

MAR 10 2013

0L-10504033-1098

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

[REDACTED]
OWENSVILLE, MO

Phone [REDACTED]

March 10, 2013

NHTSA Headquarters
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

Subject: 2011 Mercury Milan VIN # 3MEHM0HA9BR [REDACTED]

Re: Partial Engine Failure (Power Loss)

In the Feb. 26, 2013 newspaper edition of "USA Today" there was an article saying you are looking into partial engine failures (power loss) in certain Ford products. My situation exactly fits the article.

At approximately 48,415 miles, the engine started going into a very rough low RPM mode.

The cars behind us were scary as we limped to an exit ramp.

Attached is the note I gave the Ford dealer describing the problem.

Also attached is the bill in the amount of \$605.23 describing the repair.

The only item on there not related to the throttle body and the air throttle body assembly is a \$48.33 charge for replacing the "cabin air filter."

I hope this information will help you in your investigation, and that, if there is a recall, I can be reimbursed by Ford on this expensive repair.

Sincerely,
[REDACTED]

ET
31913
SMD

Notes on our Mercury Milan.
February 17, 2013

About 60 miles ago we believe we had a pretty hefty back fire. 65 mph. No lights on the dash board lit. At the time we had no idea what the noise we heard could have been, but in hind sight we think it must have been a back fire.

Sunday afternoon, about 15 miles ago, the car ran roughly when we started up at the house. Then at about 55 mph, the motor suddenly and instantly slowed to about 700 rpm and ran very roughly. The wrench light came on.

We pulled over and stopped. We paused about 1 or 2 minutes and restarted the car. It ran ok for about $\frac{1}{4}$ mile, then ran rough with the wrench light on. We stopped and shopped.

Afterwards the car started ok and ran ok for $\frac{1}{4}$ mile then slowed to a rough 700 or 800 rpm. The wrench light and the motor light came on. We stopped again for about 3 or 4 minutes while we considered calling for a tow truck.

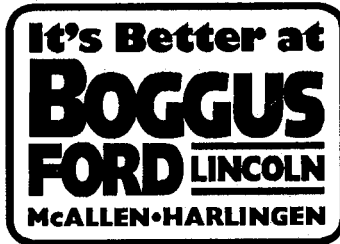
Then we started the car again. The wrench light and the motor light were both on but the car ran ok under 40 mph.

We stopped again to shop. Afterwards, the car started and for a few moments ran roughly with the wrench light and the motor light on. Then the wrench light went off and we drove home under 40mph with the motor light on all the time. We got home about 4 miles later and the motor light stayed on. As we stopped at home the motor slowed and ran roughly and the wrench light came on and joined the motor light that was already on.

McALLEN
877-686-7411

1400 EAST HIGHWAY 83 • McALLEN, TEXAS 78501

*Paid by Phone 2/19/13
Master Card 8:45 AM*



BogbusAutoGroup.com

HARLINGEN
800-306-8635

2521 S. EXPRESSWAY 83 • HARLINGEN, TEXAS 78550

*Pack Place Lot
7 T6*

(CHECK (✓) APPROPRIATE BOX)

☐ CLAIMS REVIEW	☐ AUTHORIZATION TO SUBMIT CLAIM	☐ PARTS SCRAP OUT
\$ PARTS	\$ LABOR	\$ TOTAL

Authorized Signature And Date _____

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE, UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

(SIGNED) _____ DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON (DATE) _____

Adv: 221 BENJAMIN W. FOSTER 4048	License: TX	3MEHMOHA9 BR	Page: 1	Invoice: C93799
Invoice to		Driver/Owner Information		
[REDACTED] HARLINGEN, TX [REDACTED] Cell: [REDACTED]		[REDACTED] HARLINGEN, TX [REDACTED] Cell: [REDACTED]		
For Office Use		Vehicle Information		
Odometer in: 48422 Out:		Dist: 11M CUS C Prelim		11 MERCURY MILAN 4DR SDN
Begin: 02/18/13	Done: 02/18/13	Invoiced: 02/18/13 17:31 KD		Inservice: 11/17/10
Customer Concern				
Concern 31	INDUCTION FLUSH			Operation Tech Amount
Correction	FLUSH INDUCTION SYSTEM			31 102 * 69.10
Comment	INDUCTION FLUSH			
Parts	Part Number	PO#	Note	Description Qty List Sell
	010 10104			INDUCTION FLUSH 1 48.27 48.27 48.27
	Tech 102 MARTINEZ, 0335 SS#: 0335			
Type: C	Line Flags: HAZ			TOTAL CHARGE FOR CONCERN 118.87
Concern 50	DRIVABILITY CONCERN DIAG			Operation Tech Amount
Correction	DRIVABILITY CONCERN DIAG OG			50C 102 * 98.00
	Tech 102 MARTINEZ, 0335 SS#: 0335			
Type: C	Line Flags: HAZ NOS			TOTAL CHARGE FOR CONCERN 99.25
Concern 51	WRENCH LIGHT AND ENGINE LIGHT ON, TRIES TO STALL			Operation Tech Amount
Correction	REPL AIR THROTTLE BODY ASSEMBLY			9926A 102 98.00
Comment	REPLACE THROTTLE BODY			
Parts	Part Number	PO#	Note	Description Qty List Sell
	EMC DS7Z 9E926 A			THROTTLE BODY AND MO 1 206.02 206.02 206.02
	Tech 102 MARTINEZ, 0335 SS#: 0335			
Type: C				TOTAL CHARGE FOR CONCERN 304.02
Concern +52	CABIN FILTER			Operation Tech Amount
Correction	REPLACE CABIN AIR FILTER			9619A 102 19.60
Parts	Part Number	PO#	Note	Description Qty List Sell
	EMC A85Z 19N619 A		NSTK	*FILTER - ODOUR AND 1 28.73 28.73 28.73
	Tech 102 MARTINEZ, 0335 SS#: 0335			
Type: C				TOTAL CHARGE FOR CONCERN 48.33

Notice Pursuant to §70.001, Texas Property Code

I am the person or agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with §9.503, Texas Business and Commerce Code. If a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account or the account on which it is drawn has been closed.

It is understood that this company assumes no responsibility for loss or damage by theft or fire to this vehicle or its contents, or for damage to vehicle when called for and delivered or while road testing. Authorization for labor and material is granted and an express mechanic's lien is acknowledged to secure the payment therefor. Permission is granted to operate this vehicle on any street or road for the purpose of testing and inspecting.

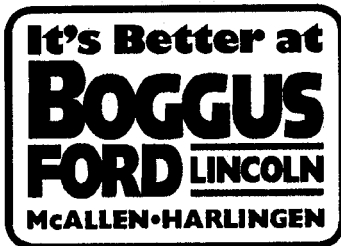
DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. Bogbus Motor Co. hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and Bogbus Motor Co. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. I have read, understand and accept, all provisions of the Warranty Statement covering this Ford Motor Company vehicle and/or service parts.

TERMS STRICTLY CASH UNLESS PREVIOUS ARRANGEMENTS MADE.

X _____
PURCHASER'S SIGNATURE

McALLEN
877-686-7411
 1400 EAST HIGHWAY 83 • McALLEN, TEXAS 78501



BoggusAutoGroup.com

HARLINGEN
800-306-8635
 2521 S. EXPRESSWAY 83 • HARLINGEN, TEXAS 78550

(CHECK (✓) APPROPRIATE BOX)

☐ CLAIMS REVIEW	☐ AUTHORIZATION TO SUBMIT CLAIM	☐ PARTS SCRAP OUT
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\$ PARTS \$ LABOR \$ TOTAL

 Authorized Signature And Date

ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE, UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

(SIGNED) _____ DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON (DATE) _____

Adv: 221 BENJAMIN W. FOSTER 4048	License: TX	3MEHMOHA9 BR	Page: 2	Invoice: C93799
Invoice to:		Driver/Owner:		
Invoiced: 02/18/13 17:31:18 KD		11 MERCURY MILAN 4DR SDN		
Summary of Charges for Invoice C93799		Payment Distribution for Invoice C93799		
PARTS	283.02	TOTAL CHARGE	605.23	
SUPPLIES	9.41	CASH SALES	605.23	
HAZARDOUS WASTE CHG	2.75			
SERVICE-HISTORY ADM	1.00			
LAB-MECHANICAL	284.70			
SUB-TOTAL	580.88			
TAX	24.35			
TOTAL CHARGE	605.23			

If you have any questions - please see BENJAMIN W. FOSTER 4048

Last Page

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 It is understood that this company assumes no responsibility for loss or damage by theft or fire to this vehicle or its contents, or for damage to vehicle when called for and delivered or while road testing. Authorization for labor and material is granted and an express mechanic's lien is acknowledged to secure the payment therefor. Permission is granted to operate this vehicle on any street or road for the purpose of testing and inspecting.

DISCLAIMER OF WARRANTIES
 Any warranties on the products sold hereby are those made by the manufacturer. Boggus Motor Co. hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and Boggus Motor Co. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. I have read, understand and accept, all provisions of the Warranty Statement covering this Ford Motor Company vehicle and/or service parts.

TERMS STRICTLY CASH UNLESS PREVIOUS ARRANGEMENTS MADE.

X _____
 PURCHASER'S SIGNATURE

[REDACTED]
Owensville, MO [REDACTED]



W41-323

**NHTSA Headquarters
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590**

Subject: 2011 Mercury Milan
Re: Partial Engine Failure (Power Loss)

