



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



November 30, 2021

NEF-109 tgd
Ref. No. 11439474

Cedar Rapids, IA

Dear

Thank you for the letter about your model year (MY) 2009 Mercury Milan vehicle. The Iowa Attorney General's Office forwarded your letter to the National Highway Traffic Safety Administration (NHTSA). I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's roadways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects, such as in their design, construction, or performance. Among other activities, 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 NHTSA. While researching your problem we identified a recall (NHTSA Safety Recall Campaign No. 19V-904) that may be of interest to you. The valves within the ABS Hydraulic Control Units (HCU) may react with brake fluids containing specific corrosion preventative additives in certain MY 2006 through MY 2010 Mercury Milans, among other Ford vehicles. This reaction may cause the valves to not close properly and result in longer stopping distances.

You are correct regarding recalls not having an expiration date. However, you did not include your vehicle identification number (VIN). Therefore, we cannot use our VIN Look-Up Tool (<https://www.nhtsa.gov/recalls>) to see if your vehicle is included in the recall. In addition, Chapter 301 of Title 49 of the United States Code (U.S.C.) requires a manufacturer of motor vehicles or motor vehicle equipment that contain a defect relating to motor vehicle safety or fail to comply with a Federal Motor Vehicle Safety Standard to remedy the defect or noncompliance without charge, **one time**. We encourage you to contact Ford or a local dealer. They will be able to determine if your vehicle is eligible for a free repair under the recall and provide further assistance. We entered your information into our database. It will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, you may review owners' complaints, safety recalls, manufacturers' service bulletins, etc., on our website.

Sincerely,

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

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