



U.S. Department of Transportation

National Highway Traffic Safety Administration

INFORMATION ACT (FOIA) 5 U.S.C. 552 (B) (7) (C) AGENCY USE ONLY 100148

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

Date Received
 20-JUL-2016
 SEP 21 2016

Repository
 Reference No.
 10886110

OWNER INFORMATION (Type or Print)

Name [REDACTED]
 Address [REDACTED]
 City BRIMFIELD State MA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]
 Evening Telephone Number

E-mail Address

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
 1FAHP60A15Y [REDACTED] Make FORD Model THUNDERBIRD 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 Powertrain Multiple Failure: Incident Date(s) 13-JUL-2016
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 180000 VEHICLE SPEED CONTROL, 100000 POWER TRAIN, 060000 ENGINE (PWS) Failure Mileage 19787 Failure Speed 25

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 Failure Location:
 Prior Repair
 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 THUNDERBIRD. WHILE DRIVING APPROXIMATELY 25 MPH ON AN INCLINE, THE ACCELERATOR PEDAL WAS DEPRESSED, BUT THE VEHICLE FAILED TO ACCELERATE. THE CONTACT WAS ABLE TO COAST THE VEHICLE OVER TO THE SIDE OF THE ROAD. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE THROTTLE BODY, VALVE COVER GASKET, AND TWO COILS UNPLUGGED AND NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 19,787.

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)

Attached Document

ATTACH ADDITIONAL SHEETS IF NECESSARY

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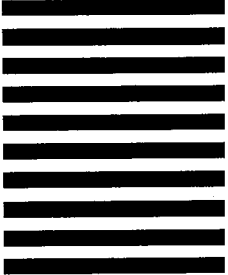
1200 New Jersey Avenue SE, Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300

BOSTON MA 021 06 SEP '16 PM 3 L



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES



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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

or call:

Vehicle Safety Hotline 888-327-4236



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



9-04-16

RE: 2005 Ford Thunderbird

On July 12th while traveling home on Rte 131 in the town of Southbridge, I experienced a sudden deceleration with no warning, other than an engine light and other indicator light on instrument panel.

At the time, I was heading up a steep hill, and with even my foot fully to the floor, the engine would not accelerate, but the whole car was shaking. At the first opportunity, I got to the side of the road, turned off the engine and then started again. The car now was running normal and no indicator lights were showing. Once home I looked in the owners manual to find that the car had gone into a "Limp Home Mode", due to a malfunction of a faulty Electronic Throttle Control. As instructed in the manual, I contacted the closest Ford dealership, Lamoureux Ford, of East Brookfield, MA. I was told to get the car there ASAP and they set up an appointment for 7-20-16.

In the meantime, I checked out this Electronic Throttle Control on the internet and found that it is a big problem, but Ford Motor Company was allowed under their "Customer Satisfaction Program" to only replace this faulty system if the car has less than one hundred thousand miles or ten years. This should have been a SAFETY RECALL. (What would be the result if driving on a high speed highway and the car goes into the Limp Home Mode?). By the way, my car is over the ten years, but only had 19,787 miles on the odometer.

The repair was done, replacing the throttle control, (2) coil on plugs, (8) spark plugs, (2) valve cover gaskets, (6) ignition boots; @ a cost of \$2,023.46. Driving home from there, the car was still not running correctly, but 8-07-16, with less than 60 miles since the repair, I again went into the "Limp Home Mode".

Thus I had the car towed back to Lamoureux Ford at a cost of \$150, only to be told by the dealership that the other (6) Coils on plugs needed to be replaced. Which now cost me another \$912.25.

Of course I made several calls to Ford Motor Company, all to no avail. But, I did learn that this "Electronic Throttle Control" has never been re-engineered, and thus replaced with the same system that can and will have future problems. My question is: How many people are going to get killed or seriously injured because Ford was allowed not to have a RECALL?

Respectfully submitted

Lt. [REDACTED] Mass State Police (Retired)



[Redacted] (Retired)
Mass State Police
President: Blue Knights, Chapter MA III

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Brimfield, MA [Redacted]

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