

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [DataQuality](#), [DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: NHTSA Complaint Ford Taurus SEL Model FWD Throttle Body Complaint
Date: Monday, April 3, 2023 9:55:52 AM

From: [REDACTED]
Sent: Wednesday, March 29, 2023 11:41 AM
To: EVOQ (NHTSA) <EVOQ@dot.gov>; [REDACTED] DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Re: NHTSA Complaint Ford Taurus SEL Model FWD Throttle Body Complaint

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.

[REDACTED]
[REDACTED]

On Wed, Mar 29, 2023 at 3:42 AM [REDACTED] wrote:

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

Respectfully,

[REDACTED]
[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.

1

2

3

From: [DataQuality@dot.gov \(NHTSA\)](#)
To: [DataQuality@dot.gov](#)
Subject: FW: More about my complaint: NHTSA Complaint Ford Taurus SEL Model FWD Throttle Body Complaint
Date: Monday, April 3, 2023 9:58:09 AM
Attachments:

From: [REDACTED]
Sent: Wednesday, March 29, 2023 11:02 AM
To: [REDACTED] <DataQuality@dot.gov>
Subject: More about my complaint: NHTSA Complaint Ford Taurus SEL Model FWD Throttle Body Complaint

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.

Ford Forums banner

[Ford Taurus, The Standard Sedan, Mid-Model, Mid-Model](#)
2011 Ford Taurus SEL MODEL

[None](#)

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1 - 20 of 28 Posts
1 of 2



Registered
Joined Feb 27, 2023

17 Posts

Discussion Starter

Hey all
Question please hope someone can answer. My Taurus has had so many repairs but I love my car and will keep it.
69,000th miles.
Throttle bottle and pedal replacement
\$852.79 replaced on February 14, 2023.
Mechanic tried to fix it but the error code is the large blue wrench and check engine light still on.
Have to bring it in at the end of the month to my Ford Dealer.
When I start the car the brake pedal is to the floor. It revs up and when I place the shift in drive it wants to take off by itself at a rapid speed. I then shut the car off and it makes a big thump.

I was going to disconnect my battery and connect it again to see if that works but I don't want to erase the codes.
My Ford dealership is so busy that they could only give me an appointment at the end of the month.
Thoughts please?
Thank you for reading.

[Link Change](#)

[REDACTED]
Registered
Join [REDACTED]
231 Posts

Brake pedal to the floor usually means the master brake cylinder has or is failing, or air in the system.
High idle usually indicates a vacuum leak... many causes for this.
Some auto parts stores will check the codes for free. (Oreillys is one). You could do that and make a list of the codes.
You can find what the codes mean just by googling them.
Don't worry about erasing codes as they will re-appear if there's a problem.
See somewhere else that a solenoid inside the transmission could cause some issues that gets blamed on the throttle body.



Registered
Joined Feb 27, 2023

17 Posts

Discussion Starter

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See somewhere else that a solenoid inside the transmission could cause some issues that gets blamed on the throttle body.
Click to expand...

Thank you Dave.



Super Moderator
Joined Apr 24, 2007

19,452 Posts

There have been problems on that car with master cylinder and brake boosters needing replaced... seems to be quite a common failure / complaint.
Never, never, never give up.

+





Super Moderator
Joined Apr 26, 2007

19 Posts

Found this on the same problems you are having.

The 2010 Ford Taurus has 13 NHTSA complaints for the service brakes at 47,514 miles average.

Never give up.

Registered
Joined Feb 27, 2013

17 Posts

Discussion Starter

I have seen these problems on this car with master cylinder and brake booster needing replaced. seems to be quite a common failure / complaint.

I agree and thank you!! I called Ford and lodged my complaint as well as the National Highway and Safety Division. Unfortunately there is no recall in reference to the above. If more people complained we would see a free repair. My electrical went years ago. Smart junction box replaced. sun roof flooded and I could go on and on. I still will not part with it. Its value is only 5th.

One owner operator. My last car. Thank you all so much.

This is going to be a huge expense.

Registered
Joined Feb 27, 2013

17 Posts

Discussion Starter

I have seen these problems on this car with master cylinder and brake booster needing replaced. seems to be quite a common failure / complaint.

Thank you much appreciated.

Found this on the same problems you are having.

The 2010 Ford Taurus has 13 NHTSA complaints for the service brakes at 47,514 miles average.

Click to expand...

I read the complaints thank you. One is mine from years ago. I watched the car key turn to the off position and had no power in the vehicle going 65 MPH. I just coasted on the Highway and landed in a patch of grass.

Someone was looking down on me I should have been dead.

Registered
Joined Feb 27, 2013

17 Posts

Discussion Starter

Thank you much appreciated.

I read the complaints thank you. One is mine from years ago. I watched the car key turn to the off position and had no power in the vehicle going 65 MPH. I just coasted on the Highway and landed in a patch of grass.

Someone was looking down on me I should have been dead.

Codes were read yesterday by O'Reillys here in Florida.

Ford dealership can't take me until the end of March 2013. No one will work on my car stating Ford can only work on the vehicle as they have the equipment to dive deep into all the codes. I fear I am causing damage when I drive it and stop with the loud thump noise when running simple errands.

Reply to this

Registered
Joined Mar 23, 2012

102 Posts

Looks like there are 5 codes popping up. Your picture only shows one. It would help to have all 5.

If the dealer is too busy perhaps an independent shop can get you in. If only to take care of the brake / vacuum booster. You definitely want that fixed.

That might even take care of a couple of the codes.

Reason being: if the vacuum booster is leaking badly the computer compensates by enriching the air/fuel mixture causing the engine to rev higher.

At some point the computer notices the discrepancy between the sensors and triggers codes and the check engine light.

Look for other shops if the ones you've been to won't look at it.

Up noise. Kinda hard to diagnose that without actually being there. Any idea where it's coming from? Right or left of engine. In front or behind it. Severity of noise-dull or clashing?

Registered
Joined Feb 27, 2013

17 Posts

Discussion Starter

times the there are 2 codes popping up. Your picture only shows one. It would help to have all 5.
If the starter is too busy, perhaps an independent shop can get you in. It's only to take care of the battery / vacuum booster. You definitely want that fixed.
That might even take care of a couple of the codes.
Reason being: If the vacuum booster is leaking badly, the computer compensates by enriching the air/fuel mixture, causing the engine to rev higher.
At some point, the computer notices the discrepancy between the sensors and triggers codes and the check engine light.
Look for other shops? The ones you've been to won't look at it.
As for the thump noise. Kinda hard to diagnose that without actually being there. Any idea where it's coming from? Right or left of engine, in front or behind it, severity of rattle-dull or clanging?

Thank you for responding. O'Rileys only showed me one code. Thank you. did not know there were 5? Guy was in a rush to get back in the store.

I did go to another shop to inquire that same day but they told me to stick with Ford. I am I keep searching for an independent place. had no idea about "the brake / vacuum booster. You definitely want that fixed." Thank you for telling me that.

Thump is very loud coming from the front drivers side.
Strangely enough took it out today and just turned the key to battery mode. waited 1 min before starting it up and it was fine.

I know I am on borrowed time with this issue.

left a message with Ford and waiting to hear back.

Again I appreciate the response and all keeps escalating.

Back to expand...

Registered
Joined Mar 25, 2023

0:03 Post

When does it happen? Start up? Shut down? Accelerating? braking? Going around corners? Hitting bumps?

Registered
Joined Feb 27, 2023

17 Posts

Discussion Starter

When the thump noise does it happen? Start up? Shut down? Accelerating? braking? Going around corners? Hitting bumps?

First Post

Registered
Joined Mar 25, 2023

0:02 Post

Can't say for certain, but it kinda sounds like a worn or loose motor mount...hard to say without actually being there to observe it.

Next: "Strangely enough took it out today and just turned the key to battery mode, waited 1 min before starting it up and it was fine."
What was fine? The way it runs? The thump?

Registered
Joined Feb 27, 2023

17 Posts

Discussion Starter

No thump at all.

Did two friends shut car off and turned it on but left it in battery mode for a good minute before actually starting it up. I did put the top of the line gas in it the other day and it's 80 degrees here in Florida.

Registered
Joined Mar 25, 2023

0:03 Post

The thump could also have been a misfire or detonation (similar to "dieseling") or something on that order. The better gas might be helping for that issue.
Try starting and running it the normal way and see what happens.
You might have had a bad tankful of gas, and the fresh fill may have helped.

Registered
Joined Feb 27, 2023

17 Posts

Discussion Starter

I felt it may be the gas in the back of my mind that would be a miracle. Went to a Rally gas station but went back to Shell gas station.
Ok going to go start it the normal way.

Held for a half hour.

Again thank you so much.

Reactions

Registered
Joined Feb 27, 2023

17 Posts

Discussion Starter

I felt it may be the gas in the back of my mind that would be a miracle. Went to a Rally gas station but went back to Shell gas station.
Ok going to go start it the normal way.
Held for a half hour.
Again thank you so much.

Got started and it normally and it started right up without incident. Engine light remains on.

Registered
Joined Mar 25, 2022
192 Posts

Yeah, not surprised. The other issues still need to be addressed, and if it were me, I'd get that brake issue squared away first, between the safety factor and a booster is actually leaking, then a fresh one may help resolve another code or 2. Probably another \$500 - for that (\$100 or so for the part and the rest labor).

Registered
Joined Feb 27, 2023
17 Posts

Discussion Starter

Yeah, not surprised. The other issues still need to be addressed, and if it were me, I'd get that brake issue squared away first, between the safety factor and if the booster is actually leaking, then a fresh one may help resolve another code or 2. Probably another \$500 - for that (\$100 or so for the part and the rest labor).

I'd thank you for all your help it is very much appreciated.

Registered
Joined Feb 27, 2023
17 Posts

Discussion Starter

This week, my Ford Taurus SEL model FWD had to be towed - the brake pedal locked.

Took it to my Ford dealership, codes run and system updated, engine light and blue wrench bar was gone.

I finally did not hear the rough idling, it ran a lot smoother. Paid over 200 for the update from Ford hoping all my issues were resolved.

Keep in mind I went to a mechanic referred to me by a friend, was told he is a certified Ford mechanic and paid him...his notes: REPLACED Accelerator Pedal SENSOR and fuel injection throttle body \$ 852.79.* Unbeknownst to me, the mechanic bought the parts from AutoZone on February 13, 2023. I was under the impression that only Ford products would go into my car. There was no parts number on my receipt and no warranty on his work was offered.

Yesterday the blue wrench signal came back on and the check engine light also. I turned my car off to talk to a friend and started it back up where it revved up and my friend asked me if I was stepping on the gas to which I replied no. I drove to my Ford dealership once again and they said they will have to order a new throttle body Ford approved part for me. They did run the codes.

My question is this: why wasn't a Ford part put into my vehicle? Now mind you, my car had to go back to that mechanic twice and the problem was not fixed. It's still not fixed because the part is on back order and being ordered by Ford effective yesterday March 24, 2023.

I called the mechanic twice yesterday and sent him a text and he did not respond. I should not have to pay for 2 throttle body parts and not get my money back from this mechanic. When my dealership takes out the AutoZone throttle body, this mechanic should honor my return and refund me my money back. I am not asking for the labor nor the brake pedal part.

What is your opinion of Ford parts vs AutoZone parts?

I have always used Ford parts in my vehicle and taken it to my dealership but in this case time was of the essence to get it fixed asap hence this mechanic that was referred to me by a friend. The TB was close to the price well over 300 dollars.

any input to my issue and thank you.

1 - 20 of 28 Posts
1 of 2

Remove formatting
Bold Italic Underline
Text color Font size
Attachment Insert link Insert image Gallery embed Smilies Insert
Alignment List Insert table
Undo Redo
Drafts Toggle BB code

Quoted (1) Preview Post reply

1

• [REDACTED]

• [REDACTED]

• When you purchase through links on our site, we may earn an affiliate commission which supports our community. • The Ford platform includes forum software by XenForo.

• VeritasScope Inc. 111 Peter Street Suite 606 Thornhill Ontario M3V 2H2 Canada • [REDACTED]

Jenice M

Clearwater Florida

33762

On Mar 29, 2023 at 3:42 AM [REDACTED]

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.

CUSTOMER NO. [REDACTED]	ADV/SOR DAN VICTORY	TAG NO. 99667	INVOICE DATE 03/22/23
[REDACTED]	LABOR RATE	LICENSE NO.	STOCK NO.
[REDACTED]	YEAR / MAKE / MODEL 11/FORD/TAURUS/4DR SDN SEL FWD	66,727	COLOR /
CLEARWATER, FL	VEHICLE ID. NO. 1FAHP2EW4BG		DELIVERY DATE
[REDACTED]	F.T.E. NO.	R.O. NO.	DELIVERY MILES
[REDACTED]			SELLING DEALER NO.
			PRODUCTION DATE
			R.O. DATE 03/22/23
REPAIR ORDER NO. [REDACTED]	SALES ORDER NO. [REDACTED]	COMMENTS	MO: [REDACTED]

JOB# 1 CHARGES

LABOR
J# 1 10F0Z06 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# 2 CHARGES

LABOR
J# 2 10F0Z 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 0.00

JOB# 3 CHARGES

LABOR
J# 3 02F0Z99PX XPRESS REPORT CARD TECH(S):310 0.00
PERFORM REPORT CARD INSPECTION
UNDER HOOD INSPECTION

JOB# 3 TOTALS 0.00

COMMENTS
RECOMMENDED NOT DONE/ DECLINED SERVICES

ALL PARTS NEW UNLESS OTHERWISE SPECIFIED.



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

Parts **Mobil**

See your Ford or Motorcraft retailer or Ford Authorized technician for additional details.
*Labor may vary by hour. Excludes parts for other Ford vehicles.

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.

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

The Reynolds and Reynolds Company, Irvine, CA 92618-1699

*March 22, 2023 Vehicle towed
to Walker Ford. Break
pedal stuck. Walker Ford
Did Computer update.
March 24, 2023 - Returned to Walker Ford
back.*

CUSTOMER NO. [REDACTED]	REVISOR DAN VICTORY	TAG NO. 99667	INVOICE DATE 03/22/23
[REDACTED]	LABOR RATE	LICENSE NO.	STOCK NO.
[REDACTED]	YEAR / MAKE / MODEL 11/FORD/TAURUS/4DR SDN SEL FWD	MILEAGE 66,727	COLOR
CLEARWATER, FL	VEHICLE ID. NO. 1FAHP2EW4BG	DELIVERY DATE	DELIVERY MILES
[REDACTED]	E.T.E. NO.	SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	P.O. NO.	FI O. DATE 03/22/23	
RES. [REDACTED]	COMMENTS	MO: [REDACTED]	

TOTALS	
*****	TOTAL LABOR.... 219.95
* [] CASH [] CHECK CK NO. [] *	TOTAL PARTS.... 0.00
* [] VISA [] MASTERCARD [] DISCOVER *	TOTAL SUBLET.... 0.00
* [] AMER XPRESS [] OTHER [] CHARGE *	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

[REDACTED]

ALL PARTS NEW UNLESS OTHERWISE SPECIFIED.



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

See your Ford or Lincoln Dealer for this limited warranty to determine details. ©2023 Ford Motor Company.

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

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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.

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Invoice

Bill To
2011 FORD T

Ship To	

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

BIG BOYZ TIRES LLC
6154 136TH AVE UNIT C
LARGO FL 33772
(727) 400-6030

February 14, 2023 at 2:21 PM

Purchase

ELIO 001
479017026742612
Vital Plus XS #1

	Manual Item * 1	
Sale #	852.79	
Associate	852.79	
Trips #	852.79	
Register	852.79	
Manual Item * 1	852.79	
Item Total	852.79	
Subtotal	852.79	
Total	852.79	

Exp: **/***
Card: Cnp 090206
Auth Code: KIDWIEY/JANICE
App: Add000000310G
TID: 880000000
VIA CREDIT
Sig: Signature