

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

September 29, 2016

OCT - 3 2016

Advocates for Highway and Auto Safety
750 First Street, N.E.
Suite 901
Washington, DC 20002

NHTSA
Office of the Defects Investigation
(NVS-210)
1200 New Jersey Ave, S.E.
Washington, DC 20590

RE: 2007 Ford Mercury Milan/4dr/SDN/FWD
VIN: 3MEHM07167R [REDACTED]

ISSUE: Problems with handles/latches/locks

Attached is copy of letter dated September 29, 2016 to the "Center for Auto Safety" concerning problems with the above stated vehicle.

I would appreciate your review of this letter and any information to assist me in my effort to hold Ford Mercury Milan responsible for this problem (malfunctioning of handles/latches/locks) and reimbursement of the cost of these repairs.

I thank you for any and all assistance. I can be reached at the address listed below.

Sincerely,

[REDACTED]

Landover, MD
[REDACTED]

Attachments (3)

NM
10716
SMD

September 29, 2016

Center for Auto Safety
1825 Connecticut Ave., N.W.
Suite 330
Washington, DC 20009

RE: 2007 Ford Mercury Milan/4dr/SDN/FWD
VIN: 3MEHM07167R [REDACTED]

ISSUE: Problems with handles/latches/locks

September 8, 2016 Ford recalled 2.4 Million vehicle models for faulty door handles/locks/latches for 2010 thru 2014.

The inside handles on the front doors of my 2007 Mercury Milan broke September, 2014. I had to manually lock both handles/latches. I contacted Ford-Mercury Milan (1-800-392-3673) about the problem, and requested repair. They informed me there was nothing they could do. There were no recalls.

September 4, 2016, the back door handles/latches broke. Could not open the left rear door at all. Contacted Ford again September 6, 2016 to inform them of new problem and was declined again for help, there was nothing they could do. There was still no recall on the 2007 Mercury Milan for my problem, and would need to pay for repairs myself. I had all door handles/latches replaced September 20, 2016. Still unable to open the left rear door. The motor also had to be replaced September 21. I am concerned the motor on the other doors could malfunction as well.

I have researched at least 30 or more owner complaints about the same problems on other years and models. Also talked to other owners with the similar malfunctioning problems. One individual owns a 1999 Ford Taurus and has replaced the handles, etc., two (2) times, and the other owns a 2009 Ford Fusion and the handles/latches had to be replaced.

It is evident these problems have existed for other year models, but there were not enough complaints to warrant a recall. Since I have had the same problems with my vehicle as those recalled, I feel Ford should reimburse me (\$922.95) for my repairs. Attached are copies of invoices for these repairs by Sears Auto Center.

Copies of this letter will be sent to: Advocates for Highway Safety, Washington, DC 20002, NHTSA Complaints and The Council of Better Business Bureau, Arlington, VA 22203 for their review and assistance with my complaint.

I am hoping that you will be able to assist me with a resolution with Ford Motor Company. I look forward to receiving a response to my situation. I can be reached at the address shown below.

Thank You,

[REDACTED]
Landover, MD
[REDACTED]

Attachments (2)

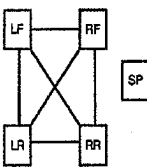
sears

AUTO CENTER

2692 - Sears, Roebuck and Co. 1040 ANNAPOLIS MALL
ANNAPOLIS, MD 21401 (443) 926-5295

FINAL INVOICE
INVOICE DATE: 09/21/2016

EPA Number: Facility Number:

NAME ADD: LANDOVER, MD PRI: [REDACTED] SEC: [REDACTED]	PROMISED: YEAR/MAKE/MODEL 2007 MERCURY MILAN V6-182 3.0L DOHC LICENSE # [REDACTED] COLOR BLACK ODO. IN [REDACTED] V.I.N. [REDACTED] LOCATION [REDACTED] ODO. OUT [REDACTED] TIME IN [REDACTED] TIME OUT [REDACTED] TAG # [REDACTED]	INITIAL ESTIMATE PARTS \$231.74 LABOR \$0.00 OTHER \$0.00 TAX \$13.90 TOTAL \$245.64 DATE/TIME OF ESTIMATE 09/20/2016 12:23 PM	REVISED ESTIMATE \$183.90 \$0.00 \$0.00 \$13.90 \$197.80 DATE/TIME REVISED 09/21/2016 12:54 PM	PHONE AUTHORIZATION APPROVED BY: [REDACTED] CONTACTED BY: [REDACTED] NUMBER CALLED: [REDACTED] DATE / TIME CALLED: [REDACTED]	REF. NUM. [REDACTED] CREATED BY: 738732 INVOICED BY: [REDACTED] LOCAL PURCHASE PO NUMBER: [REDACTED]
TIRE INSTALLATION INSTRUCTIONS 		AIR PRESSURE FRONT / REAR SEE COMMENTS BELOW			
WHL TORQUE SPECIFICATION YLW/100 - ALL O.E. APPLICATIONS		See reverse for important warranty terms and other information.			
COMMENTS/REQUESTS OR ALTERNATE CONTACTS:		BY SIGNING BELOW I ACKNOWLEDGE RECEIPT AND AGREE TO CHARGE THE INVOICE PRICE WITH AMOUNTS AS SHOWN CHARGED TO EACH CARD IDENTIFIED HEREON, AND BE BOUND BY THE TERMS OF THE CARDHOLDER'S AGREEMENT(S) FOR EACH.			
		WORK AUTHORIZED BY / CREDIT APPROVED BY: X			

QTY	ITEM #	DESCRIPTION OF MERCHANDISE	PRICE EACH	TOTAL	TECH	CSA
1	LP 02810130	LEFT DOOR REAR MOTOR	\$231.74	\$231.74 T		738732
1	RT 004000	Groupon Redemption	-\$47.84	-\$47.84		738732
# 1	LB 19016033	SNAPSHOT, PERFORMANCE	\$0.00	\$0.00		58537
# 1	PS 02808531	SNAPSHOT, SUGGEST TIRES	\$0.00	\$0.00 T		58537

- This symbol indicates parts or labor changed or are additional to the original estimate.

RETAIN FOR COMPARISON WITH MONTHLY STATEMENT OR FOR RETURN OR EXCHANGE

REWARDS CARD #: [REDACTED]

Parts Subtotal: \$183.90
Labor Subtotal: \$0.00
Reductions Subtotal: \$0.00
Subtotal: \$183.90
Tax: 6.00% \$13.90
Total: USD \$197.80

RC: [REDACTED]

Credit Tendered: \$197.80

CARD TYPE: SEARS ACCOUNT
ACCT #: [REDACTED]

DEFERRED INTEREST FOR 24 MONTHS
DELAYED TOTAL (See note): \$197.80
NO INTEREST IF PAID IN FULL WITHIN
24 MONTHS DEFERRED INTEREST
FINANCING WITH YOUR SEARS CARD

note: IF THE DEFERRED INTEREST BALANCE IS NOT PAID IN FULL BY THE END OF THE PROMOTIONAL PERIOD INTEREST CHARGES WILL BE IMPOSED FROM THE DATE OF PURCHASE AT RATES OTHERWISE APPLICABLE UNDER YOUR CARD AGREEMENT. MIN. PAYMENTS REQUIRED. SEE CARD AGREEMENT FOR DETAILS.

Current Points Balance: 9,606
Base Points Earned: 2,317
Bonus Points Earned: 0
Points Expiring 12/31/2016: 185
Pts exp dates vary. See SYWR.com/FAQ

Visit us at [REDACTED]

SALES CHECK [REDACTED]

ITEM / WARRANTY INFORMATION / LABOR DETAILS / COMMENTS

Factory TPMS Available. Verify TPMS.

ALL NEW, NON-OEM PARTS UNLESS OTHERWISE SPECIFIED.

ALL LUG NUTS ON CUSTOM AND ALLOY WHEELS MUST BE RE-TORQUED AFTER 25 MILES AND CHECKED PERIODICALLY.

Size PSI Torque Vehicle Description
P205/60R16 34/34 YLW/100 Base: 4190-4380 lbs.; 107.4 in.

Size PSI Torque Vehicle Description
P225/50R17 33/33 YLW/100 Premier; 4253-4380 lbs.; 107.4 in.

sears AUTO CENTER

2692 - Sears, Roebuck and Co. 1040 ANNAPOLIS MALL
ANNAPOLIS, MD 21401 (443) 926-5295

FINAL INVOICE
INVOICE DATE: 09/20/2016

EPA Number: Facility Number:

NAME: [REDACTED]		PROMISED: 09/20/2016 04:00 PM		INITIAL ESTIMATE		REVISED ESTIMATE		PHONE AUTHORIZATION		REF. NUM.	
ADD: LANDOVER, MD [REDACTED]		YEAR/MAKE/MODEL 2007 MERCURY MILAN V6-182 3.0L DOHC		PARTS \$280.80		\$280.80		APPROVED BY:		CREATED BY:	
PRI: [REDACTED]		LICENSE # [REDACTED]		LABOR \$475.00		\$475.00		CONTACTED BY:		INVOICED BY:	
SEC: [REDACTED]		COLOR BLACK		OTHER \$0.00		\$0.00		DATE / TIME CALLED:		LOCAL PURCHASE PO NUMBER:	
TIRE INSTALLATION INSTRUCTIONS		V.I.N. 3MEHM07167R [REDACTED]		TAX \$16.85		\$16.85		DATE/TIME OF ESTIMATE		DATE/TIME REVISED	
		LOCATION [REDACTED]		ODO. IN 70322		\$725.15		09/12/2016 03:03 PM		09/20/2016 11:08 AM	
		TIME IN 09/20/2016 10:58 AM		TIME OUT 09/20/2016 10:59 AM							
		TAG # [REDACTED]		WAITING							

AIR PRESSURE FRONT / REAR SEE COMMENTS BELOW
WHL TORQUE SPECIFICATION YLW/100 - ALL O.E. APPLICATIONS
See reverse for important warranty terms and other information.
 BY SIGNING BELOW I ACKNOWLEDGE RECEIPT AND AGREE TO CHARGE THE INVOICE PRICE WITH AMOUNTS AS SHOWN CHARGED TO EACH CARD IDENTIFIED HEREON, AND BE BOUND BY THE TERMS OF THE CARDHOLDER'S AGREEMENT(S) FOR EACH.

COMMENTS/REQUESTS OR ALTERNATE CONTACTS:

WORK AUTHORIZED BY / CREDIT APPROVED BY:
X

QTY	ITEM #	DESCRIPTION OF MERCHANDISE	PRICE EACH	TOTAL	TECH	CSA
#	1 LP	02810130 FRONT DOOR HANDLE LEFT	\$69.79	\$69.79 T		738732
#	1 LP	02810130 FRONT DOOR HANDLE RIGHT	\$66.13	\$66.13 T		738732
#	1 LP	02810130 REAR DOOR HANDLE LEFT	\$75.09	\$75.09 T		738732
#	1 LP	02810130 REAR DOOR HANDLE RIGHT	\$69.79	\$69.79 T		738732
#	1 LB	19022201 INST.EMISSION/TUNE-UP	\$475.00	\$475.00	735209	738732
#	1 RD	58 MULTI CREDIT 44896	-\$47.50	-\$47.50		738732

- This symbol indicates parts or labor changed or are additional to the original estimate.

SEARS VALUES YOUR FEEDBACK!

We hope we lived up to your expectations. Please let us know at WWW.SEARSAUTOFEEDBACK.COM

Esperamos haber sobrepasado sus expectativas. Hagamos saber en WWW.SEARSAUTOFEEDBACK.COM

RETAIN FOR COMPARISON WITH MONTHLY STATEMENT OR FOR RETURN OR EXCHANGE

REWARDS CARD #: [REDACTED]

Parts Subtotal: \$280.80
 Labor Subtotal: \$475.00
 Reductions Subtotal: \$0.00
 Subtotal: \$708.30
 Tax: \$16.85
 Total: 6.000% USD \$725.15

Credit Tendered: \$725.15

CARD TYPE: SEARS ACCOUNT

ACCT #: [REDACTED]

DEFERRED INTEREST FOR 24 MONTHS

DELAYED TOTAL (See note): \$725.15

NO INTEREST IF PAID IN FULL WITHIN 24 MONTHS DEFERRED INTEREST FINANCING WITH YOUR SEARS CARD

note: IF THE DEFERRED INTEREST BALANCE IS NOT PAID IN FULL BY THE END OF THE PROMOTIONAL PERIOD INTEREST CHARGES WILL BE IMPOSED FROM THE DATE OF PURCHASE AT RATES OTHERWISE APPLICABLE UNDER YOUR CARD AGREEMENT. MIN. PAYMENTS REQUIRED. SEE CARD AGREEMENT FOR DETAILS.

Current Points Balance: 7,289

Base Points Earned: 7,083

Bonus Points Earned: 0

Points Expiring 12/31/2016 : 185

Pts exp dates vary. See SYWR.com/FAQ

Visit us at [REDACTED]

SALES CHECK [REDACTED]

ITEM / WARRANTY INFORMATION / LABOR DETAILS / COMMENTS

TECHNICIAN COMMENTS:
REPLACED ALL 4 DOOR HANDLES

ITEM COMMENTS:

19022201: R&R Valve Cover Gasket Both Sides; QUANTITY 1; LEVEL C; HOURS 4.4; DEDUCT 0.6; \$475.00;

ALL LUG NUTS ON CUSTOM AND ALLOY WHEELS MUST BE RE-TORQUED AFTER 25 MILES AND CHECKED PERIODICALLY.

Size	PSI	Torque	Vehicle Description	Size	PSI	Torque	Vehicle Description
P205/60R16	34/34	YLW/100	Base; 4190-4380 lbs.; 107.4 in.	P225/50R17	33/33	YLW/100	Premier; 4253-4380 lbs.; 107.4 in.

ALL NEW, NON-OEM PARTS UNLESS OTHERWISE SPECIFIED.

[REDACTED]
Landover, MD [REDACTED]



1000



20590

U.S. POSTAGE
PAID
UPPER MARLBORO, MD
20774
SEP 29, 16
AMOUNT

\$0.68

R2304N117953-22

NHTSA
Office of the Effects Investigation
(NVS-210)
1200 New Jersey Ave., S.E.
Washington, DC 20590

