



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

1200 New Jersey Avenue SE.  
Washington, DC 20590

March 26, 2019

[REDACTED]  
Amity Harbor, New York [REDACTED]

NEF-109 tgd  
Ref. No. 11184110

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2011 Mercury Mariner vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI) 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 motor 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 Customer Satisfaction Program 13N03 issued by Ford for certain MY 2009 through MY 2013 Fusion, Milan, Escape and Mariner vehicles. The program extended coverage of the throttle body to 10 years of service or 150,000 miles from the warranty start date of these vehicles, whichever occurred first. This was a one-time repair program. Based on your in-service date and mileage, you should be eligible for a free repair under the program. We recommend that you continue to contact Ford or your local dealer for further assistance regarding a reimbursement.

Please note that the issuance of a customer satisfaction program or extended warranty does not mean a vehicle has a safety-related defect in accordance with our statute, the National Traffic and Motor Vehicle Safety Act. Manufacturers may take this action to address a known problem and restore customer satisfaction. Therefore, NHTSA does not have the authority to require Ford to perform the corrective action described in the customer satisfaction program regardless of eligibility.

Prior to Ford's Customer Satisfaction Program, ODI opened an investigation, Preliminary Evaluation (PE) 13-003 to analyze allegations of a reduced power due to throttle body issues in these vehicles. ODI closed its investigation based on the action taken by Ford to extend the throttle body warranty for these vehicles. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. For your information, an explanation of NHTSA's investigation and recall process is on our website at

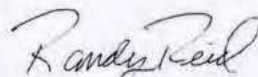
[https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls\\_808795.pdf](https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf).

You may consider contacting your local Consumer Protection Agency or the New York Office of the Attorney General regarding your problem and rights under the State laws. You may also ask your dealership for a meeting with a Ford district manager regarding your problem. In addition, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways to contact the FTC: by toll free telephone at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at [www.ftccomplaintassistant.gov](http://www.ftccomplaintassistant.gov).

You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at [www.bbb.org](http://www.bbb.org) to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at [www.nhtsa.gov](http://www.nhtsa.gov) or call the 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,



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