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

1200 New Jersey Avenue SE.
Washington, DC 20590

April 2, 2013

[redacted]

NVS-216 et
Ref. No. 10504033

Owensville, MO [redacted]

Dear [redacted]

Thank you for your correspondence concerning your model year (MY) 2011 Mercury Milan vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI).

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You recently read an article concerning NHTSA's investigation into partial engine failures in certain Ford products that result in power loss. You believe this problem is exactly what you encountered in your MY 2011 Mercury Milan. A dealer remedied the problem by replacing the throttle body at your expense. You request that your complaint be included in NHTSA's investigation into this problem. In addition, you want be reimbursed for the repair if a recall is initiated to address defective throttle bodies.

On February 21, 2013, ODI opened an preliminary evaluation (PE13-003, resume enclosed) to investigate reports of electronic throttle body failures resulting in a sudden reduction of engine power in MY 2009 through MY 2011 Mercury Milan vehicles. However, no determinations have been reached at this time. For your information, the NHTSA investigation and recall process can be found on our web site at www.nhtsa.gov. The information you provided has been entered into our database and will be included with other reports associated with the investigation.

In the event a safety recall is initiated, Federal regulations require a manufacturer conducting a safety recall of motor vehicles or motor vehicle equipment to reimburse owners who have paid to obtain a remedy for the problem within a reasonable time, which in many instances is one year, prior to the manufacturer's notification. Certain restrictions apply, including the need to submit certain documents to the manufacturer. Owners should follow the instructions in the recall notification letter to file a claim. Owners who feel that their claim was wrongfully denied should pursue the matter with the manufacturer.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our web site.

Sincerely,

Randy Reid

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure

U.S. Department of Transportation

National Highway Traffic Safety Administration

ODI RESUME

OFFICE OF DEFECTS INVESTIGATION
NHTSA
Authentic US Government Information
National Highway Traffic Safety Administration
uses a digital certificate to assure
the content has remained unchanged

Investigation: PE 13-003
Date Opened: 02/21/2013
Investigator: Kareem Habib **Reviewer:** Jeff Quandt
Approver: Frank Borris
Subject: Electronic Throttle Body Malfunction

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Ford Motor Company
Products: MY 2009-2011 Ford Escape, Fusion, Mariner and Milan
Population: 724,982 (Estimated)

Problem Description: Consumers have reported incidents of electronic throttle body failure while driving, resulting in sudden reduction of engine power.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	123	1,472	1448**
Crashes/Fires:	0	3	3
Injury Incidents:	0	1	1
Number of Injuries:	0	1	1
Fatality Incidents:	0	TBD	TBD
Number of Fatalities:	0	TBD	TBD
Other*:	0	27,505	27,505

***Description of Other:** Warranty claims that relate to repair or replacement of the subject component.

** Total eliminates duplicates received by ODI and manufacturer.

ACTION / SUMMARY INFORMATION

Action: Defect Petition DP12-006 has been granted. A Preliminary Investigation has been opened.

Summary:

In a letter dated August 30, 2012, The North Carolina Consumers Council (NCCC) petitioned the National Highway Traffic Safety Administration (NHTSA) to initiate a defect investigation of alleged electronic throttle body failures resulting in engine stall or surge while driving in model year (MY) 2005 through 2012 Ford Escape vehicles. On October 2, 2012 the Office of Defects Investigation (ODI) opened a Defect Petition DP12-006 to evaluate whether to grant or deny the petition. The petition is hereby granted on certain model years.

The NCCC letter cites two complaints of stall while driving in MY 2009 Ford Escape vehicles that were diagnosed as failed throttle bodies with diagnostic trouble codes (DTC) P2111, Throttle Body Stuck Open, and P2112, Throttle Body Stuck Closed. The petitioner indicates that the owners of both vehicles reported experiencing repeated incidents of stalling and engine surging. According to Ford, Escape non-hybrid vehicles are equipped with Electronic Throttle Body (ETB) assemblies beginning with MY 2009. Vehicles manufactured between June 22, 2009 and October 15, 2009 may contain contaminated printed circuit boards (PCB) with plating variations. Plating variations could lead to a lack of continuity in the throttle position sensor circuit where P2111 and/or other DTCs would be generated and stored. Ford and its electronic throttle body supplier, Delphi, modified the PCB manufacturing process and issued a technical service bulletin (TSB) 09-23-5. Vehicles produced after October 15, 2009 incorporated ETBs manufactured with a PCB process that resolved this condition.

ODI's analysis identified a total of 123 unique reports indicating allegations of reduced motive power or vehicle stall. Depending on the condition of throttle control system malfunction, a driver may experience varying levels of reduced engine performance associated with three limp home modes. In two limp modes, reduced engine performance may maintain vehicle speeds above 20mph while the third is a limited limp home mode with engine speeds limited to approximately 900 RPM. Allegations of stall appear to be related to the limited limp home mode. Vehicles are not likely to unexpectedly stall as a result of this condition, but drivers may characterize the reduced functionality as a stall, even though their vehicle may still has motive capability.

Allegations of vehicle surge appear to be related to limp home mode operation. Complaints alleging surge are most likely related to engine RPM fluctuations at low vehicle speeds or idle as the control system engages to prevent engine stall. In limited limp mode, rough-idle conditions may exist while the control system attempts to modulate engine RPMs once the vehicle reaches a reduced speed to maintain approximately 900 RPM.

Separately, ODI received 59 complaints alleging incidents of engine stall while driving in model year (MY) 2010-2011 Ford Fusion vehicles. Approximately 60 percent (36) of the incidents occurred at speeds of 40 miles per hour or more. Eighty percent of complaints (47) were received beginning March 2012 and 14 complaints reported that the throttle body was replaced or DTCs associated with limp home modes. Additionally, Ford issued TSB 10-21-6 addressing DTCs associated with idle speed drops and limited limp home mode.

The complaints show an apparent increasing trend. A Preliminary Evaluation has been opened to assess the scope, frequency and potential safety consequences associated with the alleged defect.

See additional information for the VOQs associated with the opening of this investigation.

The VOQs associated with the opening of this investigation are:

10491950,10491949,10491794,10491633,10491486,10490732,10490704,10489221,10487928,1048787
6,10486647,10485843,10483126,10482602,10482014,10481970,10479854,10479567,10478825,104782
69,10475894,10475123,10474622,10474445,10473149,10471210,10470846,10470371,10469929,10461
708,10456107,10454117,10452751,10449203,10438795,10434933,10420602,10369378,10369252,1035
5636,10348696,10346286,10346209,10341225,10340131,10316859,10310756,10302043,10478723,104
88954,10452353,10435254,10398549,10396423,10303756,10284481,10491985,10490678,10485035,10
482730,10481089,10474037,10467994,10467849,10463645,10437318,10464040,10473279,10459847,1
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6820,10467688,10471544,10469282,10459974