTS	Failure Mileage <b>120,704</b> and <del>80000</del> <b>74,800</b> Failure Speed 40 to 50

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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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			
<i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>			
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured <b>0</b>	Number of Deaths <b>0</b>
			Reported to Police <b>N</b>

**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 2006 FORD 500. THE CONTACT STATED THAT WHILE DRIVING AT 40 MPH DURING INCLEMENT WEATHER, THE VEHICLE LOST POWER AS THE HEADLIGHTS DIMMED. IN ADDITION, THE VEHICLE JERKED AND THE ACCELERATOR PEDAL WAS DEPRESSED BUT THE VEHICLE FAILED TO ACCELERATE. THE CONTACT ALSO STATED THAT THE VEHICLE THEN STALLED. THE CONTACT WAS UNABLE TO RESTART THE VEHICLE. THE VEHICLE WAS TOWED TO A DEALER, WHO DIAGNOSED THAT THE THROTTLE BODY NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. HOWEVER, THE FAILURE RECCURED AND THE VEHICLE WAS TOWED TO ANOTHER DEALER, WHO DIAGNOSED THAT THE THROTTLE BODY NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 80,000. THE VIN WAS UNAVAILABLE.

*Note! I have replaced the expensive Electronic Throttle Body 2 times - paperwork enclosed. vehicle losing power and lights dimming at night on highway is dangerous!*

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.

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

The same problem has happened repeatedly, suddenly, vehicle loses power and starts jerking forward while limping along and the last time I was on a highway (Mass Pike I-90) and had to switch lanes without anyone crashing into me, got off the nearest exit and a few minutes later the vehicle died in middle of the road during a snowstorm. I had to find somewhere to stay with my special needs child while we were far away from home, this was a dangerous trip. ATTACH ADDITIONAL SHEETS IF NECESSARY

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

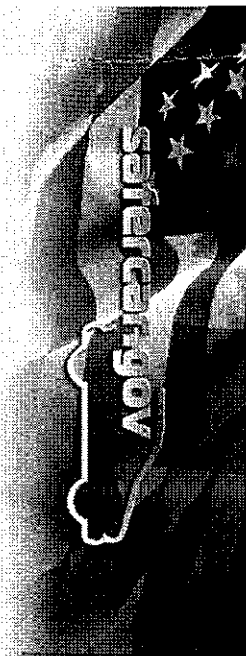
HARTFORD  
CT 061  
29 FEB '95  
PM 71



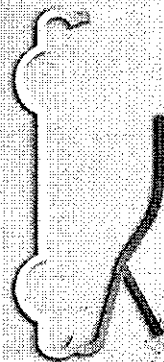
NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**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, NEF-100  
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](http://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

CUSTOMER #: [REDACTED]



\*INVOICE\*



780 Washington Street Auburn, MA 01501  
508-832-6261  
www.primemotorgroup.com

AGAWAM, MA [REDACTED]

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]  
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 6701 HEATHER STOLBERG

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GRAY	06	FORD FIVE HUNDRED	1FAHP28146G [REDACTED]	[REDACTED]	120704/120704	T9797

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01APR06 IS			17:30 25JAN16		0.00	CASH	26JAN16

R.O. OPENED	READY	OPTIONS:	DLR:	ENG:
08:14 25JAN16	16:22 26JAN16		[REDACTED]	3.0_Liter_Duratec

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A PLEASE CHECK AND ADVISE- WRENCH LIGHT CAME ON -WAS BLINKING THEN LOSS OF POWER HEADLIGHTS DIMMED THEN DIED- WOULDNT START  
M DIAGNOSE CONCERN REPLACED THROTTLE BODY AND REPROGRAMMED PCM  
6112 CF 351.00 351.00  
1 6F9Z\*9E926\*A KIT - THROTTLE CONTROL 683.63 683.63 683.63  
1 1X4Z\*9E936\*AA GASKET 23.43 23.43 23.43  
PARTS: 707.06 LABOR: 351.00 OTHER: 0.00 TOTAL LINE A: 1058.06  
120704 2.50 ROAD TEST, EEC SELF TESTS, DTCS, P2106, P061B, U0401.  
PINPOINT TESTS, RETRIEVE ETC FREEZE FRAME DATA AND FAULTY CODES. FOUND FAULTY THROTTLE BODY. REPLACED THROTTLE BODY, REPROGRAMMED PCM W/LATEST UPDATED CALIBRATION, CLEAR KAM, RETEST AND ROAD TEST TO VERIFY REPAIR.

B PERFORM COMPLEMENTARY QCM MULTI-POINT INSPECTION  
99P PERFORM COMPLEMENTARY QCM MULTI-POINT INSPECTION  
6112 CFM 0.00 0.00  
GBATT BATTERY TEST SHOWS GOOD  
6112 CFM 0.00 0.00  
YTIRE MAY REQUIRE FUTURE ATTENTION. 432 TO 632  
6112 CFM 0.00 0.00  
NBK Brake Linings not inspected  
6112 CFM 0.00 0.00  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

EST: 117.00 25JAN16 08:14 SA: 6701

**Exclusion of Warranties:**  
Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and or accessories purchased; and in that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or its systems to perform with reasonable safety, efficiency, or comfort.  
**Limited Labor Warranty:**  
The repair facility guarantees the labor used in performing the repairs listed on this repair order for a period of 12 months or 12,000 miles (whichever comes first) from the date such repairs were completed. If our repair or replacement fails in normal service within that period we will fix it free of charge.  
**Shop Supply and Waste Disposal Charge:**  
All our service repair invoices include a charge to recover some of the costs directly associated with the disposal or recycling of your vehicle's waste, including: motor oil, transmission fluid, coolant, oil filters, tires, brake linings, rotors, drums, drive belts, lubricating fluids, rags, and waste water generated from repairing and cleaning your vehicle. The Service Charge is not a government-required fee. The charge is calculated as percentage of labor cost of the repair; not to exceed a maximum of \$25.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
SHOP/HAZARDOUS FEE'S	
TOTAL CHARGES	
DISCOUNTS/COUPONS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

All parts installed are new unless specified. X \_\_\_\_\_

CUSTOMER #:



\*INVOICE\*



780 Washington Street Auburn, MA 01501  
508-832-6261  
www.primemotorgroup.com

AGAWAM, MA

PAGE 2

HOME: [REDACTED] CONT: [REDACTED]  
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 6701 HEATHER STOLBERG

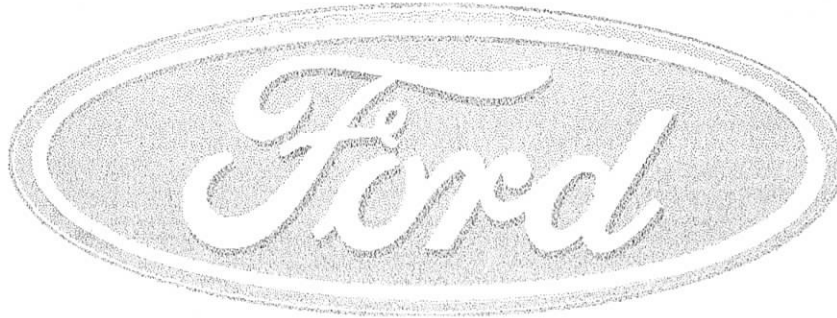
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
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DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01APR06 IS			17:30 25JAN16		0.00	CASH	26JAN16

R.O. OPENED	READY	OPTIONS:	DLR:	ENG:
08:14 25JAN16	16:22 26JAN16		[REDACTED]	3.0_Liter_Duratec

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

WARRANTY ON PARTS: 2 YEARS  
UNLIMITED MILES

Thank you for servicing with Prime Ford  
Our goal is to have every customer feeling  
\*\*\*Completely Satisfied\*\*\*  
If you are not Completely Satisfied  
Please contact our Service Manager  
Dave DaBreo at 1-855-985-0226 or email him  
at ddabreo@primemotorgroup.com



Exclusion of Warranties:

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and or accessories purchased; and in that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or its systems to perform with reasonable safety, efficiency, or comfort.

Limited Labor Warranty:

The repair facility guarantees the labor used in performing the repairs listed on this repair order for a period of 12 months or 12,000 miles (whichever comes first) from the date such repairs were completed. If our repair or replacement fails in normal service within that period we will fix it free of charge.

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All parts installed are new unless specified. X \_\_\_\_\_

DESCRIPTION	TOTALS
LABOR AMOUNT	351.00
PARTS AMOUNT	707.06
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP/HAZARDOUS FEE'S	24.88
TOTAL CHARGES	1082.94
DISCOUNTS/COUPONS	0.00
SALES TAX	45.75
PLEASE PAY THIS AMOUNT	1128.69



245 SPRINGFIELD STREET  
 AGAWAM, MASS. 01001-1596  
 MAIN LINE: (413) 786-0430

DIRECT SERVICE LINES: (413) 789-5422 • (413) 789-5423

*Sticker, Oil change,  
 Front Brake Pads and machined Rot  
 Replaced Electric Throttle Body*

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	NANCY ROBILLARD	80715	TAG NO. 888	INVOICE DATE 07/21/12	[REDACTED]
[REDACTED]	LABOR \$89.50	LICENSE NO.	MILEAGE 74,800	GREY/	[REDACTED]
FEEDING HILLS, MA [REDACTED]	06/FORD/FIVE HUNDRED/SEDAN	DELIVERY DATE 08/16/08	DELIVERY MILE 30,399		
[REDACTED]	VEHICLE ID NO. 1FAHP28146G [REDACTED]	SELLING DEALER NO.	PRODUCTION DATE		
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 07/21/12		
RES [REDACTED]	COMMENTS				MO: 74800

**LABOR & PARTS**

J# 1 83FOZ MASS INSPECTION HOURS: TECH(S):80280 29.00  
 CUSTOMER REQUEST: PERFORM MASSACHUSETTS STATE INSPECTION  
 INSPECTION PERFORMED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 1 TOTAL PARTS	0.00	
			JOB # 1 TOTAL LABOR & PARTS	29.00	

J# 2 21FOZWRKS THE WORKS - GAS ENG HOURS: TECH(S):80280 20.70  
 THE WORKS - OIL CHANGE, TIRE ROTATION, MULTIPOINT INSPECTION  
 NORMAL MAINTENANCE  
 PERFORMED THE WORKS PER CUSTOMER REQUEST

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	PKF1AZ-6731-BD		5.00	5.00
JOB # 2	1	F1AZ-6731-BD	FILTER ASY - 0	****	****
			JOB # 2 TOTAL PARTS	5.00	
			JOB # 2 TOTAL LABOR & PARTS	25.70	

J# 3 02FOZ BRAKE REPAIRS HOURS: TECH(S):80280 129.99  
 GETTING A BRAKE PULSATION  
 ANY SPEED  
 VERIFIED CONCERN FOUND PULSATION IN STEERING WHEEL COMING  
 FROM FRONT BRAKES  
 REPLACED FRONT BRAKE PADS AND MACHINED FRONT ROTORS TOOK  
 ON A ROAD TEST VERIFIED REPAIR

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1	PKBR-1070	BRAKE PADS	50.00	50.00
JOB # 3	1	BR-1070	PAD	****	****
			JOB # 3 TOTAL PARTS	50.00	
			JOB # 3 TOTAL LABOR & PARTS	179.99	

J# 4 00FOZZ99P VEH REPORT CARD INSP HOURS: 0.00 TECH(S):80280 0.00  
 MULTI-POINT INSPECTION  
 OK

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 4 TOTAL PARTS	0.00	
			JOB # 4 TOTAL LABOR & PARTS	0.00	

J# 5 96FOZ ENGINE REPAIR HOURS: TECH(S):80280 180.00  
 WRENCH LIGHT HAS COME ON AND STAYED ON TWICE AFTER BEING  
 STARTED. RUNS VERY ROUGH. SEEMS OK AFTER BEING RESTARTED.  
 CAN WE CHECK FOR ANY CODES PLEASE  
 CHECKED FOR TSB, NEEDS  
 ELECTRIC THROTTLE BODY  
 REPLACED ELECTRIC THROTTLE BODY AND REPROGRAMMED PCM TO  
 LATEST UPDATE VERIFIED REPAIR



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<http://www.saratford.com>

**SERVICE HRS**  
 7:00 A.M. - 8:00 P.M.  
 MON. - THURS.  
 7:00 A.M. - 5:00 P.M.  
 FRIDAY  
 8:00 A.M. - 4:00 P.M.  
 SATURDAY



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*Thank - You!*

The Reynolds and Reynolds Company EPRINTS:HE CC217942 0 (10/10)



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 AGAWAM, MASS. 01001-1596  
 MAIN LINE: (413) 786-0430  
 DIRECT SERVICE LINES: (413) 789-5422 • (413) 789-5423

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	NANCY ROBILLARD	80715	TAG NO. 888	INVOICE DATE 07/21/12	[REDACTED]
[REDACTED]	LABOR 89.50	LICENSE NO.	MILEAGE 74,800	COLOR GREY/	[REDACTED]
FEEDING HILLS, MA [REDACTED]	06/FORD/FIVE HUNDRED/SEDAN			DELIVERY DATE 08/16/08	DELIVERY MILE 30,399
[REDACTED]	VEHICLE ID NO. 1FAHP28146G [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 07/21/12		

MO: 74800

RE	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 5	1	6F9Z-9E926-A	KIT - THROTTLE	631.82	631.82
				JOB # 5 TOTAL PARTS	631.82
				JOB # 5 TOTAL LABOR & PARTS	811.82
J# 6+00	FOZGBATT	BATTERY GREEN	HOURS: TECH(S):80280		0.00
BATTERY GOOD AT THIS TIME					
				JOB # 6 TOTAL PARTS	0.00
				JOB # 6 TOTAL LABOR & PARTS	0.00
J# 7+00	FOZGBK	BRAKES GREEN	HOURS: TECH(S):80280		0.00
BRAKES GOOD AT THIS TIME OVER 5MM (DISC) OR OVER 2MM (DRUM)					
				JOB # 7 TOTAL PARTS	0.00
				JOB # 7 TOTAL LABOR & PARTS	0.00
J# 8+00	FOZGTIRE	TIRE GREEN	HOURS: TECH(S):80280		0.00
TIRES GOOD AT THIS TIME 7/32 OR GREATER					
				JOB # 8 TOTAL PARTS	0.00
				JOB # 8 TOTAL LABOR & PARTS	0.00
G.O.G. & SUPPLIES					
JOB # 2	1.0	6 QUARTS OF MTR OIL 5W20 @	20.880 /UNIT		20.88
				TOTAL - GOG	20.88
MISC					
JOB # A		SS ENVIRONMENTAL / DISPOSAL FEE			1.00
JOB # 1		OAR OAR FUNDS USED			-5.72
				TOTAL - MISC	-4.72

COMMENTS: WAITER-ADVISE



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<http://www.saratford.com>

**SERVICE HRS**

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 MON. - THURS.  
 7:00 A.M. - 5:00 P.M.  
 FRIDAY  
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 SATURDAY



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*Thank - You!*



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 AGAWAM, MASS. 01001-1596  
 MAIN LINE: (413) 786-0430  
 DIRECT SERVICE LINES: (413) 789-5422 • (413) 789-5423

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	NAME: NANCY ROBILLARD	80715	TAG NO. 888	INVOICE DATE: 07/21/12	[REDACTED]
[REDACTED]	LABOR: 89.50	LICENSE NO.	MILEAGE: 74,800	COLOR: GREY/	[REDACTED]
FEEDING HILLS, MA [REDACTED]	06/FORD/FIVE HUNDRED/SEDAN			DELIVERY DATE: 08/16/08	DELIVERY MILES: 30,399
[REDACTED]	VEHICLE ID NO: 1 F A H P 2 8 1 4 6 G [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE: 07/21/12		
RE: [REDACTED]	COMMENTS				MO: [REDACTED]

TOTALS

PAY METHODS	TOTAL LABOR....	359.69
CHARGE	TOTAL PARTS....	686.82
CREDIT CARD	TOTAL SUBLET...	0.00
CASH	TOTAL G.O.G....	20.88
CHECK#	TOTAL MISC CHG.	1.00
	TOTAL MISC DISC	-5.72
	TOTAL TAX.....	40.81
	<b>TOTAL INVOICE \$</b>	<b>1103.48</b>



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<http://www.saratford.com>

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 FRIDAY

8:00 A.M. - 4:00 P.M.  
 SATURDAY



**"Family Business  
 Since 1929"**

*Thank - You!*

CUSTOMER SIGNATURE \_\_\_\_\_  
 \*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*