

CL-10515327-1974

• Gainesville, VA • Phone:
E-Mail: Vehicle: 2011 Ford Fusion SEL AWD, VIN: 3FAHP0CG0BR

JUL 1- 2013

Verified Photocopy

Date: June 20th 2013

Signature / Date

To: Mr. Steven Kenner
Global Director, Automotive Safety Office
Ford Motor Company
330 Town Center Drive
Suite 400
Dearborn, MI 48126-2738

CC: Mr. Frank S. Borris
Director, Office of Defects Investigation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Room W45-302
Washington, DC 20590

Dear Mr. Steven Kenner:

Starting late last year (2012) and early this year (2013), my vehicle would intermittently experience "engine failures" while in drive and in motion. When the failure occurred, acceleration capability ceased but interior electrical components, breaking, and steering were still functional (warnings lights on dash were nonexistent during and after failures). I took the vehicle to Ted Britt Ford Quick Lane (Fairfax, VA) and they replaced the Power Takeoff Unit (PTU) and Drive Shaft (Mileage: 38281), see attached. Approximately one month later, the vehicle experienced another "engine failure" however, this time the Engine and Wrench light illuminated on dash. I returned the vehicle to Ted Britt Ford Quick Lane and they replaced the Throttle Body (Test Code P2112) (Mileage: 39450), Part No.: DS7Z-9E926-A, see attached. As of today, my vehicle is starting to display engine surges during breaking, RPM fluctuations, and reduced engine power at idle and coasting speeds. These symptoms are similar to those that played out weeks/months prior to the "engine failures" and occasionally are hard to identify or notice. This recurrence presents a serious concern, as well as, safety hazard. The previous "engine failures" mentioned occurred randomly and in two incidences occurred at highway speeds (>50mph) during moderate traffic, prompting cautious maneuvering to shoulder and increased risk of collision with other vehicles. My vehicle currently has 45K miles and my extended warranty and maintenance package expires at 60K miles. I am concerned for my safety, passenger's safety, neighboring commuter safety, and vehicle reliability. I purchased this vehicle with the intent of long-term use and reliability based on online/publication reviews. I have become disheartened with Ford and anguished by these issues. I cannot afford constant repairs of this magnitude nor feel safe in my own car, for which I was once a proud owner and advocate.

Vehicle: 2011 Ford Fusion SEL AWD, VIN: 3FAHP0CG0BR

[REDACTED]
[REDACTED] • Gainesville, VA [REDACTED] • Phone: [REDACTED]
E-Mail: [REDACTED] Vehicle: 2011 Ford Fusion SEL AWD, VIN: 3FAHP0CG0BR [REDACTED]

I recently began researching this malfunction more intensely and submitted a complaint with the National Highway Traffic Safety Administration (NHTSA) in June 2013. I noticed the active investigation pertaining to Throttle Body Failures and appalled by the response issued to NHTSA (PE13-003:NVS-213krh, May 10th 2013) by your office, particularly the lack of concern for consumer, passenger, and bystander safety and disregard to the seriousness of this matter, e.g. "...unreasonable risk to motor vehicle safety." I understand the FMEM mode permits maneuvering of the vehicle, but sometimes that is not an option, moreover, a dramatic reduction in speed (which occurs at time of failure) on moderately congested highways promotes an imminent threat on safety to the public. As someone who has experienced this Throttle Body failure first hand, a few times, it happens without warning. I am now cognizant to this issue and able to detect potential signs as I mentioned previously, and aware that the vehicle may instantly cease acceleration capability and dramatically decelerate at any given time, which unacceptable. I urge you to please reconsider this matter and understand the severity of this potential safety hazard. In addition, I have attached supporting documents for the above repairs and would like to request information regarding the replacement Throttle Body (Part No.: DS7Z-9E926-A) specifications pertaining to its manufacturer/model and if it is the same part (manufacturer/model) as the one replaced which was the original component that came with my vehicle (purchased NEW from Koons Ford, Falls Church, VA). I will eagerly look forward to your response. In the meantime, I have contacted Koons Ford (Sterling, VA) to schedule service and recheck Throttle Body.

Sincerely,

[REDACTED]
2011 Ford Fusion Owner

Vehicle: 2011 Ford Fusion SEL AWD, VIN: 3FAHP0CG0BR [REDACTED]

11200 James Swart Circle
Fairfax, Virginia 22030
Tel: 703-383-6299



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COPY

CUSTOMER NO. 208747	ADVISOR THOMAS	TAG NO. 7200	INVOICE DATE 02/15/13	CELL: [REDACTED]
[REDACTED] GAINESVILLE, VA [REDACTED]	LABOR RATE 115.00	LICENSE NO. [REDACTED]	MILEAGE 38,281	STOCK NO. FOCB891167
	YEAR / MAKE / MODEL 11/FORD/FUSION/4DR SDN SEL AWD			COLOR BLACK/
	VEHICLE I.D. NO. 3FAHP0CG0BR [REDACTED]			DELIVERY DATE [REDACTED]
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	F.T.E. NO. [REDACTED]	R.O. NO. [REDACTED]	DELIVERY MILES [REDACTED]
COMMENTS		R.O. DATE 02/07/13		

LABOR & PARTS

J# 1 06FOZ ENGINE REPAIR UNITS: 4.20 TECH(S): 7319 WARRANTY

CUSTOMER COMPLAINS OF CRUNCHING SOUND WHILE DRIVING,
AND SHUTTERING WHILE BRAKING. VEHICLE HAS LOST POWER
AND CUSTOMER HAD TO PULL OVER TO THE SIDE OF THE ROAD.
CUSTOMER COMPLAINS OF NATURAL GAS SMELL
POWERTRAIN WARR
TEST DROVE CAR FOUND (PTU) MAKING GRINDING NOISE REPLACED
UNIT AND TEST DROVE AFTER REPAIR. OK AT THIS TIME. DURING
THE REPAIR NOTICE THAT THE DRIVE SHAFT BOOT SPLIT AND GREASE
WAS ALL OVER THE UNDER CARRIAGE. REPLACED THE DRIVE SHAFT
AND TEST DROVE AGAIN OK AT THIS TIME.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	9E5Z-7251-G	POWER TAKE OFF		
JOB # 1	1	AE5Z-4R602-A	SHAFT/ ASY - DR		
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	

J# 2 30FOZ VA INSPECTION UNITS: 0.20 TECH(S): 7206 WARRANTY 16.00
CUSTOMER REQUESTED STATE INSPECTION.
PASSED VA SAFETY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2 TOTAL PARTS				0.00	
JOB # 2 TOTAL LABOR & PARTS				16.00	

J# 3 20FOZ SCHEDULED MAINT UNITS: 0.90 TECH(S): 7319 WARRANTY

CUSTOMER REQUESTS 37.5 MILE SERVICE
RESET OIL CHANGE REMINDER IF EQUIPPED
PERFORMED 5K MILEAGE INTERVAL SERVICE
INCLUDING: OIL CHANGE, TIRE ROTATION, SET TIRE PSI
- INSPECT BRAKE PADS/ROTORS, BRAKE LINES/HOSES
- INSPECT PARKING BRAKE SYSTEM
- INSPECT AND LUBRICATE ALL NON-SEALED STEERING LINKAGE, BALL
JOINTS, DRIVE SHAFT AND U-JOINTS
- INSPECT COOLING SYSTEM INCLUDING HOSES AND CLAMPS
- TEST ENTIRE ELECTRICAL SYSTEM
- INSPECT COMPLETE EXHAUST SYSTEM AND HEAT SHIELDS
- TOP/FILL ALL FLUIDS INCLUDING: WASHER, COOLANT, POWER STEERING
AND AUTOMATIC TRANSMISSION FLUID
- RESET OIL CHANGE REMINDER IF EQUIPPED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 3	1	FL-500-S	FILTER ASY - O		
JOB # 3	5	XO-5W20-QSP	OIL - ENGINE		
JOB # 3 TOTAL PARTS				0.00	
JOB # 3 TOTAL LABOR & PARTS				0.00	

J# 4 00FOZ TIRE TIRE STATUS YELLOW UNITS: TECH(S): 7319 WARRANTY 0.00
TIRE DEPTH

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P & A CODE 00048-6

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CUSTOMER NO. 208747	ADVISOR THOMAS	TAG NO. 7200	INVOICE DATE 02/15/13	CELL FOCB891167
	LABOR RATE 115.00	LICENSE NO. [REDACTED]	MILEAGE 38,281	COLOR BLACK
	YEAR / MAKE / MODEL 11/FORD/EUSTON/4DR SDN SEL AWD		DELIVERY DATE	DELIVERY MILES
GAINESVILLE, VA	VEHICLE I.D. NO. 3EAHP0CG0BR		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 02/07/13	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

TIRES GREEN FT AT 7/32 AND REAR AT 6/32

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 4 TOTAL PARTS				0.00
JOB # 4 TOTAL LABOR & PARTS				0.00
# 5 00FOZGBAT		BATTERY GOOD	UNITS: TECH(S): 7319	0.00

Check Battery Condition All
BATTERY PASSED LOAD TEST OK AT THIS TIME..

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 5 TOTAL PARTS				0.00
JOB # 5 TOTAL LABOR & PARTS				0.00
# 6 00FOZYBK		BRAKE STATUS YELLOW	UNITS: TECH(S): 7319	0.00

BRAKE LINING DEPTH
REAR BRAKES ARE LISTED AS YELLOW DUE TO MEASUREMENT
CURRENTLY THERE IS STILL DECENT PAD LEFT, NEED TO
CHECK ON EVERY SERVICE BEFORE THEY GET INTO THE
ROTORS..
BRAKES GREEN FT AT 8/32 AND REAR AT 6/32

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 6 TOTAL PARTS				0.00
JOB # 6 TOTAL LABOR & PARTS				0.00
# 7 00FOZQ99P		VEHICLE CHECK OUT	UNITS: 0.00 TECH(S): 7319	0.00

COMPLETED VEHICLE CHECK OUT FORM
COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 7 TOTAL PARTS				0.00
JOB # 7 TOTAL LABOR & PARTS				0.00

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	LFE	LOANER USAGE FEE	
TOTAL - MISC			40.00

COMMENTS
LC 317019

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CUSTOMER NO. 208747	ADVISOR THOMAS	TAG NO. 231	INVOICE DATE 02/15/13	CELL [REDACTED]
[REDACTED] GAINESVILLE, VA [REDACTED]	LABOR RATE 115.00	LICENSE NO. [REDACTED]	MILEAGE 38,281	STOCK NO. FOCB891167
	YEAR / MAKE / MODEL 11/FORD/FUSION/4DR SDN SEL AWD			
	VEHICLE I.D. NO. 3EAHP0CG0BR			
	F.T.E. NO. [REDACTED]			
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS 02/07/13		

TOTALS

* NEXT RECOMMENDED SERVICE: *
* 06/27/2013 / 38281 MI 20FOZ35000 35000 MILE SERVICE *

*****	TOTAL LABOR....	16.00
*	TOTAL PARTS....	0.00
*	TOTAL SUBLET...	0.00
*	TOTAL G.O.G....	0.00
*	TOTAL MISC CHG.	40.00
*	TOTAL MISC DISC	0.00
*	TOTAL TAX.....	0.00
TOTAL INVOICE \$		56.00

THANK YOU FOR YOUR BUSINESS!!!

CUSTOMER SIGNATURE

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Vehicle Check-Up

State Insp. Month

Repair Order No. 891167 Tag No. 231Name [Redacted] Address: _____

City: _____ State: _____ ZIP: _____

Owner
Advantage
Rewards

Rewards Member#:

Rewards Service Balance:

Primary Phone: _____ Secondary Phone: _____ E-Mail Address: _____

Date 2-15-13Make/Model/Year: 2011 Ford Recommended Maintenance Interval: _____License Plate No.: [Redacted] VIN: [Redacted] Mileage: 38281

☒ Checked and OK at This Time	☐ May Require Future Attention	☐ Requires Immediate Attention
☑ Contributes to Vehicle Efficiency and a Green Environment		

SYNC VEHICLE HEALTH REPORT (VHR)			ACTIVATED
VHR Activation	☒ Yes	☐ No	☐ N/A

CHECK FOLLOWING SYSTEMS/COMPONENTS		SERVICED
LIGHTS/BLADES		
☒ Operation of Horn, Interior Lights, Exterior Lamps, Turn Signals, Hazard and Brake Lamps		☐
☒ Windshield Washer Spray/Wiper Operation and Wiper Blades		☐

SCHEDULED MAINTENANCE ITEMS DUE*			
DUE	SERVICED	DUE	SERVICED
☒ THE WORKS FUEL SAVER PACKAGE	☒	☒ Engine Air Filter	☒
☒ Oil Change & Filter	☒	☒ Engine Coolant	☒
☒ Tire Rotation	☒	☒ Transmission Fluid &/or Filter	☒
☒ Vehicle Check-Up	☒	☒ Cabin Air Filter	☒
☒ Fuel Filter	☐	☒ Spark Plugs	☒

*This is only a partial list of vehicle maintenance items and is NOT all-inclusive. Please consult your Owners Manual or visit www.genuine-service.com for vehicle specific maintenance requirements.

FLUIDS			
OK	FILL	SERVICED	SERVICED
☒ Brake Reservoir	☐	☒ Coolant Protection	☐
☒ Differential/Transfer Case	☐	☒ Transmission	☐
☒ Window Washer	☐	☒ Coolant Recovery Reservoir	☐
		☒ Power Steering	☐

CHECK FOLLOWING SYSTEMS/COMPONENTS		SERVICED
BATTERY		
State of Health	Condition of Terminals	
	☒ Good ☐ Fair ☐ Bad	☐
Factory spec cold cranking amps <u>1440/115</u>	Actual Cold Cranking Amps _____	

BRAKE SYSTEM		SERVICED
☒ Brake System (including lines, hoses and parking brake)		☐

STEERING AND SUSPENSION		SERVICED
☒ Ball Joint		☐
☒ Constant Velocity (CV) Drive Axle Boots (if equipped)		☐
☒ Drive Shaft U-Joints, Constant Velocity and Transmission Linkage (if equipped) and Lubricate (as needed)		☐
☒ Shocks/Struts and Other Suspension Components for Leaks, Damage and Performance		☐
☒ Steering Gear/Rack and Pinion/Linkage and Boots/Dust Covers		☐
☒ Tie Rods		☐
☒ Wheel Bearings (front/rear)		☐

EXHAUST SYSTEM		SERVICED
☒ Exhaust Clamps, Hangers, Mountings		☐
☒ Muffler, Pipes, Heat Shields, Catalytic Converter		☐

BELTS/HOSES/MOUNTS		SERVICED
☒ Accessory Drive Belt(s)/Serpentine Belt/Idler(s)/Tensioner(s)		☐
☒ Engine Mounts (RF, LF, torque strut)/Transmission Mount(s)		☐
☒ Radiator, Heater and Air-Conditioning Hoses for Leaks and Damage		☐

TIRE/BRAKE WEAR					
LEFT FRONT		TIRE WEAR INDICATES:		RIGHT FRONT	
☒ Tire Age <u>7/32</u>	SERVICED	☐ Alignment Check Needed	☐ Wheel Balance Needed	☒ Tire Age <u>7/32</u>	SERVICED
☒ Tire Tread Depth <u>7/32</u>	☐	☐ Tire Rotation Needed	☐ Tire Repair	☒ Tire Tread Depth <u>7/32</u>	☐
☒ Wear Pattern/Damage	☐	Front Tire Pressure Spec. _____ Rear Tire Pressure Spec. _____		☒ Wear Pattern/Damage	☐
☒ Tire Pressure	☐	Tire Size: _____		☒ Tire Pressure	☐
☒ Front Brake Lining <u>8/32</u>	☐			☒ Front Brake Lining <u>8/32</u>	☐
☒ Brake Rotor Wear	☐			☐ Road Test	
☒ Brake Rotor Wear Spec.	☐			Inspected By: _____	
LEFT REAR				RIGHT REAR	
☒ Tire Age <u>6/32</u>	SERVICED			☒ Tire Age <u>6/32</u>	SERVICED
☒ Tire Tread Depth <u>6/32</u>	☐			☒ Tire Tread Depth <u>6/32</u>	☐
☒ Wear Pattern/Damage	☐			☒ Wear Pattern/Damage	☐
☒ Tire Pressure	☐			☒ Tire Pressure	☐
☒ Rear Brake Lining <u>6/32</u>	☐			☒ Rear Brake Lining <u>6/32</u>	☐
☒ Drum/Brake Rotor Wear	☐			☒ Drum/Brake Rotor Wear	☐
☒ Drum/Brake Rotor Wear Spec.	☐			☒ Drum/Brake Rotor Wear Spec.	☐

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CUSTOMER NO.	208747	ADVISOR	LEON ZELENSKY	TAG NO.	7684	INVOICE DATE	03/21/13	CELL	897777
		DATE	03/21/13	PLATE	6645	COLOR	34 AC6/6		
		YEAR/MAKE/MODEL	115/00		39,450	DELIVERY MILES			
		VEHICLE	11/FORD/FUSION/4DR SDN SEL AWD			SELLING DEALER NO.			PRODUCTION DATE
		P.T.E. NO.	FAHP0CG0B			R.O. DATE	03/18/13		
		BUSINESS PHONE				COMMENTS			

LABOR & PARTS

JOB # 1 06FOZ600A DIAG ENGINE UNITS: 1.40 TECH(S): 7225 WARRANTY
CUSTOMER STATES THAT THE VEHICLE WILL SHUT OFF WHILE
ACCELERATING. WRENCH LIGHT AND CHECK ENGINE LIGHT ILLUMINATE
DURING OCCURENCE. WHEN RESTARTING ONLY THE CHECK ENGINE
LIGHT REMAINS ON. CHECK AND ADVISE.
TEST DROVE VERIFIED CONCERN EEC TESTED CODE P2112 CHECKED
OASIS FOT TSB AND SSM NONE FOUND PERFORMED PINPOINT TEST
DV1 INSTRUCTED TO GO TO TEST DV5 FOR CODE P2112 TEST DV5
INSPECTED THROTTLE BODY FOR OBSTRUCTIONS NONE FOUND TEST
DV6 ACCESSED PCM TP1 AND TP2 PIDS MONITERED BOTH PIDS IN
RANGE TEST DV7 CHECKED VREF VOLTAGE TO TP 4.7 VOLTS TEST DV8
PERFORMED SELF TEST CODES P2107 AND P2101 NOT PRESENT TEST
DV14 CHECKED RESISTANCE OF ETB TPS WITHIN RANGE TEST DV15
CHECKED ETB TPS DIODE .4 VOLTS TEST DV16 CHECKED TP CIRCUITS
FOR A SHORT TO VOLTAGE IN HARNESS NO VOLTAGE PRESENT TEST
DV17 CHECKED TP CIRCUITS FOR CROSSED OR OPEN CIRCUITS OK
TEST DV18 CHECKED TP CIRCUITS FOR SHORT TO GROUND ALL
RESISTANCES MORE THAN 10K TEST DV19 CHECKED TP CIRCUITS FOR
SHORTED TOGETHER ALL READINGS MORE THAN 10K OHMS TEST DV25
MONITERED TP CIRCUITS WHILE MOVING ETB HARNESS AND PCM
HARNESS VOLTAGE STAYS IN SPEC TEST INDICATES TO REPLACE
ELECTRONIC THROTTLE BODY REPLACED THROTTLE BODY ASSY CLEARED
CODE RETEST DROVE RETESTED CONCERN REPAIRED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	DS7Z-9E926-A	THROTTLE BOD		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

JOB # 2 00FOZGBAT BATTERY GOOD UNITS: TECH(S): 7319 WARRANTY
BATTERY TEST
PASSED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

JOB # 3 00FOZGBK BRAKE STATUS GREEN UNITS: TECH(S): 7319 WARRANTY
BRAKE LINING DEPTH
GREEN

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00

JOB # 4 00FOZGTIRE TIRE STATUS GREEN UNITS: TECH(S): 7319 WARRANTY
TIRE DEPTH
GREEN

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
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claims all warranties, either ex-
press or implied, including any
implied warranty of merchant-
ability or fitness for a particular
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TIRE & AUTO CENTER

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CUSTOMER NO.	208747	ADVISOR	LEON ZELENSKY	TAG NO.	6645	INVOICE DATE	03/21/13	CELL	897777
		DATE	115-06	MI	39,450	COL	03/21/13		
		YEAR MAKE MODEL	11/FORD/FUSION/4DR SDN SEL AWD			BLACK			
		DELIVERY MILES							
		SELLING DEALER NO.							
		PRODUCTION DATE							
		R.O. DATE							
		BUSINESS PHONE							
		COMMENTS							

JOB # 4 TOTAL PARTS 0.00
JOB # 4 TOTAL LABOR & PARTS 0.00
5 00FOZQ99P VEHICLE CHECK OUT UNITS: 0.30 TECH(S): 7319 0.00
COMPLETED VEHICLE CHECK OUT FORM
COMPLETED
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 5 TOTAL PARTS 0.00
JOB # 5 TOTAL LABOR & PARTS 0.00
MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
JOB # 1 LCLR ESP LOANER CREDIT 897777 WARRANTY 100.00
JOB # 1 WDED FORD ESP CUSTOMER DEDUCTIBLE TOTAL - MISC 100.00

COMMENTS-----
2 DAY LOANER \$60.00 INV 316611

TOTALS-----

* NEXT RECOMMENDED SERVICE: *
* 03/25/2013 / 40000 MI 20FOZ40000 40000 MILE SERVICE *

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTER CARD [] DISCOVER *
* [] AMEX [] ATM [] DINERS [] CHARGE *
* REC'D BY..... REC'D DATE / / *

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 100.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00
TOTAL INVOICE \$ 100.00

THANK YOU FOR YOUR BUSINESS!!!

CUSTOMER SIGNATURE

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PS00001035014

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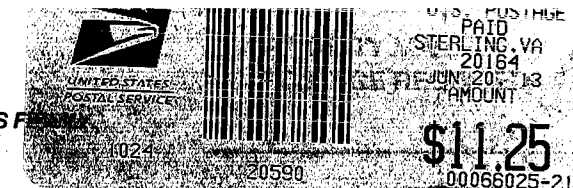
From

Gainesville, VA

TO Frank S. Borris
National Highway Traffic Safety Admin
1200 New Jersey Ave SE, RM W45-302
Washington, DC 20590

Label 228, January 2008

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