



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

1200 New Jersey Avenue, SE
Washington, DC 20590

January 23, 2014

[REDACTED]
Gainesville, VA [REDACTED]

NVS-216 et
Ref. No. 10515327

Dear [REDACTED]

Thank you for your letter concerning your model year (MY) 2011 Ford Fusion. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI). We regret any inconvenience our delay in responding may have caused you or your clients.

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 the authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that your MY 2011 Ford Fusion is experiencing the same stalling problem being investigated by ODI in preliminary evaluation (PE13-003). You are appalled by Ford's response to NHTSA's investigation with regard to the virtues of the failure mode effects management (FMEM) system or limp home mode as a safety measure. You feel that Ford does not realize the urgency of this potential safety hazard.

As you know, on February 21, 2013, ODI opened PE13-003 to investigate allegations of electronic throttle body failures resulting in a sudden reduction of engine power or stalling in MY 2009 through MY 2011 Ford Milan, Mariner, Fusion, and Escape vehicles. PE13-003 has recently been escalated to an engineering analysis which is a more detailed and complete technical analysis of the character and scope of an alleged defect. At this time our investigation continues and no determinations have been reached. The information you provided has been

entered into our database. It will be considered with other reports as we conduct our investigation. The NHTSA investigation and recall process is on our web site at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm. Also, you should continue to monitor our web site at www.safercar.gov for future updates to our investigation.

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,

A handwritten signature in cursive script that reads "Randy Reid".

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