



U.S. Department of Transportation

National Highway Traffic Safety Administration

INFORMATION CONTACT Safety Hotline 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
 29-SEP-2016

Repository
 Reference No.
 10910504

Daytime Telephone Number
 Evening Telephone Number

E-mail Address

OWNER INFORMATION (Type or Print)

Name
 Address
 City HIXSON State TN Zip Code

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
 1FAHP60A05Y
 Make FORD Model THUNDERBIRD Model Year 2005
 Date Purchased 09/18/15 Dealer's Name and Telephone Number Prestige Cars 423-899-8800 Engine: No: Cylinders 8 Fuel Type: Gas
 Original Owner Dealer's City CHATTANOOGA, TN State TN Zip Code 37408
 Transmission Type Automatic Antilock Brakes Powertrain Multiple Failure: YES Incident Date(s) 27-SEP-16 15-DEC-2015 07-OCT-16 31-DEC-15 31-AUG-16
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 070000 FUEL SYSTEM, GASOLINE, 060000 ENGINE (PWS), 110000 ELECTRICAL SYSTEM FUEL PUMP, FUEL RAIL PRESSURE SENSOR, O2 SENSOR, IGNITION COIL #8 CYLINDER Failure Mileage 44168 Failure Speed 35

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: DOTMAL9ABC036) 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 Number of Deaths Reported to Police 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 THUNDERBIRD. WHILE DRIVING APPROXIMATELY 35 MPH, THE VEHICLE LOST POWER WITHOUT WARNING. THE VEHICLE WAS RESTARTED, BUT COMPLETELY SHUT DOWN. THE VEHICLE WAS TOWED TO A LOCAL DEALER, BUT THE EXACT CAUSE OF THE FAILURE WAS UNABLE TO BE DIAGNOSED. THE FAILURE RECURRED AND THE CHECK ENGINE INDICATOR ILLUMINATED. THE VEHICLE WAS TAKEN BACK TO THE DEALER WHERE IT WAS DIAGNOSED AND THE FUEL PRESSURE WAS REPLACED. THE FAILURE RECURRED AND THE VEHICLE WAS TAKEN BACK TO THE DEALER WHERE THE REAR MODULE AND FUEL PUMP WERE REPLACED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 44,168.

THE FUEL PUMP AND FUEL RAIL PRESSURE SENSOR REPLACE TWICE. O2 SENSOR REPLACED. #8 CYLINDER IGNITION COIL REPLACED. EACH TIME CAR DIED IN TRAFFIC AND WAS VERY DANGEROUS. DEALER HAS WORKED ON DILIGENTLY EACH TIME.

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.

Re: Ford Motor Company CRM: [REDACTED]

From : [REDACTED]

Thu, Aug 25, 2016 02:37 PM

Subject : Re: Ford Motor Company CRM [REDACTED]

To : crcfmc@ford.com

Thanks. I have retained this along with the news release on the current recall. Hopefully I won't have this same issue again. I realize vehicles will have expenses, having been in the business, and that wasn't an issue until the release of the current recall situation.

Thanks

Sent from XFINITY Connect Mobile App

-----Original Message-----

From: crcfmc@ford.com
To: [REDACTED]
Cc:
Sent: 2016-08-25 2:24:56 PM
Subject: Ford Motor Company CRM [REDACTED]

Hello [REDACTED]

My name is Sarah, and I'm from Ford's Customer Relationship Center (CRC). We understand how unexpected repair costs are frustrating. We apologize for this inconvenience with your 2005 Ford Thunderbird.

After reviewing my resources, there are no warranties or programs in effect that would provide coverage of your current concern. I recommend that you keep your receipts in case Ford initiates a program in the future based on your situation.

This info will be documented which can assist with the creation or recalls and customer programs in the future.

Also, your vehicle is involved with the following customer programs:

07M07 EXTENDED WARRANTY COVERAGE ON IGNITION COIL ASSEMBLIES AND ENGINE VALVE COVER GASKETS

07N09 EXTENDED WARRANTY COVERAGE ON IGNITION COIL COVERS AND WIPER MOTOR BRACKET SEAL

Please discuss these with your dealer. You can read more about them here:

[REDACTED]

We're here if you have further questions. Have a good day.

Sincerely,

Sarah
Customer Relationship Center

Ford Motor Company

Should you feel that we have not adequately addressed your concern(s), we may require additional information, please feel free to contact us via telephone at (800)392-3673 between the hours of 8:00 a.m. - 8:00 p.m. EST (Monday-Friday) / 9:00 a.m. - 5:30 p.m. EST (Saturday). Hearing-impaired callers with access to a TDD may contact 1-800-232-5952. Your reference number is [REDACTED]

In addition, you can try online support at [REDACTED] Here you can find answers to frequently asked questions (FAQs) and links to other key product and service information.

Ford Confidentiality:

For security reasons, please **DO NOT** submit any sensitive personally identifiable information (PII), such as credit card numbers, driver license number, SSN, DOB, etc. Thank you.

----- Original Message -----

From: [REDACTED]
Received: 8/25/2016 1:13 PM
To: Tier 1 Email - CRCFMC
Subject: Vehicle Service Issues

WHAT IS YOUR VEHICLE SALES OR SERVICE ISSUE?:I own a 2005 Ford T-Bird with 48,000 miles and really enjoy it. This past December of 2015, it stopped on me in traffic and behaves just like in the recall of the 88,000 vehicles announced for 2013-2015 vehicles. It would not restart and continue to run. Fortunately there were no accidents, but it could have been serious. It was hauled to the dealer both times. The first time it coded a bad fuel line pressure sensor and my warranty covered it (after deductible). The second time the tech couldn't get a code but fooled with control module 3W6Z*13C788*AA and it finally started, but died again. Finally fuel pump coded after the module was replaced but warranty would only pay for the fuel pump. My expense was \$653.13 plus tax as warranty would not cover it since it didn't code. Knock on wood, running fine since picked up 12-31-2015.

WHAT ACTION HAS YOUR DEALER TAKEN TO ADDRESS THE ISSUE?:Like I noted, the dealer replaced the module and fuel pump (once it coded. Did not code prior to module replacement). I am happy with the dealership and their work I retired as a New Vehicle Sales Manager at their Chevrolet store after 23 years of service with both Newton Chevrolet and then the new dealer, Mtn. View Chevrolet.

WHAT ASSISTANCE ARE YOU SEEKING FROM FORD MOTOR COMPANY?:I would like a review of this module and related stalls in traffic and see what relationship there is or could be to Ford's recent recall I know it's a different vehicle and engine but the description of the stalling, etc. is the same. Ultimately, I would like to be reimbursed the price of the module plus taxes. Hopefully this never happens again, but it was very frightening to lose all power and not be able to restart as I was in heavy traffic.

Are you the owner of the vehicle :Yes

VIN : 1FAHP60A05Y [REDACTED]

MILEAGE : 48,375

WHERE IS YOUR VEHICLE NOW : InPossession

HAVE YOU CONTACTED THE DEALER :Yes

DEALER NAME :Mtn. View Ford / Lincoln

Contact Information

First Name : [REDACTED]

Last Name : [REDACTED]

Address : [REDACTED]

City : Hixson, **State :** TN, **country :** USA, **Zip :** [REDACTED]

Email Address : [REDACTED]

Phone Number : [REDACTED]

Ford Motor Company CAS- [REDACTED] CRM [REDACTED]

From : Tier 1 Email - CRCFMC <crcfmc@ford.com>

Thu, Sep 29, 2016 02:27 PM

Subject : Ford Motor Company [REDACTED] CRM [REDACTED]**To :** [REDACTED]

Hello [REDACTED]

My name is Micky, I am from Ford's Customer Relationship Center (CRC). I have reviewed your email regarding the concern on your 2005 Ford Thunderbird. I apologize for any inconvenience this has caused.

I have thoroughly researched your situation to determine if there is any additional assistance I can provide. I have verified that there are no warranties, recalls or other programs in effect that would provide coverage of your current concern. As much as we want to assist our customers with the cost of the repairs outside the usual warranty, only recalls or Customer Satisfaction Programs (CSP) can permit us to do so.

If an issue is determined to be a common concern or found to be a manufacturer's defect, recalls and Customer Satisfaction Programs are put in to place. However, as previously stated, there are a lot of things to consider if a recall is needed; Dealership feedback and consumer investigation are some to name a few. Since the National Highway Traffic and Safety Administration (NHTSA) follows a strict process, not all concerns reported will have a recall.

At this time, we recommend that you keep your receipts in case Ford initiates a recall or other program in the future based on your situation.

Thank you for contacting Ford Motor Company.

Sincerely,

Micky
Customer Relationship Center
Ford Motor Company

Should you feel that we have not adequately addressed your concern(s), we may require additional information, please feel free to contact us via telephone at (800)392-3673 between the hours of 8:00 a.m. - 8:00 p.m. EST (Monday-Friday) / 9:00 a.m. - 5:30 p.m. EST (Saturday). Hearing-impaired callers with access to a TDD may contact 1-800-232-5952. Your reference number is [REDACTED]

In addition, you can try online support at [REDACTED]. Here you can find answers to frequently asked questions (FAQs) and links to other key product and service information.

Ford Confidentiality:

For security reasons, please DO NOT submit any sensitive personally identifiable information (PII), such as credit card numbers, driver license number, SSN, DOB, etc. Thank you.

----- Original Message -----

From: [REDACTED]
Received: 9/29/2016 11:40 AM
To: Tier 1 Email - CRCFMC
Subject: Safety complaint

I e-mailed Ford in December 2015 regarding a problem/safety issue with my 2005 T-Bird. Response was received and documented under [REDACTED]

I e-mailed Ford again on August 2016 regarding a recall on some Ford and Lincoln vehicles having a similar problem. Received note back stating no relationship. [REDACTED]

I called again today, 9/29/2016 and told gentleman the car is still creating a safety hazard that could result in harm or more to driver and passenger. Very nice and said still no recalls.

Filed a safety issue/complaint with the NHTSA. Complaint #10910504.

We love the vehicle and dealership servicing it. However, it has placed us in harm's way on 4 different occasions so we are scared of it.

We see on the internet many associated complaints. Just wanted to document for record if something happens.

[REDACTED]
[REDACTED]
Hixson, TN
Cell [REDACTED]
Home [REDACTED]

Sent from XFINITY Connect Mobile App
