

STATE OF MICHIGAN
DEPARTMENT OF ATTORNEY GENERALINFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)P.O. Box 30213
LANSING, MICHIGAN 48909BILL SCHUETTE
ATTORNEY GENERAL

July 31, 2014

Refer to AG No.: 2014-0084133-A

Ford Motor Company
PO Box 6248
Mail Drop No. 3 NE-B
Dearborn, MI 48126

AUG -7 2014

Dear Sir/Madam:

Re: [REDACTED]

Enclosed is a copy of the consumer complaint recently filed with this office. Kindly review this information and advise us of your position in this matter so that we may have all the facts.

We receive a large number of complaints, and we do not make judgments about their validity until there is an opportunity for a response. Your answer is, therefore, important to our determination of whether further action is warranted. It will expedite the processing of this complaint if you could e-mail your response to cp_email13@michigan.gov putting the AG No. in the subject line. We hope this will be our only request. If you fail to respond, we will determine what additional appropriate action is warranted under the Michigan Consumer Protection Act and other consumer laws.

The action we do take will be based in part on our experience, information and knowledge of and about the person complained against. Therefore, we appreciate your prompt reply within the next ten days, in writing, giving your position on this matter. If we do not hear from you within the next 30 calendar days, we will be re-contacting you regarding this matter.

Sincerely,

BILL SCHUETTE
ATTORNEY GENERALConsumer Protection Division
(517) 373-1140
(877) 765-8388 - Toll Free in Michigan
(517) 241-3771 - FaxEnc.
mmpET
81814
SMD

STATE OF MICHIGAN
DEPARTMENT OF ATTORNEY GENERAL



P.O. Box 30213
LANSING, MICHIGAN 48909

BILL SCHUETTE
ATTORNEY GENERAL

cc: National Highway Traffic Safety Administration
1200 New Jersey Ave. SE
West Building
Washington, DC 20590



Dept. of Attorney General
Consumer Protection Division
MICHIGAN DEPARTMENT OF ATTORNEY GENERAL
JUL 1 8 2014

RECEIVED
CONSUMER COMPLAINT/INQUIRY FORM

Please be aware of the following:

- Complaints and inquiries become public records when they are submitted to the Attorney General's office, and under the Michigan Freedom of Information Act, copies may be subject to disclosure to anyone who asks for them.
- A copy of the complaint may be sent to the business against whom the complaint is issued. An accurate company Fax number will expedite processing.
- A copy of the complaint may be sent to other governmental agencies.
- Please be particularly cautious with information containing your Social Security number, credit card account numbers, etc. for security purposes. If you believe it is necessary to submit such information, you should mail that information and the corresponding complaint.

Consumer Information

Your Last Name: [REDACTED] First Name: [REDACTED]
Your Street Address: [REDACTED] City: So. PASADENA
Your State: FLA. Zip Code: [REDACTED]
Your County: PIKE
Your Home Phone: [REDACTED] Work Phone: [REDACTED]
Fax Number: NONE E-mail Address: NONE

Primary Company or Person Your Complaint Is About

Company: Name: FORD MOTOR CO.
Street Address: [REDACTED] City: DETROIT, MICH.
State: MICHIGAN Zip Code: [REDACTED]
County: [REDACTED] Phone: 1-800-392-3673
Fax Number: [REDACTED] E-mail Address: [REDACTED]
Website Address: [REDACTED]

- ① spoke to a woman named Elizabeth 3/25/14
- ② spoke to a person named Chris
- ③ spoke to a woman named Samanta

All the above claimed they knew nothing about the problem. Not even the A/c factory at 30,000 miles

Secondary Company or Person Your Complaint Is About

Company: Name: SCARRITT LINC. - Mercury
Street Address: Park St. City: St. Pete
State: FLA Zip Code: _____
Phone: OUT OF BUSINESS, closed doors never notified anyone.
Fax Number: _____ E-mail Address: _____
Web Site Address: _____

Complaint Information

Is Your Complaint About A Bill? Yes ☒ No ☐

If So, Please Provide A Copy.

Approximate Monetary Value: \$ 2377.29

Did You Sign A Contract?: Yes ☒ No ☐

Where Did You Sign This Contract: AT THE Repair shop.

Is A Court Action Pending?: Yes ☐ No ☒

Do You Have An Attorney
Representing You On This Matter?: Yes ☐ No ☒

Motor Vehicle Warranty Complaint Information

If your complaint involves motor vehicle manufacturer warranties or non-dealer service contracts, please fill out this section. Most other auto-related complaints, including dealer complaints and complaints concerning automotive repairs and repair facilities, must be filed with the Department of State's Bureau of Information Security, Regulatory Monitoring Division: 1-888-767-6424.

Vehicle Make, Model and Year: MERCURY MILAN - PREMIER - 2007

VIN No.: 3MEHM08127R XXXXXXXXXX

Complaint Detail/Inquiry Information

Describe your problem, what attempts you have made to correct it, and how you would like to have the problem resolved. Use additional sheets if necessary.

FORD MOTOR Co. Confirmation # 10575319

ON March 27, 2014 I pulled in to a Mobil-Exxon gas

station to top off my gas tank. Proceed to St. Anthony's Hospital where my wife was a patient. Coming home about 8:45 P.M. to return to my home the car started to buck & conked out! I thought I had got some bad gas with water in it! The hospital is approximately 8 miles to my home. It took me over 3 1/2 hours to get home. I parked the car thinking in the a.m. when I would go back to the hospital the water would have evaporated. Took off for the hospital same thing happened. Went in to For Less Auto. Repair Shop, (Certified Shop) told the owner what I was experiencing. Took out his testing equipment and pulled one of the Valve wires, he said that was the problem he thought. He replaced the coil, started up engine, same problem. Owner said he thought I had a bigger problem and would need additional time. The car was tied up for over two weeks, rented a car at Enterprise Leasing Co. at the cost of \$655.25 for the 2 weeks. After replacing 6 ignition coils, 6 spark plugs, 1 computer, had to have another key made \$145.00 to program the car, paid \$1822.29 for the repair. I was then told to take the vehicle up to Walker Ford in Clearwater, Fla. to have it reprogrammed. While at Walker Ford the head mechanic and

a Mr. Romero said the dealers knew about these problems, but never did anything about it and claimed they had no complaints.!!

This is a very dangerous problem I could have gotten killed if I was on a highway and the car stalls out with heavy traffic behind me and I could not pull over to the right lane. Is Ford Motor Co. waiting for people to get "killed"??

Yes I would like to get compensated for my monetary losses, but mainly to have this vehicle on the "Recall List" like it should.!!

Any assistance in this matter will be greatly appreciated.

Sincerely yours,



Call any time, day or night!!

P.S. the Ford Motor Co. also knew about the A/C evaporator coil problems at 30,000 miles I got 33,000 miles and had to have it repaired at the same shop before the pistons & computer problem.

Documented information enclosed, with bills.



S. Pasadena, FL.

3075



REPAIR
ORDER
NUMBER

[Empty rectangular box for repair order number]

3075

CLAIM CHECK

3075

1000 Fusion has many complaints about this issue
IT is the same as the Milan

PETA

S. Pasadena, FL

Blown computer/Fried coils

Ford Fusion

I suddenly got a bad miss at 63k miles, for no apparent reason. The car is an '06 3.0 Fusion SEL. I initially got DTC P0302 -- #2 misfire. I pulled the manifold myself, replaced #2 coil and did all 6 plugs. Ten minutes after firing it back up the miss came back, with DTCs P0351, P0352, P0354 -- various misfires. I figured it was out of warranty and turned it over to a reasonably competent local who misdiagnosed it as a combo of 2 more bad coils and a bad injector. One of the coils was literally melted -- blistered, split plastic body, burnt smell, etc. While my guy was planning more trial and error on my dime, I found Ford TSB 11-8-2 -- entitled something to the effect of "MIL lamp with DTC P035X on 3.0/3.5 engines built before 1/1/08." The TSB diagnoses DTCs P0351, P0352, P0353, P0354, P0355, and/or P0356, when combined with visibly fried coils, as a blown PCM. The repair is to replace the PCM and coils, with a hint of SOME warranty coverage. I yanked the car and hit the local dealer. On seeing one of the fried coils, the dealer's tech, to his great credit, instantly recognized the problem, and the service guy, to his credit, determined that there was coverage for the computer itself, under the Federal 8 year/80,000 mile emission warranty. Up to 8/80, that covers "specified major emission control components," which is further defined to include catalytic converters; the electronic emissions control unit or computer (ECU); and the onboard emissions diagnostic device or computer (OBD) (if that is somehow different). I ended up paying top dollar for 3 coils and labor for the coils, but the computer, installation and reprogramming were all covered, which the service guy said would have run another \$1400. It was nice to have coverage for it, since the factory warranty on 06's was only 3/36. I was also happy to find the dealer's guys right on top of the problem, even if the uncovered portion cost me top dollar. I can only imagine where I was headed with my local guy on a problem like this. TSB 11-08-02 applies to basically all 06-08 3.0 and 3.5 cars -- Fusion, Taurus, Edge, Zephyr, MKZ, MKX, Milan and Sable. I found a pdf of the TSB over at the Edge forum on a Google search. Had to register on the Edge forum to download it.

MORE INFO

The Federal Emissions Warranty can cover emissions related components for vehicles up to 8 years after the in service date or up to 80,000 miles, whichever comes first. Even though a check engine light comes on or the vehicle doesn't pass a smog check, it doesn't necessarily mean that a part is covered under the Federal Emissions warranty.

There are two basic types of coverage, the performance warranty and the design and defect warranty.

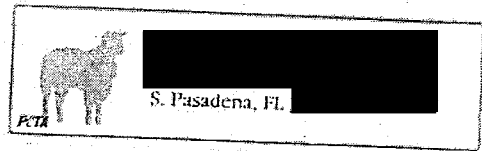
Bring this to the Ford or Lincoln dealer (Mercury no longer exists)



S. Pasadena, FL

- NGV Module
- Powertrain Control Module (PCM)

Even though there's not a lot of parts coverage for 8/80, in some cases the repairs on some of these parts could run the car owner well over \$1,000 in repairs.



Problem with Electrical System

- **Jul 28, 2013 - Alliance, OH - Electrical System**

I WON A 2007 MERCURY MILAN WITH A 3.0L DOHC MOTOR. I WAS TURNING ONTO THE ROAD I LIVE ON, STARTED TO ACCELERATE, AND IT STARTED SPITTING AND SPUTTERING. IT FELT LIKE IT WAS RUNNING ON ONLY A FEW CYLINDERS. WE HAD THE COMPUTER SCANNED, AND REPLACED THE TWO COILS THAT IT CLAIMED WERE THE ISSUE. DROVE IT DOWN THE ROAD, AND IT STILL DID THE SAME THING. WE THEN TOOK IT TO A LOCAL AUTOMOTIVE ELECTRICIAN, WHO TOLD US THAT ONE OF THE COILS WE DIDN'T REPLACE (WHICH NEVER SHOWED UP AS BAD) MELTED SO BADLY, AND SHORTED OUT THE PCM. HE REPLACED A FEW MORE COILS, THE PCM, HAD THE COMPUTER FLASHED/REPROGRAMMED. I'VE READ ALL OVER THE INTERNET THAT THIS HAS HAPPENED SEVERAL TIMES WITH THIS SAME MOTOR, AND I'M WONDERING WHY FORD/MERCURY HAVE NOT BOTHERED TO ISSUE A RECALL.

[View Details](#)

- **Jul 02, 2013 - Reston, VA - Electrical System**

INCIDENT OCCURRED AS DRIVER OF MERCURY MILAN 2007 AWD PREMIER VEHICLE WAS DRIVING ON THE HIGHWAY AT A SPEED OF AROUND 50-45MPH. THE CAR BEGAN TO SHUDDER AND VIBRATE. VEHICLE DASH LIGHTS AND ENGINE CUT OUT COMPLETELY IN THE MIDDLE OF DRIVING, DRIVER MANAGED TO MAKE IT SAFELY TO THE SIDE OF THE ROAD. CAR WAS TOWED TO NEARBY AUTO SERVICE FACILITY. UPON INSPECTION THE PCM MODULE WAS FOUND TO BE DEFECTIVE. THE PCM MODULE SHORTED OUT ALL 6 IGNITION COILS AND DUMPED FUEL INTO THE CONE OF ONE CATALYTIC CONVERTER STOPPING IT FROM WORKING. FURTHER INVESTIGATION SHOWED THAT THE PCM MODULE IS A DOCUMENTED PROBLEM FOR A VARIETY OF MAKES AND MODELS OF FORD/MERCURY CARS. THE PCM MODULE WAS ALSO ON BACKORDER FROM MULTIPLE LOCATIONS. THE MECHANIC ALSO MADE EXTENSIVE INQUIRIES ABOUT THE CURRENT PCM MODULE AND THE BACKORDERED PCM (WITH NEW DRIVERS AND PROGRAMMING). THE MECHANIC WAS INFORMED THAT PLACING THE OLD PCM IN THE CAR WOULD RESULT IN SIMILAR ELECTRICAL COMPONENTS BEING COMPROMISED BECAUSE OF THE FAULTY VERSION OF THE PCM. TOTAL BILL RESULTED IN \$3600, GROSS SAFETY HAZARD FOR THE CAR SHUTTING DOWN ON A BUSY HIGHWAY. IT IS MY HOPE THAT FORD BEGINS TO EVALUATE THIS AS AN ISSUE AND PUSH IT TO THE RECALL LIST BEFORE SOMEONE GETS SERIOUSLY HURT. LASTLY, THE BACK ORDERED PART MEANT THE CAR WAS NOT AVAILABLE TO DRIVE FOR OVER A MONTH.

[View Details](#)

- **Oct 16, 2012 - Pryor, OK - Electrical System**

TL* THE CONTACT OWNS A 2007 MERCURY MILAN. THE CONTACT STATED WHILE DRIVING 60 MPH THE ENGINE LIGHT ILLUMINATED AND THE VEHICLE BEGAN TO SPUTTER AND THEN STALLED. THE VEHICLE WAS RESTARTED AND TAKEN TO A DEALER FOR DIAGNOSIS. THE DEALER INFORMED THE CONTACT THAT THE DISTRIBUTOR SHORTED OUT CAUSING IT TO MELT AND SPIKED VOLTAGE TO THE POWER TRAIN CONTROL MODULE DESTROYING IT. AS A RESULT, ALL THE DISTRIBUTORS AND THE POWER TRAIN CONTROL MODULE NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. ALSO, THE DEALER STATED THAT THE MANUFACTURER HAD DEVELOPED A KIT TO HELP RESOLVE THE FAILURE IN THE POWER TRAIN CONTROL MODULE. THE FAILURE AND CURRENT MILEAGE WAS 107,000. UPDATED 11/27/12 UPDATED 12/10/12

[View Details](#)

- **Nov 08, 2011 - San Antonio, TX - Electrical System**

THE VEHICLE JERKED WHILE ON A STATE HIGHWAY REPEATEDLY UNTIL I WAS ABLE TO PULL OVER AND THEN IT FAILED. FOUND OUT THAT THE IGNITION COILS HAD COMPLETELY BURNED UP, WHICH I WAS TOLD BY THE DEALER IS VERY UNUSUAL. ONCE THE IGNITION COILS WERE REPLACED, THEY DETERMINED THE PCM(COMPUTER) HAD TO BE REPLACED. KEEP IN MIND THAT MY VEHICLE HAD BEEN IN THE REPAIR SHOP 4 TIMES BEFORE REGARDING MY RADIO AFTER THEY REPLACED THE RADIO 4 TIMES, THEY REALIZED THAT IT WAS ALSO THE PCM THAT CAUSED THIS PROBLEM. EVERY PROBLEM THAT I HAVE HAD HAS BEEN ELECTRICAL. ELECTRICAL PROBLEMS ARE NOT EASY TO DETERMINE PRIOR TO IT HAPPENING LIKE IF IT WERE MECHANICAL. I HAVE FOUGHT WITH FORD OVER AND OVER AND THEY WILL NOT TAKE RESPONSIBILITY FOR THE DEFECTS IN THIS VEHICLE. NO ONE SHOULD HAVE TO REPLACE A RADIO FOUR TIMES AND A PCM TWICE IN FOUR PLUS YEARS. THIS IS RIDICULOUS!

- **Feb 24, 2014 - Homeworth, OH - Electrical System**
WHILE PULLING OUT OF A PARKING LOT INTO THE STREET, THE ELECTRONIC THROTTLE BODY FAILED, PUTTING THE CAR INTO A "SAFE MODE" WITH EXTREMELY LIMITED POWER. WAS ABLE TO USE REVERSE TO MOVE CAR BACK INTO PARKING LOT. I KNOW THAT THIS EXACT ISSUE (LOSS OF POWER DUE TO ELECTRONIC THROTTLE BODY FAILURE) HAS CAUSED A RECALL FOR SOME FORD AND MERCURY MODELS, INCLUDING THE MILAN, BUT IT DOES NOT YET INCLUDE MY CAR'S MODEL YEAR. FROM MY EXPERIENCE, THE RECALL SHOULD BE EXPANDED.

[View Details](#)

- **Sep 11, 2013 - Poughquag, NY - Electrical System**
CAR ACTED LIKE IT WAS ABOUT TO RUNNING OUT OF GAS. I HAD ABOUT 1/4 TANK OF GAS BUT WENT TO FILL THE TANK IMMEDIATELY. IT STILL ACTED AS IF IT WAS GOING TO STALL OUT, I DROVE VEHICLE HOME AND LEFT IT PARKED IN THE DRIVEWAY. LATER THAT EVENING I WAS TELLING MY HUSBAND ABOUT THE CAR, HE WENT OUT TO TEST DRIVE IT. THE CAR ACTED COMPLETELY FINE. TODAY I WENT TO GO ON A 65 MILE TRIP AND THE CAR STARTED SHAKING ALMOST UNCONTROLLABLY MORE THAN 1/2 WAY WITH A FULL TANK OF GAS. I WAITED TIL I WAS IN A SAFE AREA AND PULLED OVER THINKING THAT MAYBE I DIDN'T WARM THE CAR UP ENOUGH. I SAT FOR SEVERAL MINUTES AND PROCEEDED AHEAD TO MY DESTINATION BUT WAS PETRIFIED THAT I WAS GONNA STALL OUT CAUSE THAT'S HOW THE CAR WAS ACTING. AS SOON AS I ARRIVED I CALLED FORD AND TOLD THEM AND THEY WANTED ME TO WAIT A FEW DAYS FOR AN AVAILABLE APPT. WE TOOK THE CAR TO A LOCAL MECHANIC AND HE MADE US AWARE THAT THE PROBLEM WAS A TBS. THE PCM IS BAD AND COILS ARE MELTED. I WAS JUST WONDERING IF THERE WAS EVER A RECALL ISSUED FOR THIS PROBLEM SINCE I'VE READ SO MANY OF THE SAME COMPLAINTS.

[View Details](#)

- **Complaint - Electrical System**
- **2009 MERCURY MILAN CAUGHT ON FIRE WHILE TURNED OFF, THE FIRE ORIGINATED FROM THE UPPER PART OF THE ENGINE MELTING PLASTIC AND DRIPPING DOWN ON SOME FUEL LINES. I CONTACTED FORD MOTOR COMPANY ABOUT THIS AS THE CAR WAS STILL COVERED UNDER FULL WARRANTY. THEY WILL NOT EVEN INSPECT THE CAR AS I HAVE REQUESTED OR PAY FOR ANY DAMAGES TO MY PROPERTY OR EVEN REPLACE THE CAR THAT WAS A TOTAL LOSS.**

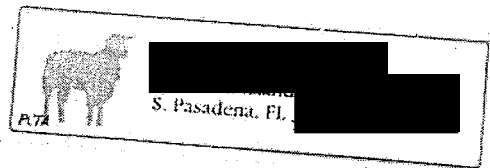
Problem with Electrical System

- **Feb 24, 2014 - Peterstown, WV - Electrical System**
THE EXACT INCIDENT DATE IS UNKNOWN. THE RIGHT TAIL/BRAKE LIGHT DOES NOT FUNCTION AT ALL AND THE LEFT TAIL/BRAKE LIGHT BURNS VERY BRIGHT LIKE THE BRAKE IS DEPRESSED BUT ITS NOT. THIS HAPPENS WHEN THE HEADLIGHTS ARE ON BUT THEY FUNCTION WHEN THE HEADLIGHTS ARE TURNED OFF ALTHOUGH THE RIGHT ONE IS MUCH DIMMER. I HAVE SPOKEN TO THE DEALERSHIP AND WAS TOLD THAT THE ENTIRE LIGHT ASSEMBLY WOULD HAVE TO BE REPLACED AT A COST OF 530.00 PER SIDE AND THERE WOULDN'T BE A GUARANTEE THAT THEY WOULD LAST ANY LONGER. I HAVE CALLED FORD AND MADE A COMPLAINT AS WELL. I HAVEN'T GOTTEN IT FIXED YET SINCE ITS GOING TO COST ME OVER 1000.00 AND IT MAY GO RIGHT BACK OUT AND HAPPEN AGAIN. I WOULD LIKE THERE TO BE SOME KIND OF A RECALL BECAUSE I HAVE SEARCHED ONLINE AND HAVE FOUND NUMEROUS OTHER REPORTS FOR THE SAME THING. IT IS A SERIOUS SAFETY ISSUE.

[View Details](#)

- **Dec 19, 2013 - Moreno Valley, CA - Electrical System**
I WAS DRIVING ABOUT 40 MILES PER HOUR AND THEN ALL OF THE SUDDEN THE CAR STOP WORKING PROPERLY. THE WRENCH LIT UP ON THE DASHBOARD. I DECIDED TO PULL TO THE SIDE AND TURN OFF THE CAR. AFTER TURNING OFF THE CAR, I TURNED IT ON AGAIN AND I WAS ABLE TO DRIVE FOR ABOUT 4 MILES. THEN, WHEN IT WAS TIME TO DRIVE IT UP A HILL, IT DID THE SAME.

[View Details](#)



- **Nov 14, 2013 - Howell, MI - Electrical System**

ON 5 DIFFERENT OCCASIONS DURING THE PAST WEEK WHILE DRIVING BETWEEN 70 AND 80 MPH ON THE FREEWAY THE VEHICLE STALLED AND WENT INTO LIMP MODE. ON ONE OCCASION THIS NEARLY CAUSED AN ACCIDENT AS THE VEHICLE STOPPED IN THE MIDDLE LANE OF A THREE LANE HIGHWAY. NO WARNING LIGHTS DISPLAYED OTHER THAN "LIMP MODE LIGHT" WHEN THE VEHICLE ENGINE GOES TO IDLE. UPON SHUTTING VEHICLE OFF AND RESTARTING, VEHICLE BEHAVES AS NORMAL WITH NO INDICATOR/WARNING LIGHTS. TOOK VEHICLE TO SHOP TO GET CHECK ENGINE CODES, VEHICLE SHOWS NO ERROR CODES.

[View Details](#)

- **Oct 22, 2013 - Grand Rapids, MI - Electrical System**

I WAS TRAVELING AT A HIGH RATE OF SPEED (70MPH) WHEN MY ENGINE BEGAN TO "STALL OUT" ON ME CAUSING A RAPID DECELERATION. I WOULD SAY IT STALLED, BUT IT DID NOT 100% CUTOUT, RATHER IT WENT INTO THE LOWEST LIMP MODE ON THE ENGINE. LUCKILY, SINCE IT WAS A BUSY TIME OF NIGHT (APPROXIMATELY 6PM), I WAS IN THE RIGHT HAND LAND AND WAS ABLE TO PULL OFF BEFORE BEING REAR-ENDED...THOUGH IT WOULD ALMOST INEVITABLY HAPPENED HAD I BEEN IN ANY OTHER LANE. I WAS NEAR AN EXIT AND COASTED SLOWLY IN THE LIMP MODE AND MADE IT TO A PARKING LOT, WHERE I TURNED OFF MY CAR AND POPPED THE HOOD TO EXAMINE THE ISSUE FURTHER. THE OIL WAS WITHIN RANGE AND BELTS WERE OK. JUST AS I WAS FINISHING THE COASTING, I SAW THE "WRENCH" LIGHT ILLUMINATE. AFTER CHECKING THE ENGINE, I WAS ABLE TO RE-START MY CAR AND DRIVE HOME WITHOUT INCIDENT. I LOOKED UP THE ISSUE ONLINE & FOUND MANY OTHERS WITH THE SAME ISSUE. I ORDERED OEM REPLACEMENT PARTS THAT TOOK ABOUT A WEEK TO ARRIVE. OVER THE COURSE OF THAT WEEK, THE ISSUE OCCURRED SEVERAL MORE TIMES AND HAPPENED MORE AND MORE FREQUENTLY. I AVOIDED HIGHWAYS ALTOGETHER FOR SAFETY CONCERNS. I CONTACTED FORD WHO TOLD ME I COULD HAVE IT REPAIRED AT MY COST AT A DEALERSHIP (SINCE I WAS A FEW THOUSAND OVER THE POWERTRAIN WARRANTY). I BOUGHT OEM PARTS & DID THE REPAIR MYSELF AND THE ISSUE HAS NOT HAPPENED AGAIN SINCE. THIS IS THE EXACT ISSUE LISTED IN NHTSA ACTION NUMBER: PE13003.

[View Details](#)

- **Oct 19, 2013 - Melbourne, FL - Electrical System**

I TURNED THE CORNER TODAY AND MY CAR SUDDENLY LOST POWER AND SPUTTERED AND WAS DIFFICULT TO STEER. I MANAGED TO ROLL TO THE CURB AND FRONT END STARTED SHAKING SO I IMMEDIATELY TURNED IT OFF. TURNED THE IGNITION AGAIN AND IT STRUGGLED TO START BUT DID AND THEN IMMEDIATELY REPEATED THE ABOVE SCENARIO. FIRE STATION WAS ON THE CORNER AND LUCKILY THREE FIREMEN SAW WHAT HAPPENED AND DRIVE DOWN TO HELP PUSH MY CAR INTO A CULDESAC. WAITED 90 MIN FOR A TOW TO THE DEALER AND NOW STUCK WITH PAYING FOR A RENTAL. I PAID FOR AN EXTENDED WARRANTY AND WILL BE VERY UPSET IF THIS ISN'T COVERED! VERY DANGEROUS AND I DON'T KNOW THAT I'LL FEEL SAFE DRIVING THIS CAR ANYMORE! A RECALL NEEDS TO BE ISSUED!!!!

[View Details](#)

- **Oct 19, 2013 - Georgetown, TX - Electrical System**

WHEN DRIVING AT ANY SPEED AND UNEXPECTEDLY, THE CAR LOSES POWER AND THERE IS NO WARNING THIS IS GOING TO HAPPEN. I WAS THANKFULLY ON AN FM ROAD WHEN CAR LOST POWER - HAS HAPPENED DAILY AND THIS TIME GRANDKIDS IN THE CAR. HOWEVER, AM A SENIOR CITIZEN AND HAVE TO THINK QUICKLY TO GET OFF THE ROAD - THIS TIME THERE WAS NO SHOULDER AND HAD TO POKE TO A TURN AND DRIFT DOWN - I HAVE READ THIS HAS BEEN REPORTED TO FORD AND THEY SAY THE CAR STILL HAS POWER ENOUGH TO GET SAFELY OFF THE ROAD AND NOT A RISK??? SURELY THEY ARE KIDDING ME - THIS IS A HUGE RISK AND I BOUGHT THIS VEHICLE IN AUGUST 2013 AND IT IF OCT AND HAS BEEN HAPPENING FOR AWHILE - I DO NOT THINK I SHOULD PAY FOR A REPAIR AFTER READING HOW MANY MERCURYS ARE AFFECTED OBVIOUSLY WITH THE SAME EXACT PROBLEM - THE SAFETY RISK IS GETTING REAR-ENDED BECAUSE WHEN IT HAPPENS TRAFFIC IS RIGHT BEHIND YOU

[View Details](#)

- **Oct 05, 2013 - Montgomery, AL - Electrical System**

INTERMITTENT PROBLEM WHICH OCCURRED AT VARIABLE SPEEDS (25 MPH, 40 MPH, 60 MPH) WITH RAPIDLY INCREASING FREQUENCY IN THE WEEK BEFORE THE THROTTLE BODY WAS REPLACED. WHILE DRIVING, THE ENGINE SEEMED TO SHIFT OUT OF GEAR. HOWEVER, THERE WAS NO INCREASE IN RPM IN RESPONSE TO THE ACCELERATOR. PULLED TO SIDE OF ROAD WITH VERY LOW RPM, THE VEHICLE WAS TURNED OFF AND THEN RESTARTED EACH TIME WITHOUT PROBLEM.

[View Details](#)

- **Oct 05, 2013 - Boonville, IN - Electrical System**
I WAS DRIVING APPROX 60 MPH ON A HIGHWAY. MY CAR "JERKED" FORWARD ONCE, AND I COMPLETELY LOST THE ABILITY TO ACCELERATE. AFTER MOVING TO THE SHOULDER OF THE ROAD, MY CAR WAS SHAKING AND DIFFICULT TO PUT IN PARK DUE TO THE SHAKING. CAR WOULD START UP AGAIN, BUT DID NOT HAVE THE ABILITY TO ACCELERATE EXCEPT IN LOW DRIVE. WOULD NOT ACCELERATE EXCEPT IN LOW. HAD TO TOWED TO THE DEALERSHIP, WHERE THE THROTTLE BODY NEEDED REPLACED AND KAM RESET. THIS IS A 2010 CAR, FAIRLY NEW.

[View Details](#)

- **Oct 03, 2013 - Berkeley, CA - Electrical System**
WHEN THE HEADLIGHTS ARE ON THE BRAKE LIGHTS DO NOT WORK. WHEN THE HEADLIGHTS ARE OFF THE BRAKE LIGHTS WORK. WHEN YOU TURN ON THE HEADLIGHTS THE BRAKE LIGHTS GO ON. THE MIDDLE BRAKE LIGHT IN THE REAR WINDOW DOES WORK. TOOK CAR TO FORD DEALER. \$149. FOR DIAGNOSIS. DEALER SPOKE WITH FORD AND THEY ARE WILLING TO MAKE REPAIR AT A COST OF \$100. RATHER THEN \$1000. WHICH IS WHAT IT WOULD COST IF FORD DID NOT PAY FOR REPAIR. I NOTICED THAT OTHERS HAD THE SAME PROBLEM. NOW I AM WORRIED THAT SOMETHING ELSE MAY GO WRONG WITH THE ELECTRICAL SYSTEM.

[View Details](#)

- **Sep 04, 2013 - Janison, MI - Electrical System**
DRIVING 55 MPH CAR POWERS DOWN AND YELLOW WRENCH WARNING LIGHT GOES ON. CAR WILL NOT ACCELERATE. IMMEDIATELY PULL OVER TO PREVENT FROM GETTING REAR-ENDED. LET CAR SIT FOR TEN MINUTES AND RESTARTED. CAR TRAVELED .25 MILES BEFORE POWERING DOWN ONCE AGAIN. BROUGHT IT TO DEALERSHIP WHO SAID IT WAS THE WAS ELECTRONIC THROTTLE BODY. 650 DOLLARS LATER THE PROBLEM WAS FIXED. I SEE THAT THIS HAS AFFECTED A MULTITUDE OF FORD VEHICLES. UNFORTUNATELY, ONE OF THEM WAS MINE. FORD NEEDS TO ISSUE A RECALL FOR THIS PART. SOMEONE COULD SERIOUSLY BE HURT WHEN TRAVELING AT A HIGH RATE OF SPEED AND LOSING ENGINE POWER.

[View Details](#)

- **Aug 27, 2013 - West Mifflin, PA - Electrical System**
CAR WOULD OCCASIONALLY STALL, THEN RESTART. WOULD BECOME MORE FREQUENT OVER TIME UNTIL CAR WOULD STALL AFTER ONLY DRIVING A BLOCK.

[View Details](#)

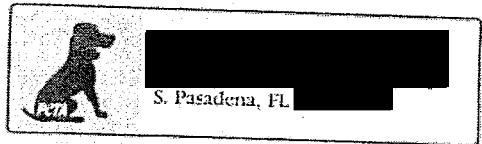
- **Aug 23, 2013 - Manassas, VA - Electrical System**
WHILE DRIVING HOME FROM WORK ON THE HIGHWAY AT 65MPH MY CAR JUST STOPPED THROTTLING AND LOST POWER DROPPING ME TO LIKE 5MPH THE LIL WRENCH LIGHT CAME ON ON THE LEFT THEN WENT OFF YET I STILL HAD NO POWER. SO I IMMEDIATELY TURNED ON THE HAZZARD LIGHTS AND TRIED TO MAKE IT TO THE SIDE OF THE ROAD THROUGH TRAFFIC AND TURNED THE CAR OFF AFTER A FEW MINUTES. I TRIED TO START THE CAR AND IT CAME ON LIKE NORMAL TO MY SURPRISE SO I STARTED TO DRIVE ONLY TO HAVE IT HAPPEN AGAIN AND AGAIN BEFORE MAKING IT HOME. I LITERALLY JUST PURCHASED THE CAR 2 MONTHS PRIOR AND ITS BEEN AT THE DEALERSHIP, AS THEY TRY TO TALK TO FORD ABOUT THE PROBLEM AND HOW TO GET IT CORRECTED FOR THE PAST MONTH!

[View Details](#)

- **Aug 19, 2013 - New Orleans, LA - Electrical System**
ELECTRONIC THROTTLE BODY FAILED AS I WAS DRIVING ON THE INTERSTATE. CAR LOST ALL THROTTLE CONTROL, IDLED DOWN TO 1000 RPM, AND RAPIDLY DECELERATED IN HEAVY INTERSTATE TRAFFIC. HAD TO PULL OVER IMMEDIATELY.

[View Details](#)

- **Aug 14, 2013 - Towanda, PA - Electrical System**
#1: SHORTLY AFTER PURCHASING THE MILAN THE CAR BEGAN TO JUST SHUT DOWN WHILE I WAS DRIVING. I WOULD HAVE TO COAST TO THE SIDE OF THE ROAD, WAIT A FEW MINUTES & THEN IT WOULD RESTART. I AGAIN HAD IT TAKEN TO THE SERVICE CENTER AND THEY HAD TO REPLACE THE THROTTLE BODY. NOW I AM HAVING THIS SAME PROBLEM AGAIN. THIS PROBLEM HAS BEGAN AGAIN. I AGAIN TOOK IT TO THE SERVICE CENTER & THEY COULDN'T FIX ANYTHING BECAUSE THEY SAID THAT



THEY COULDN'T GET THE CAR TO MIMIC THE PROBLEM. I HAVE 2 YOUNG CHILDREN AND DURING ONE OF THE FAILURES I WAS TRAVELING ON A RURAL COUNTRY ROAD WITH NOWHERE TO PULL OFF DUE TO STONE MOUNTAINS ON EACH SIDE OF THE ROAD. I HAD TO WAIT IN THE MIDDLE OF THE ROAD A FEW MINUTES UNTIL THE CAR WOULD COOPERATE AND START AGAIN. THIS A SERIOUS SAFETY ISSUE. WE ALL COULD'VE BEEN KILLED AND NOBODY WOULD EVER BE ABLE TO FIGURE OUT WHAT HAPPENED BECAUSE ACCORDING TO THESE TECHNICIANS THE CAR IS FINE. IT NEEDS TO BE KNOWN THAT THE CAR IS NOT FINE AND IS DANGEROUS TO THE DRIVERS AND OTHER INDIVIDUALS ON THE ROAD ALONGSIDE THESE CARS. #2: ALSO, SHORTLY AFTER PURCHASING THE MILAN I WAS HAVING TROUBLE GETTING IT STARTED IN THE MORNING. THE CAR WOULD SIMPLY NOT START, WOULDN'T EVEN TRY TO TURN OVER, THE MESSAGE BOARD WOULD SAY SERVICE ADVANCE TRAC THE OTHER ELECTRICAL COMPONENTS IN THE CAR WORKED FINE, THE CAR COULDN'T BE "JUMPED" EITHER. AFTER A FEW HOURS IT WOULD START UP FINE. TOOK THE CAR TO THE SERVICE CENTER AND THEY REPROGRAMMED THE KEYS AND NOW A YEAR LATER I AM HAVING THE SAME PROBLEM. SINCE THE CENTER STATES THEY CANNOT GET THE CAR TO MIMIC THIS PROBLEM WHEN THE CAR IS AT THE CENTER THEY HAVEN'T FIXED ANYTHING. AT LEAST ONCE A WEEK I HAVE THIS HAPPEN AND HAVE TO USE AN ALTERNATE MEANS OF TRANSPORTATION. MY CAR NOW HAS 38,000 MILES ON IT BUT THESE PROBLEMS HAVE BEEN HAPPENING SINCE ABOUT 24000. HELP FORD ADOPT SOME OF THE ASPECTS OF "OUR CREDO VALUES" BY J&J!

View Details

- **Jul 25, 2013 - Goodlettsville, TN - Electrical System**
ELECTRONIC THROTTLE BODY STUCK OPEN AND VEHICLE WENT INTO "LIMP MODE". I WAS FORCED TO COAST TO THE SIDE OF THE ROAD, AND SHUT OFF THE VEHICLE. AFTER A FEW SECONDS, I RESTARTED THE VEHICLE, AND WITHIN FIVE MINUTES, THE SAME THING HAPPENED. I HAVE HAD THE CAR PARKED EVER SINCE BECAUSE I FEEL THAT THIS IS UNSAFE, AS WHEN THIS OCCURS, I HAVE NO ABILITY TO ACCELERATE, I JUST HAVE TO HOPE THAT THE CARS BEHIND ME ARE PAYING ATTENTION.

View Details

- **Jul 15, 2013 - Okeechobee, FL - Electrical System**
BRAKE LIGHTS WILL NOT OPERATE WHEN HEAD LIGHTS ARE ON. THIS PROBLEM COULD HAVE BEEN DEFECTIVE WHEN CAR WAS PURCHASED. MY DAD IS 86 YEARS OLD AND BOUGHT THE CAR NEW AS DEALER DEMO IN 02/2013. HES WAS NOTIFIED THAT HIS BRAKES WERE NOT WORKING AND WHEN HE RETURNED THE VEHICLE FORD WOULD NOT HONOR THE PROBLEM, I HAVE INVESTIGATED THIS PROBLEM ON THE INTERNET AND THERE ARE NUMEROUS COMPLAINTS WITH THIS YEAR MODEL. MY DAD COULD HAVE BEEN SERIOUSLY HURT IF NOT NOTIFIED BY A PERSON FOLLOWING HIM. THIS COST HIM APPROXOMITLY 1000.00 DOLLARS TO FIX I FEEL FORD SHOULD RECALL THESE DO TO THIS PROBLEM.

View Details

- **Jul 09, 2013 - Amherst, NY - Electrical System**
COMMUTING HOME FROM WORK THE GAS PEDAL BECAME UNRESPONSIVE, THE ENTIRE BEGAN RUNNING VERY ROUGH, AND THE RED WRENCH SYMBOL ILLUMINATED ON MY DRIVERS DISPLAY. COASTED TO A SAFE SPOT TO PULL OFF, TURNED OFF THE CAR LET IT SIT FOR A MINUTE OR TWO, RESTARTED THE CAR, THE DISPLAY WAS CLEAR, GAS PEDAL RESPONSE WAS GOOD, AND ENGINE SOUNDED NORMAL. DROVE HOME WITHOUT FURTHER INCIDENT. FOUR DAYS LATER A SIMILAR INCIDENT, CONTACTED MY FORD GARAGE, DESCRIBED THE PROBLEM AND MADE AN APPOINTMENT FOR A DIAGNOSTIC. DIAGNOSTIC CAME BACK WITH THE THROTTLE BODY DIAGNOSIS, THE PARTS ARE ON BACK ORDER WITH NO ESTIMATED RECEIVING DATE. WILL COST JUST UNDER \$500 TO REPAIR, 3 MONTHS OUT OF BUMPER TO BUMPER COVERAGE, JUST UNDER 27K ON THE CAR. NOT COVERED UNDER THE EXTENDED POWER TRAIN COVERAGE BECAUSE IT IS A SENSOR/ ELECTRICAL PROBLEM. I AM 7TH OR 8TH IN LINE FOR THE PART WHEN IT BECOMES AVAILABLE AT MY LOCAL DEALERSHIP.

View Details

- **Jul 08, 2013 - Walled Lake, MI - Electrical System**
DRIVING ON FREEWAY WHEN VEHICLE ACCELERATION BECAME UNRESPONSIVE. PULLED OVER TO THE SIDE OF THE FREEWAY AND COULD TELL ENGINE WAS STILL RUNNING BUT NOT WELL. TURNED VEHICLE OFF USING THE KEY AND RESTARTED THE ENGINE. IT WAS A LITTLE HESITANT TO START - IT TOOK 5-6 SECONDS OF THE KEY BEING TURNED FOR IT TO START BUT HAD NO PROBLEMS AFTER UNTIL THE NEXT OCCURRENCE. THIS OCCURRED AROUND 5-6 TIMES UNTIL I COULD GET IT TO THE DEALERSHIP WITH NO REGARD FOR SPEED/ROAD CONDITIONS/DRIVING CONDITIONS. ONE MOMENT IT WAS FINE THE NEXT IT HAD NO ACCELERATION.

View Details

- **Jul 05, 2013 - Rochester Hills, MI - Electrical System**

I WAS DRIVING ABOUT 45 MPH AND FELT A JERK MOTION AND LOST ENGINE RESPONSES TO GAS PEDAL. THE CHECK ENGINE AND THE WRENCH LIGHTS CAME ON. I MANAGED TO PULL IT OVER ON THE ROAD SHOULDER AND STOPPED ENGINE AND RESTARTED IT. I CONTINUED TO DRIVE AND THIS HAPPENED AGAIN IN 2 MILES. I STOPPED AND RESTARTED ENGINE AND DROVE HOME CAREFULLY. I DID A RESEARCH ONLINE AND FOUND THIS MIGHT BE CAUSED BY THE ENGINE THROTTLE BODY ISSUE COMPLAINED BY A LOT OF MERCURY 2010 OWNERS. I CALLED A MERCURY/LINCOLN DEALER AND THEY ASKED FOR \$800 TO FIX IT IF THIS WAS A THROTTLE BODY ISSUE. THEY ALSO TOLD ME THERE IS NO RECALL ON THIS PROBLEM.

View Details

- **Jul 04, 2013 - Greenwood, IN - Electrical System**

WHILE TRAVELING AT A SPEED OF 70MPH AN HEADING SOUTH ON I69 IN MY 2010 MERCURY MILAN 2.5L PREMIER, MY VEHICLE JERKED AND STARTED SHAKING WITH MY RPM'S JUMPING FROM 800 TO 1100. THE CHECK ENGINE LIGHT TURNED ON AND SO DID THE WRENCH LIGHT. I TURNED ON MY HAZARDS AND MADE MY WAY TO THE SIDE OF THE ROAD. I SHUT OFF THE VEHICLE AND RESTARTED IT AND THE WARNING LIGHTS TURNED OFF. I STARTED ON THE ROAD AGAIN AND AT ABOUT 45 MPH IT DID THE SAME THING. I GOT OFF AT THE NEXT EXIT AND WENT TO AUTOZONE TO GET THE CODE PULLED. IT WAS CODE P2111, THROTTLE CIRCUIT IN THE OPEN POSITION. I DID A GOOGLE SEARCH AND FOUND OUT THIS IS AN EXTREMELY DANGEROUS AND COMMON PROBLEM WITH THIS VEHICLE AND THE MERCURY MARINER, FORD FOCUS, AND FORD ESCAPE WITH THE SAME ENGINE. I CALLED THE DEALERSHIP AND THEY LITERALLY LAUGHED AT ME AND INFORMED ME THAT THE THROTTLE BODY IS ON NATIONAL BACK ORDER AND THERE ARE CURRENTLY 7,000 OF THESE ORDERS AWAITING TO BE FILLED. THE DEALERSHIP ALSO INFORMED ME THAT THE MANUFACTURER OF THE THROTTLE BODY AND FORD ARE CURRENTLY TRYING TO GIVE AN UPDATED PART NUMBER WHICH MEANS THAT THEY ARE MAKING A NEW PART TO FIX THIS PROBLEM. THIS LEAVES ME WITH A THREE YEAR OLD CAR COMPLETELY USELESS SITTING IN MY DRIVEWAY. THIS SHOULD BE A RECALL AS ANY CAR THAT JUST SHUTS OFF WHILE YOU ARE ON THE FREEWAY IS EXTREMELY DANGEROUS IF YOU DO NOT KNOW WHAT TO DO IN THAT SITUATION.

View Details

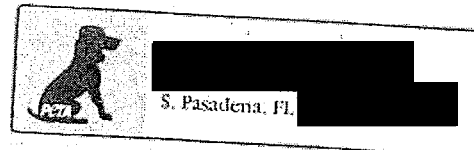
- **Jul 01, 2013 - Steele, MO - Electrical System**

WHILE DRIVING, THE CAR LOSES POWER. IT IS DANGEROUSLY CRIPPLED AS IT HAS TO BE STOPPED COMPLETELY AND PUT IN THE PARK POSITION BEFORE IT WILL RESTART. WHEN RESTARTING IF I TAKE MY HAND OFF THE KEY IT WILL CONTINUE TO TRY AND START THE ENGINE UNTIL IT STARTS. THE CHECK ENGINE LIGHT EITHER COMES ON AND GOES OFF OR FAILS TO COME ON..

View Details

- **Jun 30, 2013 - Flemington, NJ - Electrical System**

WHILE DRIVING ON A COUNTRY ROAD AT 50 MPH ON MON. MAY 27TH, THE CAR SEEMED TO STALL, THE GAS PEDAL DIDN'T WORK & WE HAD TO PULL OVER ASAP. AFTER STOPPING & RESTARTING THE CAR, WE WERE ABLE TO PROCEED HOME. AT THE TIME, I THOUGHT IT WAS A FLUKE. THEN ON MAY 30TH IT HAPPENED AGAIN ON MY STREET GOING AROUND 30 MPH, SO I CALLED THE DEALER AND THEY SAID I COULD COME IN THE NEXT DAY. LATER THAT SAME DAY, I WAS IN RUSH HOUR TRAFFIC ON RT 22(BUSY HIGHWAY) & IT HAPPENED WHILE I WAS GOING 60 IN THE LEFT LANE, THIS WAS VERY SCARY AS IT WAS DIFFICULT TO GET OVER TO THE SHOULDER WITH SO MUCH TRAFFIC. I TOOK MY CAR TO THE FORD DEALER ON FRIDAY MAY 31ST & THEY SAID THERE WERE NO ALERTS ON THE CAR, THAT THEY WOULD DO A SOFTWARE UPGRADE THAT WOULD HOPEFULLY FIX THE ISSUE. THE RECEIPT THEY GAVE ME LISTED THAT A THROTTLE BODY WAS NEEDED, & IT WAS ON BACK ORDER. I HAVE BEEN TRYING TO MINIMIZE USING THE CAR, BUT ON JUNE 15TH I HAD TO GO TO MY NIECE AND NEPHEW'S DANCE RECITAL IN SOUTH NJ. WHILE DRIVING HOME ON 295 (MAJOR HIGHWAY) GOING AROUND 65 THE CAR DIED AGAIN. I WAS ABLE TO PROCEED AFTER RESTARTING THE CAR, BUT DIDN'T MAKE IT HOME AGAIN WITHOUT IT HAPPENING ANOTHER TIME. I WAS MAKING A LEFT TURN AT AN INTERSECTION LIGHT AND THE ENGINE DIED. THANK GOD IT WASN'T A WIDER INTERSECTION OR I WOULD NOT HAVE BEEN ABLE TO COAST THROUGH. AT THIS POINT THIS CAR IS UNUSABLE AND IS A DEATH TRAP WAITING TO HAPPEN. I CALLED ANOTHER DEALER, AND THE PART IS ON BACK ORDER THERE AS WELL. THIS IS CLEARLY A MAJOR PROBLEM WITH DEFECTIVE THROTTLE BODIES IN THE 2010 MILAN THAT SHOULD BE RECALLED, I WOULD LIKE TO KNOW HOW THIS PROBLEM WILL BE RECTIFIED. THE PROOF IS IN THE FACT THAT THEY CANNOT MAKE THE PART FAST ENOUGH TO FIX



THE BROKEN CARS. THE TWO DEALERS I DEALT WITH ARE AWARE OF THIS WIDESPREAD PROBLEM, OBVIOUSLY DUE TO A MANUFACTURING DEFECT WITH THE THROTTLE BODY ASSEMBLY. I HAVE <60K MILES.

View Details

• **Jun 28, 2013 - Vermillion, OH - Electrical System**

I STARTED THE CAR AND IT WOULD NOT MOVE. IT WAS IN 'LIMP MODE'. I FINALLY GOT IT TO WHERE IT WOULD MOVE AND THE NEXT DAY TOOK IT BACK TO THE DEALER WE BOUGHT IT FROM. IN THEIR REPORT THEY IDENTIFIED THAT NOTHING WAS WRONG AND TOLD ME I MUST HAVE IMAGINED IT. ON MAY 29, 2013 IT QUIT AGAIN. I WENT ON A TRIP ON MAY 31, 2013 AND IT FAILED 5 TIMES IN HEAVY TRAFFIC ON INTERSTATE ROADS. I FINALLY FOUND A FORD DEALER WHO REPLACED THE THROTTLE MODULE. OTHER FORD DEALERS I CONTACTED COULD NOT HELP ME AS THEY HAD THE PART ON BACK ORDER FOR OTHER CARS THEY COULD NOT REPAIR. IT WAS A SAFETY PROBLEM AND COULD HAVE BEEN WORSE IF IT HAD FAILED DURING PASSAGE OVER A BRIDGE OR IN A CONSTRUCTION ZONE WHERE THERE WAS NOT A BERM. I WAS LUCKY. THE SHOULD HAVE REPLACED IT THE FIRST TIME I TOOK IT IN BUT THEN IT WAS UNDER WARRANTY SO THEY PROBABLY DIDN'T WANT TO.

View Details

• **Jun 27, 2013 - Canton, OH - Electrical System**

I WAS DRIVING WHEN ALL OF A SUDDEN THE ENGINE SHUT DOWN LEAVING ME STRANDED. DIDN'T WANT TO TAKE ANY CHANCES SO HAD IT TOWED TO FORD GARAGE FOR REPAIR. THEY SAID IT WAS THE THROTTLE BODY AND IT WOULD BE 200.00 FOR PART PLUS LABOR AND DIAGNOSTIC CHARGE. THIS IS A 2010 COME ON FORD!!! AS A LONGTIME FORD OWNER I AM VERY DISAPPOINTED. THIS WAS THE SECOND OCCURRENCE, THE FIRST TIME IT STARTED UP AND I WAS ABLE TO GO ON MY WAY.

View Details

• **Jun 26, 2013 - Miami, FL - Electrical System**

TL* THE CONTACT OWNS A 2010 MERCURY MILAN. THE CONTACT STATED WHILE DRIVING APPROXIMATELY 45 MPH THE VEHICLE BEGAN TO VIBRATE. THE VEHICLE WAS TAKEN TO THE DEALER FOR DIAGNOSTIC TESTING WHERE THE TECHNICIAN WAS UNABLE TO DIAGNOSE THE FAILURE. THE CONTACT STATED ON ANOTHER OCCASION THE VEHICLE STALLED WHILE DRIVING APPROXIMATELY 50 MPH. THE ENGINE AND WRENCH WARNING LIGHTS ILLUMINATED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 54,000.

View Details

• **Jun 13, 2013 - Minier, IL - Electrical System**

THE FIRST INCIDENT OCCURRED WHEN I WAS DRIVING DOWN THE ROAD WITH THE CRUISE CONTROL AT ABOUT 60 MPH AND THE CAR WOULD JERK AND THEN WOULD LOOSE POWER AND THE CHECK ENGINE AND THE WRENCH LIGHT CAME ON. THE CAR WOULD BE IN IDLE MODE AND I WOULD HAVE TO STOP AND TURN THE CAR OFF AND WAIT A FEW MINUTES BEFORE I TRY TO START IT AGAIN. THE SECOND IS INCIDENT WAS BASICALLY THE SAME ONLY AT A DIFFERENT LOCATION. THE THIRD I WAS IN TOWN GOING ABOUT 40 MPH WHEN THE CAR JERKED AGAIN AND WENT INTO IDLE MODE. THE NEXT FEW TIME THAT IT HAPPENED I HAD A VERY HARD TIME GETTING IT STARTED AND MOVING AGAIN. ONCE I DID GET IT STARTED I WOULD ONLY BE ABLE TO GO A COUPLE OF BLOCKS BEFORE THE CAR WOULD JERK AND GO INTO IDLE MODE. I WAS LUCKY TO GET IT TO THE FORD DEALER WITHOUT HAVING TO HAVE IT TOWED.

View Details

• **Jun 13, 2013 - Benton, AR - Electrical System**

LAST YEAR, I WAS DRIVING DOWN THE INTERSTATE WHEN A POLICE MAN PULLED ME OVER. HE TOLD ME THAT MY TAIL LIGHT WAS OUT, AND GAVE ME A WARNING. WHENEVER I GOT HOME, I ASKED MY HUSBAND TO CHECK OUT THE MY TAIL LIGHT, AND HE TOLD ME THAT NOTHING WAS WRONG. I CHECKED AS WELL, AND SURE ENOUGH, THE PROBLEM FIXED ITSELF. A FEW WEEKS LATER, A FAMILY MEMBER WHO WAS FOLLOWING ME CALLED TO LET ME KNOW THAT THE LIGHT WAS OUT. I TOOK MY CAR TO A FORD DEALER, AND THEY EXPLAINED TO ME THAT THE ENTIRE FIXTURE (ON BOTH SIDES) WAS DEFECTIVE AND THAT THEIR WAS A SHORT. HE THEN INFORMED ME THAT IT WOULD COST WELL OVER \$1,000 TO COVER THE REPAIR COSTS. I STILL HAVEN'T HAD THE OPPORTUNITY (OR THE MONEY) TO MAKE THIS REPAIR, AND AFTER DOING A LOT OF RESEARCH, IT SEEMS THAT THERE ARE MANY OTHERS WHO ARE EXPERIENCING THE SAME ISSUES. I AM ALSO HAVING PROBLEMS WITH MY THROTTLE (I WILL BE FILING A SEPARATE COMPLAINT FOR THIS). BECAUSE OF THESE TWO

INCIDENTS, I AM VERY DISAPPOINTED IN THE MERCURY MILAN, AND I HOPE THAT THIS VEHICLE GETS RECALLED.

View Details

- **Jun 11, 2013 - Franklin, MA - Electrical System**
WHILE COMMUTING TO WORK ON THE HIGHWAY, THE ENGINE STARTED BUCKING AND HESITATING, THEN WENT INTO AN IDLE. I WAS ABLE TO PULL OVER ON THE SHOULDER, SHUT THE ENGINE OFF FOR ABOUT 20 SECONDS, WHEN I RESTARTED IT, IT TOOK LONGER TO ACTUALLY START. I DROVE FOR ANOTHER 5 MINUTES AND IT HAPPENED AGAIN. THIS TIME I PULLED OVER, TURNED THE ENGINE OFF AND WAITED A COUPLE MINUTES BEFORE RESTARTING. I WAS ABLE TO DRIVE TO THE DEALER ON SIDE ROADS AT NO MORE THAN 35 MPH WITHOUT ANOTHER INCIDENT. THE MECHANIC TOLD ME THE THROTTLE BODY NEEDED TO BE REPLACED AND IT IS ON BACKORDER UNTIL MID-JULY - 5 WEEKS AWAY! FURTHERMORE, SINCE IT IS NOT ON RECALL, THEY WON'T PAY FOR A LOANER.

View Details

- **Jun 04, 2013 - Pinckney, MI - Electrical System**
ON OR ABOUT 5/20/2013 I NOTICED A TAILLIGHT AND BRAKE LIGHT FAILURE ON THE RIGHT REAR TAILLIGHT ASSEMBLY. I LOOKED IN THE HANDBOOK FOR A BULB NUMBER AND IT WAS NOTED THAT IT MUST BE REPLACED BY THE DEALER. I CONTACTED THE LOCAL DEALER AND WAS INFORMED THAT THIS WAS AN LED ASSEMBLY AND THE WHOLE TAILLIGHT WOULD NEED TO BE REPLACED. I WAS FURTHER INFORMED THAT THE LED'S WERE NOT THE PROBLEM, BUT THE BALLAST IN THE ELECTRICAL SYSTEM THAT WAS CAUSING THE FAILURE. I WAS THEN TOLD THAT THE REPLACEMENT WAS \$500.00. LED'S ARE SUPPOSED TO LAST FOR THOUSANDS OF HOURS, UNFORTUNATELY, JUDGING FROM THE NUMBER OF COMPLAINTS ON THE INTERNET, MY SITUATION IS NOT AN ISOLATED INCIDENT. IT IS RIDICULOUS TO HAVE TO PAY OVER \$500 TO FIX A FAULTY BRAKE/TAILLIGHT. IT THEN BECOMES A SAFETY HAZARD AS PEOPLE MAY NOT BE ABLE TO AFFORD SUCH AN EXPENSIVE FIX FOR WHAT WOULD OTHERWISE BE A \$3-4 BULB. THE CONSUMER SHOULD NOT HAVE TO PAY FOR A POOR DESIGN AND A POTENTIAL SAFETY HAZARD. I DID CONTACT FORD CUSTOMER SERVICE AND WAS TOLD THERE MAY BE SOME POST-WARRANTY FUNDS AVAILABLE, BUT THAT I WOULD NEED TO HAVE THE PROBLEM DIAGNOSED AT THE DEALER. A SERVICE TECH DIAGNOSIS WOULD COST AN ADDITIONAL \$110.00 WITH NO GUARANTEE OF ANY FINANCIAL REIMBURSEMENT. NOW: OVER \$600.00 FOR A BRAKE/TAILLIGHT.

View Details

- **May 30, 2013 - Minnetonka, MN - Electrical System**
APPROXIMATELY ONE YEAR AGO, WHILE DRIVING AT HIGHWAY SPEED ON A THREE LANE INTERSTATE, MY CAR STALLED. I WAS ABLE TO STEER IT OFF TO THE SHOULDER AND TURN OFF THE CAR. IT THEN RESTARTED AND THERE HAS BEEN NO PROBLEM SINCE, UNTIL YESTERDAY. DRIVING AT APPROX. 45 MPH, THE CAR AGAIN STALLED. AGAIN, I MANAGED TO GET THE VEHICLE OFF TO THE SIDE OF THE ROAD, TURNED IT OFF AND THEN BACK ON. I WAS CLOSE TO HOME SO DECIDED TO TRY AND LIMP HOME. I DID EVENTUALLY MAKE IT HOME BUT WITH NUMEROUS STALLS, SLOWING OF TRAFFIC AND EVEN THROUGH AN INTERSECTION NEAR A BUSY SCHOOL AT BUS TIME. I STOPPED TRAFFIC NUMEROUS TIMES AND WAS NOT ABLE TO ACCELERATE BEYOND 10-15MPH. THIS MORNING, I AM TOLD BY THE MECHANIC THAT THE PROBLEM IS THE THROTTLE BODY. APPARENTLY, THERE ARE NO REPLACEMENT PARTS AVAILABLE SINCE MANY OTHER VEHICLES ARE ALSO IN NEED OF THIS PART. I AM HOME FROM WORK TODAY, ARRANGING FOR RENTAL OR COURTESY CARS, AND I AM TOLD IT WILL BE APPROXIMATELY \$500-600 TO REPAIR! I HAVE OWNED THIS CAR FOR ONLY 1-1/2 YEARS.

View Details

- **May 30, 2013 - Boise, ID - Electrical System**
THIS IS THE FIRST TIME THIS HAS HAPPENED BUT IT HAPPENED TWICE IN THE SAME DAY. WHEN DRIVING THE VEHICLE WE EXPERIENCED THE "LIMP HOME MODE" PROBLEM. I CAN SEE THIS HAS BEEN WELL DOCUMENTED AND THE INVESTIGATIONS ARE ONGOING. HERE'S AN ADDITIONAL PROBLEM WITH THIS EVENT, WE NEVER GOT AN INDICATOR LIGHT OF ANY KIND ON THE DASH. WE TOOK THE VEHICLE IN FOR SERVICE AND THE DEALER WAS UNABLE TO RETRIEVE ANY ERRORS AT ALL OFF THE COMPUTER AND THEY WERE UNABLE TO RECREATE THE PROBLEM. NEEDLESS TO SAY THEY WERE UNABLE TO TAKE ANY CORRECTIVE ACTION. I POSE THIS QUESTION, WHY WHEN THE VEHICLE OBVIOUSLY DETECTED A PROBLEM TO GO INTO "LIMP HOME" MODE WOULD IT NOT RECORD THE ERROR IN THE COMPUTER? WHY WOULD THE DEALERSHIP BE UNABLE TO SEE IT?

View Details

- **May 25, 2013 - Clermont, FL - Electrical System**
DRIVING AT 45MPH ON ROAD, MAINTAINING CONSTANT SPEED, CAR GOES INTO LIMP MODE, NO THROTTLE CONTROL. WRENCH LIGHT COMES ON. PULLED OVER TO SIDE OF THE ROAD, PUT CAR INTO PARK AND WAITED A FEW SECONDS, CAR RE-IGNITED AND WAS ABLE TO GET HOME. THIS HAPPENED AGAIN 2 TIMES THE NEXT DAY IN ROUTE TO THE GROCERY STORE WHICH IS LESS THAN 4 MILES AWAY. IT HAS CONSISTENTLY BEEN HAPPENING NEARLY EVERY TIME I DRIVE IT. I HAVE STALLED OUT AT 2 INTERSECTIONS WHICH IS VERY DANGEROUS. I JUST HAD THE CAR DIAGNOSED WITH ELECTRONIC THROTTLE BODY FAILURE. 136.00 LATER, AND I HAVE ORDERED THE NEW PART, BUT WAS TOLD IT COULD TAKE 2-3 WEEKS BEFORE THEY ARE AVAILABLE AND THAT IF I SAVED MY RECEIPT I WILL BE REIMBURSED BY FORD/MERCURY AT RECALL. I AM AFRAID TO DRIVE THE CAR AT THIS POINT BECAUSE THERE IS NO TELLING WHEN IT WILL JUST STALL AGAIN. REALLY NEED MY CAR TO GET TO WORK!

[View Details](#)

- **May 15, 2013 - Marietta, GA - Electrical System**
I WAS DRIVING GOING ABOUT 20MPH AND THE VEHICLE WOULD STALL. ONCE I STOPPED AGAIN AND TRIED TO ACCELERATE THE WRENCH TOOL SYMBOL APPEARED ON THE DASH AND THE CAR SHUT DOWN. WHILE RIDING BEFORE THE CAR SHUT OFF THE ENGINE WAS IDLING VERY ROUGHLY. THIS IS THE SECOND TIME I HAVE HAD THE PROBLEM IN THE LAST 7 MONTHS AND SUPPOSEDLY ITS A PROBLEM WITH THE THROTTLE. THIS IS A VERY BIG TO A LOT OF PEOPLE INCLUDING MYSELF I SEE IF FORD SEE THERE'S A CONTINUOUS PROBLEM PLEASE FIX IT BECAUSE THIS IS RIDICULOUS.

[View Details](#)

- **May 04, 2013 - Warrensburg, IL - Electrical System**
VEHICLE LOSS OF POWER TO GAS PEDAL ON INTERSTATE 3 TIMES...HAD TO PULL OVER AND TURN OFF THEN RESTART. ELECTRONIC THROTTLEBODY CODE P2111.

[View Details](#)

- **Feb 25, 2013 - Norfolk, VA - Electrical System**
WHILE OPERATING THE VEHICLE UNDER NORMAL CONDITIONS THE VEHICLE WOULD STALL OUT AND LOSE POWER RESULTING IN RAPID DECREASE IN SPEED AND CREATE UNSAFE DRIVING SITUATIONS. CAR WOULD STILL BE RUNNING BUT PRESSING THE GAS WOULD NOT RESULT IN ACCELERATION. TURNING VEHICLE OFF AND RESTARTING AGAIN WOULD SOMETIMES REMEDY PROBLEM BUT PROBLEM INCREASED IN FREQUENCY AND SEVERITY, EVEN HAPPENING TO MY WIFE WHILE DRIVING THE VEHICLE ON THE HIGHWAY AT SPEEDS IN EXCESS OF 60+ MPH TRAVELING THROUGH BRIDGE/TUNNEL SYSTEM IN LOCAL AREA.

[View Details](#)

- **Dec 10, 2012 - Plymouth, MI - Electrical System**
RIGHT REAR BRAKE LIGHT ACTIVATES AND STAYS ON WHILE RUNNING/HEADLIGHTS ARE TURNED ON. I HAVE ALSO SEEN THIS WHILE DRIVING BEHIND SIMILAR MILANS. SOME WITH BOTH SIDES ACTIVATED LEAVING ONLY THE CENTER LIGHT TO INDICATE ACTUAL BRAKING.

[View Details](#)

- **Nov 20, 2012 - Salem, SD - Electrical System**
I COMMUTE APPROX 45 MILES TO WORK ON A DAILY BASIS MONDAY THRU FRIDAY. I HAVE A FRIEND THAT ALSO COMMUTES, AND ON SEVERAL OCCASIONS SHE HAS CALLED ME AND ASKED IF I WAS ON THE INTERSTATE AND WHERE I WAS LOCATED, SHE SAID I CAN TELL WHEN YOU ARE ON THE ROAD, AS YOUR TAIL LIGHTS ARE ALWAYS SO MUCH BRIGHTER THAN EVERYONE'S. APPROX A MONTH AND A HALF AGO, THE SAME THING HAPPENED AND MY FRIEND ASKED ME TO STEP ON THE BRAKES, SHE NOTED THAT THE ONLY DIFFERENCE IN THE LIGHTING ON THE BACK OF MY CAR WAS THAT THE BRAKE LIGHT IN THE BACK WINDOW CAME ON, THE TAILLIGHT-BRAKE LIGHTS DIDN'T CHANGE WHEN I STEPPED ON THEM BRAKE. I HAVE SINCE TAKEN MY CAR INTO THE DEALERSHIP TO FIND OUT WHAT IS THE MATTER, ONE DEALERSHIP REPORTED THAT I HAVE AN LED BOARD OUT, ON BOTH SIDES, APPROX COST 397 DOLLARS A PIECE. I THEN TOOK IT TO A FORD DEALERSHIP AND THEY HAVE SPENT 2 WEEKS TRYING TO FIGURE OUT WHAT THE PROBLEM WAS, THEY CHANGED THE SWITCH UNDER THE DASH, THOUGHT IT WAS FIXED AND THEN COULDN'T GET THE CAR OUT OF GEAR. THEY THEN TOOK A TAILLIGHT OUT OF ANOTHER MERCURY MILAN ON THEIR LOT AND PUT IT IN MY CAR, WHICH WORKED, BUT THEN DIDN'T ON THE OTHER CAR. THE MECHANIC I SPOKE WITH SAID THEY HAD NOT SEEN THIS BEFORE, BUT HAD NEVER LOOKED FOR IT BECAUSE NO ONE HAD BROUGHT IT TO THEIR ATTENTION, HE REPORTED THAT HE WAS GOING TO CHECK ALL THE CARS ON THEIR LOT AND WAS

VERY CONCERNED ABOUT THE SAFETY ISSUE, THAT I COULD HAVE VERY EASILY HAVE BEEN REAR-ENDED, BECAUSE THERE WAS NO CHANGE IN THE BRAKE LIGHTS. THE MECHANIC SAID THAT WHEN THE HEADLIGHTS ARE ON, THE BRAKE LIGHTS ARE ON CONTINUOUSLY.

View Details

- **Oct 04, 2012 - Aiken, SC - Electrical System**
QUA DAUGHTER DRIVING BACK AND FORTH TO WORK, VEHICLE SPUTTERS AND LOSES ALL SPEED NO THROTTLE RESPONSE. HAS TO PULL OVER AND RESTART ENGINE THEN PROCEED WITH CAUTION. UNIT CUTS OFF EVERY 15 TO 20 MILES. FORD MECHANIC SAYS ITS THE THROTTLE BODY ASSEMBLY OF COURSE IT'S NOT UNDER WARRANTY.

View Details

- **Sep 29, 2012 - Deepwater, NJ - Electrical System**
I WOULD LIKE TO KNOW WHY NOBODY HAS DONE ANYTHING ABOUT THIS THROTTLE BODY PROBLEM. IF YOU LOOK ONLINE AND YOU WILL SEE HOW MANY COMPLAINTS THERE ARE ABOUT THE SAME PROBLEM. I WOULD LIKE THIS TO BE ON THE RECALL LIST SO ALL OF THE ONES THAT OWN THIS CAR WILL NOT HAVE TO PAY ANYWHERE FROM 300-500 TO GET IT FIXED. THIS IS A SAFETY PROBLEM I WAS DRIVING ON I295 GOING ABOUT 6MPH AND I LOST ALL THROTTLE CONTROL, I'M IN THE FAR LEFT LANE AND HAD NO WHERE TO GO SO I'M COASTING TO THE RIGHT SHOULDER AND ALL MOST GOT HIT 4 TIMES. I WOULD SAY THIS IS A REALLY IMPORTANT SAFETY PROBLEM. I READ ABOUT 35 OF THE SAME PROBLEMS ONLINE AND I HAVEN'T SEEN ANYONE FROM YOUR COMPANY OR FORD COMMENT ON THIS ARE THEY WAITING FOR SOMEONE TO GET KILLED BEFORE ANYTHING GETS DONE TO FIX THIS. I WILL BE CALLING MONDAY MORNING TO SEE WHAT YOU OR FORD WILL DO ABOUT THIS PROBLEM IF NOTHIN IS DONE I WILL CONTACT A LAWYER AND THE NEWS MEDIA. WE WERE ALMOST KILLED AND SOMETHING NEEDS TO GET DONE AT FORDS COST NOT THE PEOPLE WHO THOUGHT THEY HAD A SAFE CAR.

View Details

- **Aug 30, 2012 - Charlottesville, VA - Electrical System**
WHILE DRIVING, THE THROTTLE WOULD LOSE THE ABILITY TO SEND FUEL TO THE MOTOR THUS CAUSING NO ACCELERATION ABILITY. I WAS REQUIRED TO PULL OFF OF THE ROAD AND TURN THE VEHICLE OFF AND RESTART IT. THE CHECK ENGINE LIGHT AND THROTTLE LIGHT CAME ON. THE VEHICLE NEEDED AN NEW ELECTRONIC THROTTLE BODY.

View Details

- **Aug 11, 2012 - Wausau, WI - Electrical System**
I WAS DRIVING DOWN THE INTERSTATE A COUPLE OF WEEKENDS AGO AND ALL OF A SUDDEN MY CRUISE CONTROL SHUT OFF AND I HAD NO THROTTLE RESPONSE. I PULLED OVER AND THE ENGINE SPUTTERED VERY BADLY. AFTER TURNING THE ENGINE ON AND OFF, I MADE IT TO MY DESTINATION. WHEN I WAS COMING BACK ON SUNDAY, THIS PRECEDED TO HAPPEN TWO MORE TIMES TO ME. ONCE WHEN I WAS IN THE MIDDLE LANE OF A HEAVY TRAFFIC LOCATION. I COULDN'T ACCELERATE OR DO ANYTHING BESIDES BREAK AND AVOID AN ACCIDENT, WHICH WAS VERY CLOSE. I AM LUCKY THAT NO ONE GOT HURT BUT IT BECAME VERY EVIDENT THAT THERE WAS SOMETHING WRONG WITH THE THROTTLE IN THIS CAR. AFTER RESEARCHING IT MORE, I STARTING READING SOME OF THESE SAME COMPLAINTS, AND THE FORD MECHANIC I TOOK IT TO EVEN SAID THIS ISN'T THE FIRST OR EVEN THE SECOND TIME HE HAS HEARD OF THIS FAILING ON THE 2010 MILAN. HE CLAIMED THAT WAS DUE TO THE ELECTRONIC THROTTLE BOTTLE AND BELIEVED IT WAS FROM A DEFECTIVE UNIT ON MOST UNITS (GOOD TO KNOW THE PROBLEM EXCEPT IT WASN'T COVERED UNDER WARRANTY, NOT RECALLED, AND COST ME \$500). AFTER HEARING THIS, THERE IS NO WAY THAT THIS CAN NOT BE RECALLED AND FIXED ON EVERY MILAN THAT HAS THIS SAME UNIT WITH THE SAME SERIAL NUMBER. I DON'T KNOW IF ANY ACCIDENTS HAVE OCCURRED DIRECTLY FROM THIS PROBLEM BUT I WAS CLOSE TO ONE THAT DEFINITELY WOULD HAVE COST SOME PEOPLE SOME LIVES. I AM SURE IF THIS IS A DEFECTIVE UNIT IT WILL DEFINITELY CAUSE ONE SOON.

View Details

- **Jul 17, 2012 - Santa Clara, CA - Electrical System**
I HAVE HAD THE MILAN 2010 INTO FORD 6 TIMES BECAUSE THE ENGINE LOST ALL POWER WITHOUT WARNING: NO LIGHTS; BRAKES; STEERING. I HAVE WITNESSES. IT HAS HAPPENED IN ALL TYPES OF CONDITIONS: STOP AND GO TRAFFIC; MERGING ONTO A FREEWAY. THE LAST TIME BLACK SMOKE CAME FROM UNDER THE HOOD. THE CAR WAS IN THE SHOP FOR 6 WEEKS. A WEEK AFTER IT WAS SO CALLED "REPAIRED" THE PROBLEM OCCURRED AGAIN. I STARTED A "LEMON LAW" COMPLAINT IN

MARCH 2012. MY MOTHER BECAME FATALLY ILL AND DIED AND I COULD NOT COMPLETE THE CLAIM. JUNE 15, 2012 I WAS PULLING INTO A PARKING SPACE AND THE ELECTRICAL SYSTEM FAILED. I COULD NOT STOP. I CRASHED INTO A CEMENT WALL. THE CAR WAS A TOTAL LOSS. I GOT WHIPLASH. MY INSURANCE COMPANY WILL NOT PAY THE BALANCE REMAINING ON THE CAR. BBB STOPPED "LEMON LAW" CASE BECAUSE THERE WAS AN ACCIDENT. NO ATTORNEY WILL TAKE THE CASE BECAUSE THERE IS NOT ENOUGH MONEY TO BE GAINED. I AM WITHOUT A CAR; IN DEBT; INJURED; DRIVING A RENTAL CAR AND WORKING 12 HOURS A DAY TO BUY A NEW CAR. PLEASE HELP ME.

View Details

- **Jul 14, 2012 - Richfield, MN - Electrical System**
AFTER ONLY 24,600 MILES, THE SUN ROOF WORKED ONE DAY AND THE NEXT DAY WHEN THE BUTTON WAS ACTIVATED THE SUNROOF BEGAN TO LOWER THE REAR OF THE WINDOW BUT WOULD OPEN NO FURTHER. UPON MULTIPLE TRIES, THE RAISING AND LOWERING OF THE REAR PART OF THE WINDOW IS ALL IT WOULD DO. WHEN TAKEN TO BLOOMINGTON LINCOLN, (MN) THEY INFORMED ME THAT THE MOTOR AND ENTIRE TRACK SYSTEM WOULD NEED REPLACING. THEY TOOK PICTURES TO SEND TO FORD, TO SEE IF THEY WOULD HONOR THE WARRANTY. GEE. THE VEHICLE IS STILL UNDER THE 3 YR, 36000-LIMIT. SHOULD HAVE BEEN A NO BRAINER.

View Details

- **Jun 24, 2012 - Stillwater, MN - Electrical System**
WHEN DRIVING, THE CAR FEELS LIKE IT SHIFTS GEARS, THE WRENCH LIGHT COMES ON AND ENGINE POWER IS LOST. AFTER PULLING OVER, TURNING OFF THE ENGINE AND RESTARTING, THE CAR DRIVES NORMALLY. THIS HAPPENED MULTIPLE TIMES IN ONE DAY. DEALER REPROGRAMMED PCM AND IT WAS FINE FOR TWO MONTHS. SAME THING HAPPENED ON JUNE 21, 2012. THIS IS POTENTIALLY LIFE THREATENING PROBLEM BECAUSE IT HAS HAPPENED AT HIGHWAY SPEEDS IN RUSH HOUR CONDITIONS. MANY CONSUMER REPORTS OF SAME SYMPTOMS CAN BE EASILY FOUND ON INTERNET BY SEARCHING FOR "ELECTRONIC THROTTLE CONTROL." WHEN I TOOK CAR TO DEALER AFTER MOST RECENT OCCURRENCE, THEY SAID THEIR WERE NO CODES SHOWING SO THERE WAS NOTHING TO FIX. FORD NEEDS TO INVESTIGATE WHY THIS IS HAPPENING AND RECALL/FIX THIS PROBLEM BEFORE SOMEONE IS KILLED OR SERIOUSLY INJURED BECAUSE OF THIS PROBLEM!

View Details

- **Apr 21, 2012 - San Marcos, CA - Electrical System**
2.CAR (HYBRID) LOSES POWER. THIS IS THE ONLY OCCURRENCE. THE CAR WAS STARTED AND DRIVEN DOWN HILL TO AN INTERSECTION. WHEN TURNING RIGHT THE CAR SUDDENLY AND WITHOUT ANY WARNING LOST POWER. SEVERAL ATTEMPTS TO ACCELERATE FAILED AND THE CAR CAME TO A STOP. I LOOKED AT THE DASH AND THE HEV SCREEN. I SAW THAT THE BATTERY WAS FULLY CHARGED (MAXIMUM LIMIT), WRENCH WARNING LAMP WAS ON AND THE HEV SCREEN SHOWED ONLY THE ELECTRIC MOTOR WAS ON (HI LIGHTED). I TURNED THE IGNITION KEY OFF THEN ON, AND THE CAR RETURNED TO NORMAL OPERATION. AT THIS POINT THE HEV SCREEN SHOWED THE ENGINE, MOTOR AND BATTERY HI LIGHTED. SHOULD THIS HAPPEN WHILE ENTERING A FREEWAY, A SERIOUS ACCIDENT COULD HAVE OCCURRED.

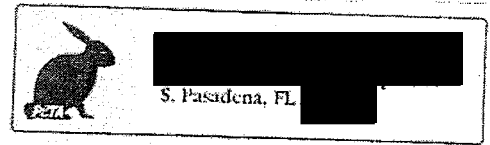
View Details

- **Mar 13, 2012 - Pasadena, TX - Electrical System**
I WAS DRIVING DOWN THE FREEWAY AT 65 MPH, WHEN THE CHECK ENGINE AND TRANSMISSION LIGHT CAME ON AND THE CAR IMMEDIATELY STARTED TO DECELERATE AND I WAS NOT TO GIVE THE CAR GAS TO GET OUT OF THE WAY OF MOVING TRAFFIC. AFTER TURNING THE CAR OFF AND TURNING THE CAR ON AGAIN, THE CAR SEEMED TO HAVE RESET ITSELF AND THE CAR STARTED WORKING PROPERLY AGAIN. A COUPLE OF MONTHS LATER, NOW AT 41000 MILES, THE CAR IS HAVING THIS PROBLEM MORE FREQUENTLY AND IS UNSAFE TO DRIVE. I TOOK THE CAR TO A DEALERSHIP TO SEE WHAT WAS WRONG WITH THE CAR WHEN THEY STATED TO ME THAT THE THROTTLE BODY KEPT GETTING STUCK CLOSED. I FEEL THIS SHOULD BE LOOKED INTO FURTHER AS A PROBLEM WITH THE THROTTLE BODY SHOULD NOT BE GOING OUT FOR A CAR THAT IS STILL PRACTICALLY BRAND NEW.

View Details

- **Jul 27, 2011 - Baker, LA - Instrument Panel**

From: NHTSAHotline@telesishq.com <telesishq.com@mailfi01.lmco.com>
Sent: Thursday, March 27, 2014 1:37 PM
To: [REDACTED]
Subject: EXTERNAL: Satisfaction Survey



Dear [REDACTED]

Thank you for contacting the Department of Transportation's Vehicle Safety Hotline. We value you as a customer and your feedback is important to us! Please take a moment to fill out the attached Satisfaction Survey regarding your recently resolved issue Ticket # 619985, "COMPLAINT INQUIRY".

https://www.research.net/s/NHTSA_Customer_Satisfaction_Survey?c=619985

Regards,
National Highway Traffic Safety Administration

Phone 1-888-327-4236

Reference Ticket # 619985

Needed Information

Description

VIN

DATE

Mileage

Ref Number 619985

I have contacted 2 local news stations, channel 8 9 11 and sent the internet research.

I gave them your contact information.



17556 US Highway 19 North
Clearwater, FL 33764
(727) 535-3673
Fax (727) 507-9563
www.walkerford.com

SERVICE DEPARTMENT HOURS
7:00 a.m. to 7:00 p.m.
Monday - Friday
8:00 a.m. - 5:00 p.m. Saturday

R/O Open Date	R/O Number
4/02/14	6074850/1
R/O Close Date	Status
4/02/14	Pre-Invoice
Mileage In	Mileage Out
38028	38029
Service Advisor / Tag #	
Ryan Holcomb / 3075*W*	
Vehicle Identification Number	

3MEHM08127P	
Delivery Date	in-service date

SOUTH PASADENA, FL

Year	Make	Model	Body	Color	License Number
2007	MERCURY	MILAN	4DR SDN V6 PREMIE		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
----------------------------------	--------

#1 - 04FAZ99P: PERFORM MULTIPOINT INSPECTION Sub Total: .00	
--	--

#2 - 10FOZ: DRIVEABILITY CONCERN CUSTOMER STATES THAT THE ENGINE LIGHT IS ON, THE P CM WAS JUST REPLACED AT A 3RD PARTY SHOP HOWEVER A FORD PCM WAS USED AND THERE ARE TWO KEYS WITH THE VEHICLE. THE TRACTION LIGHT IS ALSO ON BUT HOLD DIAG UNTIL MIL IS ASSESSED Work performed by Justin Boczar (JBO) VERIFIED. GASOLINE ENGINE PERFORMANCE DIAGNOSTICS. VISUAL INSPECTION-OK. EEC TESTS-P1639,P1635 CODES INDICATE PCM NOT PROGRAMMED CORRECTLY. PERFORMED PMI ON PCM. CLEARED ALL CODES. RECHECKED OPERATION -CHECK ENGINE LIGHT IS OFF, TRACTION CONTROL LIGHT IS OFF. TECH JBO LABOR HR CP Sub Total: 95.00	95.00
---	-------

Please Note: MM	
 S. Pasadena, FL	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."	LABOR	95.00
DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.	PARTS	.00
	DEDUCTIBLE	.00
	SUBLET	.00
	SHOP SUPPLIES	.00
	HAZARDOUS MATERIALS	.00
	SALES TAX OR TAX I.D.	6.65
	SPECIAL ORDER DEPOSIT	.00
	DISCOUNTS	.00
	TOTAL DUE	101.65
NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.		

X

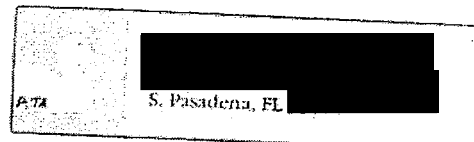


Walker Ford

17556 US Hwy 19 North

Clearwater Florida 33764

7275353673



Customer information

Street:

Zip code:

Cardholder Signature

Transaction information

MOTO

Date: 04/02/2014 1:29 PM

Amount: \$101.65

Card Number: *****

Merchant ID: 765

Auth Code: 005182

Processed as:

Reference No.: 1012868918

Trace No.: 1012868918

Invoice No.: 6074850

Response Msg: Approved

Entry Method: Manual

Match AVS: Not Match Z

Match CV: Not Present

Match ZIP: Not Match Z

for less auto repair

I Agree to Pay Above Total Amount According to Card Issuer Agreement (Merchant Agreement if Credit Voucher).

LY, C

pet

S. Pasadena, FL

FOR LESS AUTO Repair
143 49th St. South
St. Petersburg, FL 33707
Ph: (727) 350-5889
MV 88228

2 month/ 5000 mile warranty
on all parts and labor unless
otherwise specified.

Intended Payment Method:

☐ CASH ☐ CHECK ☒ VISA ☐ MC ☐ AMEX

Date: 3/26/14 Time:

Proposed Completion Date:

Home Ph:

Work Ph:

Phone:

Tag:

Miles In:

Miles Out:

Name:

Address:

City: S. Pasadena State: Zip:

Other Authorized Person:

Year/Make: 07 mercury Model: milan 30

VIN#:

Save Old Parts: Yes No (Core may apply)

Customer Complaint/Problem:

LABOR CHARGES BASED ON:

FLAT RATE _____ HOURLY RATE
BOTH APPLY

ESTIMATE/DIAGNOSTIC FEE:

\$ _____ /OR HOURLY AT
\$ _____ PER HOUR

A storage fee of \$ _____ per day may be applied to vehicles which are not claimed within 3 working days of notification of completion

QTY	PART NO	DESCRIPTION	* PRICE	EXTEND
		6 ignition coil 110 x 6	600	70
		6 spark plugs	30	
		1 computer	5120	DL
		dealer key service	145	

DESCRIPTION OF REPAIRS	LABOR	CHARGES
☐ ESTIMATE ☐ INVOICE		
Replace 6 Spark plugs and ignition coil; computer labor	350	PARTS: 1353.08
		LABOR: 350.
		SUBLET/OTHER
		** SHOP SUPPLIES
		*** FEES
		Subtotal: \$ 1703.08
		Tax \$ 119.21
		TOTAL: \$ 1,822.29

This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. *FS403.718 mandates a \$1.00 fee for each new tire sold in the State of Florida. ***FS403.718 mandates a \$1.50 fee for each new or remanufactured battery sold in the State of Florida.

Estimate good for 30 days. Not responsible for damage caused by theft, fire or acts of nature. I hereby authorize the above repairs, including sublet work, along with the necessary materials. You and your employees may operate my vehicle for the purpose of testing, inspection and delivery at my risk. If I cancel repairs prior to their completion for any reason, a tear down and assembly fee of \$ _____ will be applied.

Date 3/26/14

CUSTOMER COPY

\$1822.29

0002
000165
00565C
Swiped
Online

SALE AMOUNT

CARD #
INVOICE
Batch #:
Approval Code:
Entry Method:
Model:

CREDIT CARD

885301964888

03/26/2014

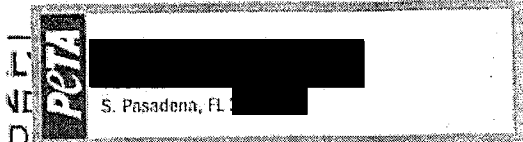
MID: 00000003366617

15:40:18
TID: 05068343

SAINT PETERS, FL 33707

143 49TH ST S

FOR LESS AUTO REPAIR



ESTIMATE IF MY FINAL BILL

GIVEN ESTIMATE.
A WRITTEN ESTIMATE AS LONG
DO NOT EXCEED \$
NEED THIS AMOUNT WITHOUT
APPROVAL.
A WRITTEN ESTIMATE.

DATE:

Warranty NC/ No Chg/Warranty RD/Reduced/

DESCRIPTION	PRICE	EXTEND
110 X 6	660	TC
	36	
	512 ⁰⁰	DL
	145	

FOR LESS AUTO Repair

143 49th St. South

St. Petersburg, FL 33707

Ph: (727) 350-5889

MV 88228

Name:

Address:

City:

State:

Zip:

Other Authorized Person:

Year/Make:

Model:

VIN#:

Save Old Parts: Yes No (Core may apply)

Customer Complaint/Problem:

LABOR CHARGES BASED ON:

FLAT RATE

HOURLY RATE

BOTH APPLY

A storage fee of \$ per day may be applied to vehicles which are not claimed within 3 working days of notification of completion

DESCRIPTION OF REPAIRS

LABOR

CHARGES

☐ ESTIMATE☐ INVOICE

Replace 6 spark plugs and
ignition coil; computer
labor

350

PARTS:

\$ 1,353.08

LABOR:

\$ 350.

SUBLET/OTHER

\$

** SHOP SUPPLIES

\$

***FEES\$

Subtotal:\$

1703.08

Tax: \$

119.21

TOTAL:

\$ 1,822.29

Estimate good for 30 days. Not responsible for damage caused by theft, fire or acts of nature. I hereby authorize the above repairs, including sublet work, along with the necessary materials. You and your employees may operate my vehicle for the purpose of

risk. If I cancel repairs prior to their completion for
embly fee of \$ will be applied.

Date

3/26/14

This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. *FS403.718 mandates a \$1.00 fee for each new tire sold in the State of Florida. ***FS403.718 mandates a \$1.50 fee for each new or remanufactured battery sold in the State of Florida.

2 month/3000 mile warranty
on all parts and labor unless
otherwise specified.

Intended Payment Method:

☐ CASH ☐ CHECK ☐ VISA ☐ MC ☐ AMEX

Date: 3/26/14 Time:

Proposed Completion Date:

Home Ph:

Work Ph:

Phone:

Tag:

Miles In:

Miles Out:

July 4, '14

Most Honorable Mr. Schuette;

In conclusion to the information
that you requested; I have retained
all the defective pistons and plugs
that were scorched.

I was not able to retain the
computer because there was a core
fee.

Sincerely yours

A solid black rectangular box used to redact the signature of the sender.

TAMP
TIMES
5/30/

Ford recalls 1.4M vehicles

Los Angeles Times

Ford has issued safe recalls on 1.4 million vehicles being operated in North America for a variety of issues.

The company said 915,200 Ford Escapes and Mercury Mariners from model years 2008-2011 might have defects in a steering column sensor that could cause the vehicle to shift from power steering to manual steering — which could result in an “increased risk of crash.”

The company also said 195,527 of its 2011-2013 Explorers had an “intermittent electrical connection” in their steering gears, which could result in a similar loss of power steering and similar risk of crash.

Ford said 196,639 of its 2010-2014 Taurus cars might have corrosion issues in the license plate lamps, which could result in a short circuit, excessive heat and a fire.

And many as 82,576 Ford Fusions, Mercury Milans, Lincoln Zephyrs and MKZ vehicles from model years 2006-2011 were sold with floor mats that “might come in contact with the accelerator pedal.”

To date, 2014 has been a big year for automobile recalls, which in the first five months of the year have already surpassed all of 2013. Last year, 22 million car safety recalls were issued. This year the number is already more than 24 million — on a pace to catch the record of 30 million recalls set in 2004.

ice. [REDACTED] loved life and
lasting friendships
ever he lived. He will be
missed by those friends
his loving family. A me-
al service will be held at 1
Friday, June 6 at St. Ste-
s Episcopal Church in
Port Richey. It will be fol-
d by a gathering of family
friends at the Hacienda
Mobile Home Park club-
house Port Richey. In

S. Pasadena, FL

North Pinellas

[REDACTED] of Largo,
died May 24,
2014 at Hospice
Woodside. Grad-
uated from
Gibbs High
School (1963) and St. Peters-
burg Jr. College (1970). At-
tended USF Bayboro as an ac-
counting major. Served four
years in the U.S. Army with
82nd Airborne Division.
Worked 28 years for Pinellas
County government, first in
Economic Development and later
in Utilities department. He re-
tired in 2009. Survivors: 3
children, [REDACTED]
and [REDACTED]
grandchildren; 2 great-
grandchildren; 4 sisters, [REDACTED]

[REDACTED]
relatives and friends. Wake
service, Friday, May 30th 7-8
pm. Funeral services Satur-
day, May 31st, 1 pm at Galilee
Missionary Baptist Church, 505
H Street South.

Wilson Funeral Home 727-623-9025
Guest Book at www.tampabay.com/obits

[REDACTED] of Palm
Harbor, passed
away on May
21, 2014. Mr.
[REDACTED] was born



BILL SCHUETTE, Attorney General
Department of Attorney General
P.O. Box 30213
Lansing, MI 48909



National Highway Traffic Safety Admin
1200 New Jersey Ave SE
West Building
Washington DC 20590

Defects
A7

