

From: [REDACTED]
To: [REDACTED]; [EVOO \(NHTSA\)](#); [DataQuality](#), [DataQuality \(NHTSA\)](#)
Subject: NHTSA Complaint Ford Taurus SEL Model FWD Throttle Body Complaint
Date: Wednesday, March 29, 2023 3:43:49 AM
Attachments: [REDACTED]

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Follow up Complaint ODI Complaint 11507273
Please see my response to safety complaint about Ford Taurus 2011 SEL model FWD.

Respectfully,

[REDACTED]

Disabled female has to have work done for another throttle body that Ford has on backorder. Contact person is Dan Victory at Walker Ford, have been going to this dealership since 2012.

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline 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: 14-FEB-2023 Repository: ☐ Reference No.: 11507273	
OWNER INFORMATION (Type or Print)					
Name: [REDACTED]		Daytime Telephone Number: [REDACTED]		Email Address: [REDACTED]	
Address: [REDACTED]		Evening Telephone Number: [REDACTED]			
City: Clearwater		State: FL		ZIP Code: [REDACTED]	
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: 1FAP2EW48G [REDACTED]		MAKE: FORD		Model: TAURUS	
Model Year: 2011		Engine: No. Cylinders: [REDACTED]		Fuel Type: [REDACTED]	
Date Purchased: JUNE 2011		Dealer's Name and Telephone Number: Wally's Ford of East Greenbush: 5184791000		Engine: No. Cylinders: [REDACTED]	
Original Owner: ☒ JADILE KENNEY		Dealer's City: East Greenbush		State: NY	
Transmission Type: [REDACTED]		Antilock Brakes: ☐		Cruise Control: ☐	
Powertrain: [REDACTED]		Multiple Failures: [REDACTED]		Incident Date(s): 13-FEB-2023	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Components Codes: 181000 VEHICLE SPEED CONTROL/ACCELERATOR PEDAL, 660000 ENGINE (PWS), 186000 VEHICLE SPEED CONTROL/THROTTLE				Failure Mileage: 64000.0	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make: [REDACTED]		Tire Model (Name or Number): [REDACTED]		Tire Size (Example P215/65R15): [REDACTED]	
DOT No. (Example: DOTM19ABC036)		Original Requirement: ☐		Prior Repair: ☐	
Tire Component Code: [REDACTED]		Failure Location: [REDACTED]		Tire Failure Type: [REDACTED]	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make: [REDACTED]		Date Manufactured: [REDACTED]		Model No./Name: [REDACTED]	
Seat Type: [REDACTED]		Installation System: [REDACTED]			
Child Seat Component Code: [REDACTED]		Failed Part: [REDACTED]			
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), injury(ies).)					
Crash: ☐ Yes ☒ No		Fire: ☐ Yes ☒ No		Number of Persons Injured: [REDACTED]	
				Number of Deaths: [REDACTED]	
				Reported to Police: N	
Narrative Description of Incident(s), Crash(es), 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).					
The contact owns a 2011 Ford Taurus. The contact stated that the vehicle was idling for approximately 1 minute, then the vehicle started revving up with the RPM above 7,000. The contact stated that the accelerator pedal seemed to be stuck, causing the vehicle to accelerate forward. The contact depressed the brake pedal and the vehicle came to a stop. The check engine warning light was displayed. There was an abnormally loud sound coming from the vehicle. The contact immediately turned off the vehicle. The following day the vehicle was driven to a certified mechanic who replaced the throttle body and accelerator pedal assembly. After returning to the residence and attempting to exit the vehicle with the vehicle idling, the failure recurred. The contact had not taken the vehicle to the dealer. The vehicle was not repaired. The manufacturer was made aware of the failure and referred the contact to the NHTSA hotline for assistance. The approximate failure mileage was 64,000.					
Vehicle broke down - towed to Dealer - Wally's Ford Computer Update by Ford Failure Next Day - Ford ordering new throttle body					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.					
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.					

ATTACH ADDITIONAL SHEETS IF NECESSARY

Will have to pay twice for T.B #3/29/2023

Big Boyz used Autozone TB + break pedal.

Will not answer calls or text message

Wally Ford - TB on Back Order

Contact Dan Victory - Wally's Ford - 727-240-1645 or 727-530-3676



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NEF-160

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failures(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

CUSTOMER NO.		ADVISOR	DAN VICTORY	99667	TAG NO.		INVOICE DATE	03/22/23	
		LABOR RATE		LICENSE NO.		MILEAGE	66,727	COLOR	/
		YEAR / MAKE / MODEL					DELIVERY DATE	DELIVERY MILES	
		11/FORD/TAURUS/4DR SDN SEL FWD					SELLING DEALER NO.		PRODUCTION DATE
		VEHICLE I.D. NO.					R.O. DATE		
		1 F A H P 2 E W 4 B G					03/22/23		
		F.T.E. NO.			P.O. NO.				
RESIDENCE PHONE		COMMENTS							
		MO:							

JOB# 1 CHARGES-----	
LABOR-----	
J# 1 10FOZ06	CHECK ENGINE LIGHT
	TECH(S):310
	219.95
CUSTOMER STATES CHECK ENGINE LIGHT ON WHEN DRIVING	
EEC TEST P2100 P2104 P2112 P2111 ALL THROTTLE BODY CODE	
CLEAR CODES AND ROAD TEST OK IF THEY RETURN THROTTLE BODY	
REPLACEMENT WILL BE NEEDED	
JOB# 1 TOTALS-----	
	LABOR
	219.95
JOB# 1 JOURNAL PREFIX FOCs	
JOB# 1 TOTAL	
219.95	
JOB# 2 CHARGES-----	
LABOR-----	
J# 2 10FOZ	DRIVEABILITY
	TECH(S):310
	0.00
CUSTOMER STATES AFTER HAVING NEW THROTTLE BODY INSTALLED AND	
TPS INSTALLED WHEN STARTED THE BRAKE PEDAL WILL BE STUCK,	
AND WHEN PUT IN DRIVE VEHICLE WILL ACCEL VERY FAST ON ITS	
OWN. CLIENT BELIEVES TPS AND THROTTLE BODY WERE NOT	
PROGRAMMED WHEN INSTALLED PLEASE CHECK AND ADVISE	
UNABLE TO DUPLICATE CONCERN	
JOB# 2 TOTALS-----	
JOB# 2 JOURNAL PREFIX FOCs	
JOB# 2 TOTAL	
0.00	
JOB# 3 CHARGES-----	
LABOR-----	
J# 3 02FOZ99PX	XPRESS REPORT CARD
	TECH(S):310
	0.00
PERFORM REPORT CARD INSPECTION	
UNDER HOOD INSPECTION	
JOB# 3 TOTALS-----	
JOB# 3 JOURNAL PREFIX FOCs	
JOB# 3 TOTAL	
0.00	
COMMENTS-----	
RECOMMENDED NOT DONE/ DECLINED SERVICES-----	

ALL PARTS NEW UNLESS OTHERWISE SPECIFIED.

 THE NEW FORD PARTS WARRANTY
UNLIMITED MILEAGE
3 YEARS

NEW Service Part Warranty
on
Ford Genuine & Motorcraft Parts
2-Years/
UNLIMITED Miles
Includes Labor*
NO Commercial Exceptions!!

 FORD PARTS  Motorcraft

See your Ford or Lincoln Dealership or Ford Authorized Distributor for additional details.
*Labor may vary by fleet. See your dealer for copy of the limited warranty.
SPWOC2013

STATEMENT OF DISCLAIMER
NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, OR ANY OTHER CAUSE BEYOND OUR CONTROL.

5

At Walker Ford, our goal is to always provide you with **5 STAR service.** If we did not, please let us know.

March 22, 2023 Vehicle towed to Walker Ford - Break pedal stuck, Walker Ford Did Computer update.

March 24, 2023 - Returned to Walker Ford back to...

PAGE 1 OF 2 CUSTOMER COPY [CONTINUED ON NEXT PAGE] 04:03pm

Service Department Hours
Monday - Friday: 7:00am - 7:00pm
Saturday: 8:00am - 5:00pm
Sunday: Closed

Collision Center Hours
Monday - Friday: 7:30am - 5:30pm
Saturday: 8:00am - 12:00pm
Sunday: Closed

 FORD ACCESSORIES

Ask our parts department to help find accessories that fit your Ford vehicle.

CUSTOMER NO.	ADVISOR	INVOICE DATE	INVOICE NO.
	DAN VICTORY	03/22/23	
	LABOR RATE	LICENSE NO.	TAG NO.
			66,727
	YEAR / MAKE / MODEL	COLOR	STOCK NO.
	11/FORD/TAURUS/4DR SDN SEL FWD	/	
	VEHICLE I.D. NO.	DELIVERY DATE	DELIVERY MILES
	1 F A H P 2 E W 4 B G		
	F.T.E. NO.	SELLING DEALER NO.	PRODUCTION DATE
	P.O. NO.	R.O. DATE	
		03/22/23	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	

TOTALS-----

* [] CASH	* [] CHECK	* CK NO. []	* TOTAL LABOR....	219.95
* [] VISA	* [] MASTERCARD	* [] DISCOVER	* TOTAL PARTS....	0.00
* [] AMER XPRESS	* [] OTHER	* [] CHARGE	* TOTAL SUBLET...	0.00
			* TOTAL G.O.G....	0.00
			* TOTAL MISC CHG.	0.00
			* TOTAL MISC DISC	0.00
			* TOTAL TAX.....	15.40

TOTAL INVOICE \$ 235.35

TO BETTER SERVE YOU PLEASE MAKE SURE WE HAVE YOUR MOST CURRENT EMAIL ADDRESS ON FILE!!! THANKYOU FOR YOUR BUSINESS.

CUSTOMER SIGNATURE



ALL PARTS NEW UNLESS OTHERWISE SPECIFIED.

THE NEW FORD PARTS WARRANTY

UNLIMITED MILEAGE

NEW Service Part Warranty
on
Ford Genuine & Motorcraft Parts
**2-Years/
UNLIMITED Miles**

☒ Includes Labor*

☒ NO Commercial Exceptions!!

GENUINE PARTS

MOTORCRAFT

See your Ford or Lincoln Dealership or Ford Authorized Distributor for additional details.
SPW-OC12013

STATEMENT OF DISCLAIMER
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5

★★★★★

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If we did not, please
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Collision Center Hours
Monday - Friday: 7:30am - 5:30pm
Saturday: 8:00am - 12:00pm
Sunday: Closed

FORD ACCESSORIES

Ask our parts department to help find accessories that fit your Ford vehicle.

The Reynolds and Reynolds Company ESANTINVE CC737624 Q (03/20)





Walker Ford
17556 US Hwy 19 North
Clearwater Florida 33764
[REDACTED]

Customer information**Street:****Zip Code:****Cardholder Signature**
[REDACTED]**Transaction information****Sale****Date:** 3/23/2023, 9:42:44 AM**Amount:** \$235.35**Card Number:** ***** [REDACTED]**Merchant ID:** 765**Terminal ID:** 00000001**Auth Code:** 05289C**Auth Mode:** Issuer**Processed as:** VISA**Reference No:** [REDACTED]**Trace No:** 5830824933603585F4J**Invoice No:** [REDACTED]**Response Msg:** Approved**Entry Method:** Chip Read**Match AVS:** Not Provided**Match CVV:** Not Present**Match ZIP:** Not Present**Chip Card AID:** A0000000031010**TVR:** 8000008000**IAD:** 06011203A0A000**TSI:** 6800**ARC:** 00**Client ID:** [REDACTED]**App. Name:** VISA CREDIT**User ID:** Cashier Group

I Agree to Pay Above Total Amount According to Card Issuer Agreement (Merchant Agreement if Credit Voucher).

ENCRYPTED BY ELAVON

Big Boyz Tires & V
11001 49th St N
Clearwater Florida 33762
(813)952-7

Invoice

Dat	Invoice
2/13/2023	

Bill To
2011 FORD T

Ship To

Vehicle	Terms	Rep
FORD		

Mileage In/Out

Quantity	Item Code	Description	Price Each	Amount
1	Parts	REPLACED Accelerator Pedal SENSOR	189.00	189.00T
1	Parts	Fuel Injection Throttle Body	358.00	358.00T
1	Labor	LABOR	250.00	250.00T
		Sales Tax	7.00%	55.79
			Total	\$852.79

February 14, 2023 at 2:21 PM
BIG BOYZ TIRES LLC
6154 126TH AVE UNIT C
LARGO FL 33773
(727) 400-6050

Purchase

Subtotal 852.79
Manual Item * 1 852.79
Item Total 852.79

Sale # 4790172026742672
Associate Item Count Vital Plus X5 #1
Trans # 852.79
Register 852.79

Total 852.79

Exp: **/**
Auth: Chip 09020C
Cardholder: KESWEEY JARICE M
AID: A0000000031010
Appl Label: VISA CREDIT
TVR: 6800
w: Signature

