



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue, SE
Washington, DC 20590

July 30, 2018

The Honorable Bill Nelson
United States Senator
Landmark Two
225 East Robinson Street, Suite 410
Orlando, FL 32801

NEF-109 rrr
Ref. No. 11055663

Dear Senator Nelson:

Thank you for your correspondence on behalf of your constituent, [REDACTED], concerning her Mercury Milan. I am pleased to respond.

The National Highway Traffic Safety Administration (NHTSA) is the Federal agency responsible for improving safety on our Nation's public roads. We monitor the adequacy of manufacturers' recall campaigns and can order manufacturers to recall and repair motor vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance.

NHTSA received a report on December 20, 2017, from [REDACTED] concerning her vehicle through our www.nhtsa.gov website (Ref. No. 11055663, enclosed). In that report, she identified her vehicle as a Model Year (MY) 2011 Mercury Milan. However, in her letter to your office she states that her vehicle is a MY 2010. [REDACTED] provided her vehicle identification number (VIN), which we entered into our VIN Look-Up Tool. This confirmed that she owns a MY 2011 Milan (report enclosed).

[REDACTED] explains that she has not been able to obtain a repair for her vehicle, which is affected by NHTSA Safety Recall 16V-384. That recall addresses a problem with the frontal passenger-side Takata air bag inflators in certain MY 2011 Mercury Milan vehicles, among others. In the event of a crash where the front passenger-side air bag deploys, these inflators could explode.

The Takata air bag inflator recalls are the largest and most complex recalls in U.S. automotive history. These recalls involve 19 vehicle manufacturers and currently include approximately 50 million inflators in an estimated 37 million vehicles in the United States alone. One of the challenges presented by these unprecedented recalls is the availability of remedy parts, which is affected by several factors including redesigning repair parts with alternative inflator suppliers, testing to ensure the redesigned repair parts are safe, 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. In the case of certain Ford vehicles, such as [REDACTED] MY 2011 Milan, the redesign of an alternative inflator as a safe remedy part took longer than Ford initially expected.

The Honorable Bill Nelson

Under NHTSA's amended Coordinated Remedy Order issued in December 2016, which prioritizes repair parts for vehicles based on risk, Ford was ordered to have repair parts available for MY 2011 Mercury Milan owners in Florida¹ by September 30, 2017. However, Ford requested, and was granted, an extension to January 31, 2018,² to have parts available for these vehicles due to delays in Ford's remedy part redesign and development. Then, on February 9, 2018, Ford submitted an additional extension request³ to NHTSA seeking an extension to not later than September 14, 2018, to obtain enough parts so that [REDACTED] and others can get their vehicles fixed. Ford subsequently submitted a supplement on June 8, 2018, seeking an extension to have parts available no later than October 31, 2018.⁴ These extension requests are pending with NHTSA and we will issue a decision as soon as possible.

When [REDACTED] receives a notification that parts are available, she should contact a local Ford dealer to schedule a **free** repair immediately. In the event the dealership tells [REDACTED] that parts are not available after she is notified by Ford that parts are available, or after October 2018 given the pending extension request, NHTSA requests that your constituent report that information to us, including the name of the dealership, names of employees she spoke with, the date and time of the contact with the dealership, and any other information she believes may be useful. [REDACTED] can report this information by calling NHTSA's Vehicle Safety Hotline at 888-327-4236, or by filling out an online report following the Takata Recalls instructions at: <https://www-odi.nhtsa.dot.gov/VehicleComplaint/>.

For the most up-to-date information on the Takata recalls, we encourage [REDACTED] to visit our website at www.nhtsa.gov/recall-spotlight/takata-air-bags. In addition, we suggest that [REDACTED] check NHTSA's website at least twice per year for new safety recalls by entering her VIN in the VIN Look-Up Tool.

I hope this information is helpful. If you have any questions, please feel free to contact me at 202-366-2386.

Sincerely,



Brian Barnard
Director, Governmental Affairs,
Policy and Strategic Planning

Enclosures

cc: Washington Office

¹ For reference, based on the Make, Model, Model Year, and location in Florida, [REDACTED] 2011 Mercury Milan is in Priority Group 6 in NHTSA's Coordinated Remedy Program.

² The extension was granted in the Fifth Amendment to the Coordinated Remedy Order, which is available on NHTSA's website at: <https://www.nhtsa.gov/document/fifth-amendment-coordinated-remedy-order-extensions>.

³ This extension request is available on NHTSA's website at: <https://www.nhtsa.gov/document/ford-motor-company-extension-request-pg-4-8-supplement-nov-30-2017-and-appendices>.

⁴ This extension request is available on NHTSA's website at: https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/public_-_ford_extension_request.pdf.



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

20-DEC-2017

Repository ☐Reference No.
11055663**OWNER INFORMATION (Type or Print)**

Name

Address

City

DELRAY BEACH

State FL

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
3MEHMOJA8BRMake
MERCURYModel
MILANModel Year
2011

Date Purchased

Dealer's Name and Telephone Number

Engine:
No: Cylinders 4Fuel Type:
GasOriginal Owner
☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

FRONT WHEEL DRIVE

Multiple Failure:

1

Incident Date(s)

01-JUL-2016

☐ Cruise Control**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 140000 AIR BAGS

Failure Mileage
0Failure Speed
0**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

I HAVE BEEN AWARE OF THIS RECALL FOR SEVERAL YEARS NOW, BUT MY DEALERSHIP STILL DOES NOT HAVE THE REPLACEMENT PART FOR MY CAR. HOW DANGEROUS IS IT FOR ME TO DRIVE? YOUR RECALL NOTICE IS URGENT, YET MY DEALERSHIP SEEMS TO BE TAKING ITS TIME FIXING THIS REPAIR.

*JS

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Vehicle Identification Number (VIN)

Every vehicle has a unique VIN. Enter a VIN to learn if a specific vehicle needs to be repaired as part of a recall.

3MEHMOJA8BR [REDACTED]

17/17 

Looking for more information on this vehicle?

NHTSA offers more safety information based on a vehicle's year, make and model. Check safety ratings, recommended technologies and other safety issues.

[Learn More →](#)

2011
MERCURY
Milan



VIN: 3MEHMOJA8BR [REDACTED]

Recall data refreshed on Jul 09, 2018

1 Recalls associated with this VIN

Jun 01, 2016

Manufacturer Recall Number 16S26

NHTSA Recall Number 16V384

Recall Status Recall Incomplete, remedy not yet available

Summary

THE PASSENGER FRONTAL AIRBAG INFLATOR COULD EXPLODE IF THE VEHICLE IS INVOLVED IN A CRASH WHERE THE FRONTAL AIRBAGS ARE DESIGNED TO DEPLOY.

Safety Risk

THE PASSENGER FRONTAL AIRBAG INFLATOR COULD RUPTURE IF THE VEHICLE IS INVOLVED IN A CRASH WHERE THE SUPPLEMENTAL FRONTAL AIRBAGS ARE DESIGNED TO DEPLOY.

Remedy

OWNERS WILL BE NOTIFIED BY MAIL AND INSTRUCTED TO

TAKE THEIR VEHICLE TO A FORD OR LINCOLN DEALER TO HAVE THEIR PASSENGER FRONTAL AIRBAG INFLATOR REPLACED. THERE WILL BE NO CHARGE FOR THIS SERVICE.

Manufacturer's Notes

TO CHECK FOR NON-SAFETY-RELATED PROGRAMS APPLICABLE TO YOUR VEHICLE, SEE [HTTP://WWW.FORD.COM/](http://www.ford.com/) OR [WWW.LINCOLN.COM](http://www.lincoln.com) OR CALL YOUR FORD OR LINCOLN DEALER.

If the manufacturer has failed or is unable to remedy this safety recall for your vehicle in a timely manner,
please contact the NHTSA Vehicle Safety Hotline at: 1-888-327-4236 or TTY: 1-800-424-9153 or file an online complaint with NHTSA.

Where's my VIN?

Look on the lower left of your car's windshield for your 17-character Vehicle Identification Number. Your VIN is also located on your car's registration card, and it may be shown on your insurance card.

