

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

From: [Abbew, Margaret CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: Follow up to ODI Complaint: ---10928307
Date: Tuesday, January 03, 2017 11:29:32 AM
Attachments: [scan0001.pdf](#)

From: [REDACTED]
Sent: Thursday, December 15, 2016 12:18 PM
To: EVOQ (NHTSA)
Subject: Re: Follow up to ODI Complaint: ---10928307

Hi,

Please see attached receipt for the repair I had that goes with the complaint. Although they titled it as covered by warranty, it was not. I am not sure why they did it that way. The vehicle vin is also included on the receipt. This dangerous throttle body failure should have been covered under their "Customer Satisfaction Program" which was made to remedy the situation on thousands of other Ford vehicles. It should not have cost me anything out of pocket. They should be forced to add the Mustang to their program.

Thank you so much for your time.

From: EVOQ (NHTSA) <EVOQ@dot.gov>
Sent: Thursday, December 15, 2016 4:26 PM
To: [REDACTED]
Subject: FW: Follow up to ODI Complaint: ---10928307

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation

LINCOLN



BOZARD Ford LINCOLN

540 Outlet Mall Blvd.
St. Augustine, FL 32084
(904) 824-1641

MV # 01714

CUSTOMER NO. [REDACTED]	ADVISOR COLBY CLARKE	TAG NO. 627 088	INVOICE DATE 11/25/16	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 49,795	COLOR
[REDACTED]	YEAR / MAKE / MODEL 13/FORD/MUSTANG/2DR CONV			STOCK NO.
POINTE VEDRA, FL [REDACTED]	VEHICLE I.D. NO. 1ZVBP8EM9D5 [REDACTED]			DELIVERY DATE
[REDACTED]	F.T.E. NO.	[REDACTED]	R.O. DATE 11/25/16	DELIVERY MILES
[REDACTED]	BUSINESS PHONE	COMMENTS		

MO: 49797

LABOR & PARTS
J# 1 10F0Z

DRIVEABILITY TECH(S):1693
C/S WHILE DRIVING. VEHICLE WENT INTO FORCED IDLE AND WRENCH LIGHT CAME ON. CUSTOMER HAD TO COAST OFF TO THE SIDE OF THE ROAD...ADVISE
VERIFIED CONCERN. FOUND AND REPLACED FAILED THROTTLE BODY. CLEARED CODES, RETESTED GOOD.

WARRANTY

DISCLAIMER OF WARRANTIES - The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. I hereby acknowledge receipt of a copy hereof. 12 months or 12,000 mile limited warranty on all repairs using Ford Authorized Parts.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	AT4Z-9E926-B	THROTTLE BODY	

JOB # 1 TOTAL PARTS

WARRANTY 0.00

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

JOB # 1 TOTAL LABOR & PARTS

0.00

J# 2 98F0Z99P

MULTI POINT INSPECT TECH(S):1693
Perform a thorough inspection of your vehicle and provide a detailed Vehicle Report Card.
Check Fluid Levels.
Inspect Wiper Blades.
Test Battery.
Inspect Tires and Brake Wear.
Inspect safety systems and components for leaks and damage.
Perform multi-point vehicle inspection and record results on Vehicle Report Card.

0.00

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2				

JOB # 2 TOTAL PARTS

0.00

JOB # 2 TOTAL LABOR & PARTS

0.00

MISC	CODE	DESCRIPTION	CONTROL NO.	
JOB # 1	WD	WARRANTY DEDUCTIBLE	432125	150.00
			TOTAL - MISC	150.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS
++WAITER++

**"THANK YOU
FOR YOUR
PATRONAGE"**

The Reynolds and Reynolds Company EPMWTS1314E CC603763 Q (10/15)