



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration
April 11, 2019

1200 New Jersey Avenue, SE
Washington, DC 20590

NEF-109 cjb
Ref. No. 10653568

[REDACTED]
Miami, FL [REDACTED]

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2011 Mercury Milan vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence. I am pleased to respond.

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 completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. We are aware of the delay for NHTSA Safety Recall Campaign No. 16V-384. The recall addresses a problem with Takata front passenger-side air bag inflators in certain MY 2006 through MY 2011 Mercury Milan vehicles. In the event of a crash necessitating deployment of the front air bags, these inflators may rupture due to propellant degradation occurring after long-term exposure to high absolute humidity and temperature cycling.

The recalls of defective Takata inflators have grown over the past few years to include 19 separate vehicle manufacturers and currently include approximately 56 million vehicles in the United States, making it the largest, most complex recall in NHTSA's history. The most significant challenge presented by this recall has been the availability of remedy parts, which has been affected by numerous factors including, but not limited to, the need to obtain redesigned parts from alternative inflator suppliers, testing to ensure the safety of remedy parts, manufacturing and capacity constraints given the enormous global demand, and logistics in getting the parts out to the distribution networks and into the dealer's hands.

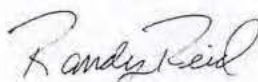
We entered your vehicle identification number (VIN) in our VIN Look-Up Tool, and it appears you have since received a replacement air bag inflator. In any event, we understand your

frustration with any delay you may have experienced, and appreciate your diligence in this matter. We suggest that you check NHTSA's website at least twice per year for new safety recalls, by entering your VIN into our VIN Look-Up Tool.

While researching your problem, the VIN Look-Up Tool identified two open recalls on your vehicle. If you purchased Ford accessory all weather floor mats for your MY 2011 Milan, the floor mats have been recalled under NHTSA Safety Recall Campaign No. 14E-028. The floor mats may shift and interfere with the accelerator pedal. In addition, Recall 15V-793 addresses problem with cracks that may develop in the fuel tank. The repair involves replacing the canister purge valve and/or the fuel tank. The remedies for these two recalls are currently available and we recommend that you schedule an appointment with your dealer immediately (enclosed).

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 file a complaint on our www.nhtsa.gov website or Vehicle Safety Hotline at 888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our website.

Sincerely,

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

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

Enclosures

Recall Detail

11-APR-2019

Recall Num: 15 V 793 000 **573 Date:** 20-NOV-2015 **573 Date Rcvd:** 24-NOV-2015 **Potentially Affected:** 411,205 **Potentially Defective:** 411,205
Mfr Recall Num: 15S34
Subject: Fuel Tank May Crack **Remedy Type:** Inspect and Repair **RP Num:** **FMVSS Num:**
Recall Type: Defect **Recall Effect:** Crash Avoidance **NHTSA Inv Num:** IE15-071 **Influenced by:** ODI-
Problem Exp: Other **Manufacturer:** Ford Motor Company **Recall Status:** CONDUCTING RECALL
Problem Descr: Ford Motor Company (Ford) is recalling certain model year 2010-2011 Ford Fusion vehicles manufactured July 21, 2008, to March 4, 2011, and 2010-2011 Mercury Milan vehicles manufactured July 23, 2008, to December 10, 2010. The affected vehicles have fuel vapor canisters whose purge valves may not operate properly resulting in abnormal pressure changes in the fuel tank.
Consequence: The pressure changes may cause the tank to crack and leak fuel. A fuel leak in the presence of an ignition source increases the risk of a fire.
Remedy Type: Ford will notify owners, and dealers will update the vehicle powertrain control modules and inspect the vehicle for any diagnostic trouble codes (DTCs) for this issue and perform a leak test on the Canister Purge Valve (CPV). The fuel tank will be inspected for cracks. The CPV and fuel tank will be replaced as necessary. These repairs will be performed free of charge. The recall began on January 15, 2016. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 15S34.
Notes: Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.
MFR Knowl Dt: 01-JUL-2015 **Prod Change Dt:** **Mfr Press Release Dt:** **NHTSA Press Release Dt:**
Stop Sales: **Regional:**
Supplier: Continental **Mfr Toll Free Num:**
Automoti

Products	Beginning Mfg Date	Ending Mfg Date
Product Type :VEHICLE Product Category :LIGHT VEHICLES Manufacturer :Ford Motor Company Make :MERCURY Model :MILAN Model Year :2011 Type :PASSENGER CAR	23-JUL-2008	10-DEC-2010
Product Type :VEHICLE Product Category :LIGHT VEHICLES Manufacturer :Ford Motor Company Make :FORD Model :FUSION Model Year :2010 Type :PASSENGER CAR	21-JUL-2008	04-MAR-2011
Product Type :VEHICLE Product Category :LIGHT VEHICLES Manufacturer :Ford Motor Company Make :MERCURY Model :MILAN Model Year :2010 Type :PASSENGER CAR	23-JUL-2008	10-DEC-2010
Product Type :VEHICLE Product Category :LIGHT VEHICLES Manufacturer :Ford Motor Company Make :FORD Model :FUSION Model Year :2011 Type :PASSENGER CAR	21-JUL-2008	04-MAR-2011

Component Name

FUEL SYSTEM, GASOLINE:STORAGE:AUXILLARY TANK

Influencing Investigation(s)

Investigation Num	Subject	Investigator	Relationship
IE 15 071	Fuel Tank leak	AJIT ALKONDON	Influencing

Related Recalls

Yr	Type	Major Sub	Relationship
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Recall Detail

11-APR-2019

Recall Characteristics**Unique Recall****Unique Descr****Recall Communications****Fax Ack:****Letter Ack:** 03-DEC-2015**Draft 577 Received:****Draft 577 Approved:****Final 577 Received:** 19-SEP-2017**Owner Notification:** 15-JAN-2016**Phased:** N**577 End:****Renotification:** 14-APR-2016**Envelope Approved:****Dealer Notification****Received:** 17-DEC-2015**Dealer Notification:** 23-NOV-2015

Recall Detail

11-APR-2019

Recall Num: 14 E 028 000	573 Date: 27-MAY-2014	573 Date Rcvd: 29-MAY-2014	Potentially Affected: 82,579	Potentially Defective: 82,579
Mfr Recall Num: 14S07				
Subject: Driver Side Accessory Floor Mat may Trap Pedal	Remedy Type: Fix/Repair	RP Num:	FMVSS Num:	
Recall Type: Defect	Recall Effect: Crash Avoidance	NHTSA Inv Num: EA12-009	Influenced by: ODI	
Problem Exp: Other		Manufacturer: Ford Motor Company	Recall Status: CONDUCTING RECALL	
Problem Descr: Ford Motor Company (Ford) is recalling certain all weather driver side accessory floor mats sold for use in model year 2006-2011 Ford Fusion and Mercury Milan, 2006 Lincoln Zephyr, and 2007-2011 Lincoln MKZ vehicles manufactured November 9, 2007, through October 31, 2010. The affected floor mats may move and possibly interfere with the accelerator pedal.				
Consequence: The floor mat could shift such that it could interfere with the accelerator pedal, preventing its return to an idle position, which could result in unintended vehicle speeds, increasing the risk of a crash.				
Remedy Type: Ford will notify owners, and dealers will install new replacement mats, free of charge. The recall began in July 2014. Owners may contact Ford's customer service at 1-800-392-3673. Ford's number for this recall is 14S07. NOTE: Vehicles built after October 31, 2010, while potentially equipped with the same floor mats, are equipped with a Brake Over Accelerator (BOA) feature that prevents simultaneous accelerator and brake application, allowing the vehicle to be safely stopped by pressing firmly and steadily on the brake pedal.				
Notes: Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov .				
MFR Knowl Dt: 28-MAY-2010	Prod Change Dt:	Mfr Press Release Dt:	NHTSA Press Release Dt:	
Stop Sales:	Regional:			
Supplier:	Mfr Toll Free Num:			

Recall Detail

11-APR-2019

Products	Beginning Mfg Date	Ending Mfg Date
Product Type :VEHICLE Product Category :LIGHT VEHICLES Manufacturer :Ford Motor Company Make :FORD Model :FUSION Model Year :2009 Type :PASSENGER CAR	09-NOV-2007	31-OCT-2010
Product Type :VEHICLE Product Category :LIGHT VEHICLES Manufacturer :Ford Motor Company Make :FORD Model :FUSION Model Year :2008 Type :PASSENGER CAR	09-NOV-2007	31-OCT-2010
Product Type :VEHICLE Product Category :LIGHT VEHICLES Manufacturer :Ford Motor Company Make :FORD Model :FUSION Model Year :2007 Type :PASSENGER CAR	09-NOV-2007	31-OCT-2010
Product Type :VEHICLE Product Category :LIGHT VEHICLES Manufacturer :Ford Motor Company Make :LINCOLN Model :MKZ Model Year :2007 Type :PASSENGER CAR	09-NOV-2007	31-OCT-2010
Product Type :VEHICLE Product Category :LIGHT VEHICLES Manufacturer :Ford Motor Company Make :FORD Model :FUSION Model Year :2010 Type :PASSENGER CAR	09-NOV-2007	31-OCT-2010
Product Type :VEHICLE Product Category :LIGHT VEHICLES Manufacturer :Ford Motor Company Make :FORD Model :FUSION Model Year :2006 Type :PASSENGER CAR	09-NOV-2007	31-OCT-2010
Product Type :VEHICLE Product Category :LIGHT VEHICLES Manufacturer :Ford Motor Company Make :FORD Model :FUSION Model Year :2011 Type :PASSENGER CAR	09-NOV-2007	31-OCT-2010
Product Type :VEHICLE Product Category :LIGHT VEHICLES Manufacturer :Ford Motor Company Make :LINCOLN Model :MKZ Model Year :2010 Type :PASSENGER CAR	09-NOV-2007	31-OCT-2010
Product Type :VEHICLE Product Category :LIGHT VEHICLES Manufacturer :Ford Motor Company Make :LINCOLN Model :MKZ Model Year :2009 Type :PASSENGER CAR	09-NOV-2007	31-OCT-2010
Product Type :VEHICLE Product Category :LIGHT VEHICLES Manufacturer :Ford Motor Company Make :MERCURY Model :MILAN Model Year :2006 Type :PASSENGER CAR	09-NOV-2007	31-OCT-2010
Product Type :VEHICLE Product Category :LIGHT VEHICLES Manufacturer :Ford Motor Company Make :MERCURY Model :MILAN Model Year :2010 Type :PASSENGER CAR	09-NOV-2007	31-OCT-2010
Product Type :VEHICLE Product Category :LIGHT VEHICLES Manufacturer :Ford Motor Company Make :MERCURY Model :MILAN Model Year :2008 Type :PASSENGER CAR	09-NOV-2007	31-OCT-2010
Product Type :VEHICLE Product Category :LIGHT VEHICLES Manufacturer :Ford Motor Company Make :MERCURY Model :MILAN Model Year :2007 Type :PASSENGER CAR	09-NOV-2007	31-OCT-2010
Product Type :VEHICLE Product Category :LIGHT VEHICLES Manufacturer :Ford Motor Company Make :LINCOLN Model :MKZ Model Year :2011 Type :PASSENGER CAR	09-NOV-2007	31-OCT-2010
Product Type :VEHICLE Product Category :LIGHT VEHICLES Manufacturer :Ford Motor Company Make :LINCOLN Model :MKZ Model Year :2008 Type :PASSENGER CAR	09-NOV-2007	31-OCT-2010

Recall Detail

11-APR-2019

Products	Beginning Mfg Date	Ending Mfg Date
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Product Type :VEHICLE Product Category :LIGHT VEHICLES Manufacturer :Ford
Motor Company Make :MERCURY Model :MILAN Model Year :2011 Type
:PASSENGER CAR

09-NOV-2007

31-OCT-2010

Product Type :VEHICLE Product Category :LIGHT VEHICLES Manufacturer :Ford
Motor Company Make :LINCOLN Model :ZEPHYR Model Year :2006 Type
:PASSENGER CAR

09-NOV-2007

31-OCT-2010

Product Type :VEHICLE Product Category :LIGHT VEHICLES Manufacturer :Ford
Motor Company Make :MERCURY Model :MILAN Model Year :2009 Type
:PASSENGER CAR

09-NOV-2007

31-OCT-2010

Component Name

EQUIPMENT

Influencing Investigation(s)

Investigation Num	Subject	Investigator	Relationship
EA 12 009	Floor mat interference with accelerator	STEPHEN MCHENRY	Influencing

Related Recalls

Yr	Type	Major Sub	Relationship
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Recall Characteristics

Unique Recall	Unique Descr
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Recall Communications

Fax Ack: 25-JUL-2014

Letter Ack: 30-MAY-2014

Draft 577 Received: 25-JUL-2014

Draft 577 Approved: 25-JUL-2014

Final 577 Received: 30-JUL-2014

Owner Notification: 26-JUL-2014

Phased: N

577 End:

Renotification: 10-AUG-2015

Envelope Approved:

Dealer Notification

Received: 01-AUG-2014

Dealer Notification: