

NHTSA ccmMercury Routing Slip



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NHTSA #: ES11-003462	Rec'd Date: 5/19/2011	Referred By: NPO-011
XREF #:	Doc Type: CNG	Doc Date: 5/19/2011
Delivery: EML	Address To:	Due Date: 6/17/2011
S10 #:	DOT/I #:	RMP #:
Subject: EMAIL FROM SENATOR TOOMEY ON BEHALF OF CONSTITUENT [REDACTED] RE CONCERNS WITH HER FORD 2005 ESCAPE AUTOMOBILE (DESIGN OF THE POWERTRAIN CONTROL MODULE COMPUTER)		
Ack Date:	Ack By:	Signed For:
Sign Office: DIRECTOR FOR EXTERNAL AFFAIRS	Signature: CHAN LIEU	
Cleared Date:	Cleared By:	Cleared For:
File Loc:	XREF File:	Closed Date:
Added By: BMILLINGS x65470	Modified By: BERNADETTE.MILLINGS	
Most Recent Comment:		

Author:

THE HONORABLE PATRICK J TOOMEY
UNITED STATES SENATE

CL-10403174-2547

WASHINGTON, DC 20510
Tel: Fax: E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	5/19/2011	6/17/2011	
NVS-010	INFORMATION	5/19/2011		5/19/2011
NIA-110	INFORMATION	5/19/2011		5/19/2011

MAY 20 2011

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

RECEIVED - NHTSA
2011 MAY 19 P 2:01
EXECUTIVE SECRETARIAT

MC
05/20/2011
KB

Millings, Bernadette (NHTSA)

From: Lieu, Chan (NHTSA)
Sent: Thursday, May 19, 2011 1:35 PM
To: Millings, Bernadette (NHTSA)
Cc: Caldwell, Megan (NHTSA)
Subject: FW: Senator Toomey's Office- New Inquiry
Attachments: EdlerNHTSAInquiry.pdf

Please control. Thanks.

From: Bily, Sarah (Toomey) [mailto:Sarah_Bily@toomey.senate.gov]
Sent: Thursday, May 19, 2011 12:58 PM
To: Lieu, Chan (NHTSA)
Subject: Senator Toomey's Office- New Inquiry

Dear Mr. Lieu,

Please find attached a new inquiry regarding constituent [REDACTED]. Any assistance you may be able to provide in this matter is greatly appreciated.

Sarah Bily
Constituent Advocate
Office of U.S. Senator Pat Toomey
1150 S. Cedar Crest Blvd., Suite 101
Allentown, PA 18103
Phone: 610-434-1444
Fax: 610-434-1844

United States Senate

WASHINGTON, DC 20510

May 19, 2011

Chan Lieu
National Highway Traffic Safety Administration
Fax: 202-366-2106

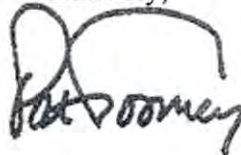
Dear Mr. Lieu:

I received the enclosed correspondence from my constituent, [REDACTED], regarding her concerns with her Ford 2005 Escape automobile. [REDACTED] expresses several complaints regarding Ford Motor Company, including the design of the vehicle's Powertrain Control Module computer and the inaction of the company in addressing this issue.

I would greatly appreciate if you could review the enclosed correspondence and provide any assistance that may be helpful in resolving this case. Please direct your response with any information that may be helpful to my constituent to my Constituent Advocate, Sarah Bily. Sarah can be reached by email at Sarah_Bily@toomey.senate.gov, by fax at 610-434-1844, by phone at 610-434-1444, or through the mailing address 1150 S. Cedar Crest Blvd., Suite 101, Allentown, PA 18103.

I am grateful for any assistance you may be able to provide in this matter.

Sincerely,



Pat Toomey
U.S. Senator

Enclosure

May 2, 2011

Dear Mr. Toomey,

I am enclosing a synopsis of issues that I have been having with my Ford 2005 Escape automobile. PLEASE, read the entire letter as it explains all of the issues that I have been and, as of this writing, are still experiencing. My hope is that you can do something to assist me get this resolved and give me a little piece of mind.

Any and all help would be greatly appreciated. I am at my wits end and do not know where to turn for help. I have added my address and phone numbers if there would be any further information that you need.

PLEASE HELP ME! AND THANK YOU IN ADVANCE FOR ANY ASSISTANCE!

Sincerely yours,

[Redacted]
Williamsport, Pa. [Redacted]

- home
- work
- cell

National Highway
 (NH TSA) - see liaison list

+ PA Office of Attorney General
 Bureau of Consumer Protection
 Strawberry Sq 10th Fl
 Harrisburg PA 17120

2005 FORD ESCAPE ISSUES

On Wednesday March 23, 2011, I was on my way home from Baltimore, MD., when my car started acting up. The check engine light did not come on at all. I nursed the car home. The next day as I was on my way to my mechanic, there was a pop and all of the lights on my dash started blinking. When I reached the garage, my mechanic hooked it up to the machine and determined that it was a cylinder that was not firing but he thought that there was more damage than just the one cylinder. After further examination, he discovered that the PCM (power control module) was damaged.

The PCM was sent to Cardone Reman for repair by NAPA auto parts on April 5, 2011 to rebuild the PCM since Ford does not make that part any more and a rebuild is the only option. I find this crazy since I know for a fact that when airplane engines are built, Textron Lycoming MUST make and carry every part of that engine for 10 years! Apparently car manufacturers are not held to these same standards. Unfortunately the man at NAPA told the tech at Cardone Reman incorrectly to do a refresh and not a rebuild. When I called my mechanic to get an update he had not heard anything or gotten my part back. After he spoke to NAPA and realized that there was an error he called the rebuild company and told them that the PCM had to be rebuilt and not refreshed. The technician asked him what the problem was and when my mechanic told him and said that if he had known it was going to be such a process, he would have taken it to a Ford dealership to fix. The technician laughed and said that they would have had the same problems! The technician also told my mechanic that Ford recommended that all 6 coils and all 6 spark plugs be replaced. My mechanic did as he was instructed and replaced all of the parts while waiting for the PCM to be returned to him. The PCM was returned on Friday April 15, 2011. The PCM then had to be taken to a Ford dealership to have it programmed for my car according to the VIN number. He was told that he could not get it in to them until Tuesday April 19, 2011. At this point I have been without a car for 23 days!

On Monday April 18, 2011, I got a call from my mechanic that he had gotten the PCM programmed and reinstalled back on my car and that there was a problem! After he reassembled it and put it on the computer to check to make sure everything was working properly the computer was telling him that ANOTHER cylinder was not firing. This is after he replaced all new coils and plugs. Apparently when the PCM was sent to Cardone Reman to be rebuilt, they ONLY rebuilt circuit B of the CPM and now circuit C had to be rebuilt. Why they both were not rebuilt is a mystery to me. It is now May 2, 2011 and I have still not gotten the PCM back from Cardone Reman for the 2nd time. I spoke to Steve, the owner of NAPA, last week and he told me there is a 7 to 10 day turn around from Cardone Reman. He assured me that he would call the company and find out the status of the part and call my mechanic with an update. He never called my mechanic. I am extremely upset with NAPA for their handling of my situation. We never can get any information from them. They should be on top of this situation and be able to give us some information when it is requested, but we have to fight with them tooth and nail for ANY information. I called my mechanic today and he still had not heard from NAPA. When my mechanic called him later in the day, Steve, the owner, promised to call

Cardone Reman tomorrow morning and get us an update. We'll see! As of today Monday April 2, 2011, I have been without a car for 40 DAYS! This has been a terrific hardship and inconvenience for me and my family. I have had to borrow my mom or dads car. Thankfully my boyfriends work schedule and mine have allowed us to car pool but not without sacrifices. He has had to give up numerous hours of overtime so that I could take him to work and use his car to go to work. If I would have had to rent a car all this time, my rental bill would be in the thousands of dollars on top of the cost of the repair bill that I am going to have. Who can afford that?

The following are VERY IMPORTANT things that I have been told or discovered in the course of researching this problem and they all lead back to the Ford Motor Company:

THIS IS NOT A NEW OR SINGULAR PROBLEM WITH THE 2005 FORD ESCAPE AND THE FORD MOTOR COMPAY HAS KNOWN ABOUT THIS PROBLEM ALL ALONG! This problem is a faulty engineering design. They placed the PCM computer behind the engine compartment where there is a lot of heat generated from the engine and it interferes with the frequency of the PCM. The coil damage is not evidenced by their ability to deliver a spark but rather by a loss of RF protection due to misfiring. In turn the coils loss of RF protection damages the computer PCM module. Now, I am not an engineer but even I know that you do not put computers near heat! Supposedly, Ford is covering the problem under warranty of the PCM according to the TSB (technical service bulletin) which included 85K miles. That is because it is a smog part and they are federally required to be warranted for that long. I spoke to a Ford Customer Service Rep on April 20, 2011. He instructed me to take the invoice from my mechanic to a Ford Dealership and give it to the service manager. I was told that he will forward on the complaint and request for reimbursement for all expenses for the repairs from me to Ford Headquarters. He assured me that it would not take long for Ford to make its determination whether to reimburse me for these expenses. That is NOT saying they will reimburse me at all. We have not been able to do this yet due to the fact that we can't get the PCM fixed to even get the invoice to the service manager!

At some point Ford, knowing there was a problem, had a recall on their plugs, coils, and PCM but they NEVER once considered a recall on the car for the poor customers that purchased this year of Ford Escape! Recall the parts but not the cars themselves? How does that make any sense? People are spending thousands of dollars to fix this problem only to have it reappear soon after repairs are made. The dealers are not volunteering the TSB info and not following the guidelines and doing a complete repair. I was lucky that the Cardone technician did inform my mechanic about replacing all 6 coils and plugs. They were well aware of the problems yet due to the fact that most of these problems do not occur until around 80K miles, I guess they figured people would not complain. My car is only 6 years old! There is NO guarantee that this problem will not happen again. As a matter of it almost guaranteed TO happen again at any time, due to the faulty design. Then the original parts will not be on the car and I do not believe that the TSB warranty will cover a second repair since then the car will have over 85K miles. Therefore, I would only be eligible for the warranty that comes with a rebuilt PCM. The attitude of Ford to just do nothing about this problem is atrocious! I believe a total recall of all 2005 ford

Escapes should happen and reimbursement should be made to all the people that have had this issue and paid out of pocket for all of the repairs. If the design can not be changed, then Ford has a responsibility to all the 2005 Escape owners to do right by them either monetarily or with a new vehicle. They have knowingly hidden this problem from all of the owners of this vehicle and done nothing to compensate them for all of their hard earned money and inconvenience. They have put us in a real predicament as to how to proceed with this issue. Do I get it fixed and keep it and wait for the problem to occur again? Do I get it fixed and trade it in on a new car and pass this problem on to some unsuspecting car buyer on a used car lot. I do not have a good feeling about that! I sacrificed for years to pay off this car and I am close to paying off my house in the hopes of retiring soon. This car was to last me through my retirement years. Now, I am in a quandary as to what to do with this. Do I want to keep it and take the chance that in my retirement I am again going to find myself in this situation again? Do I have to delay my retirement due to the fact that I am going to have to purchase a new vehicle through no fault of my own but due to the fault of the Ford Motor Co? This is a very stressful situation that I find myself in and I am not sure what direction to go. I do know one thing though, **THE FORD MOTOR COMPANY SHOULD DO RIGHT BY THEIR LOYAL CUSTOMERS AND COME CLEAN ABOUT THIS PROBLEM AND MAKE IT RIGHT!!!!** Ford should be forced to have a recall or reimbursement. Something needs to be done now! All of the 2005 Ford Escape owners should be notified by Ford of this issue before they reach the magic mark of 85K miles and loose out on the TSB warranty! Perhaps a class action lawsuit needs to be initiated to get Fords attention to this dire problem. A recent newspaper article cited Fords 1st quarter earnings profits at 2.6 BILLION on new cars. I guess they don't give a damn about us loyal Ford owners that are suffering because of them! We are being left to fend unsuccessfully for ourselves. **WE NEED HELP!!**

I realize that this is a long letter but I did not want to omit any vital fact. I urge you, PLEASE, help me and other Ford Escape owners!