



U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

# ODI RESUME

**Investigation:** DP 09-004  
**Prompted by:**  
**Date Opened:** 06/04/2009  
**Investigator:** Steve Mchenry  
**Approver:** Richard Boyd  
**Subject:** Engine stalling  
**Date Closed:** 09/07/2010  
**Reviewer:** Jeff Quandt

## MANUFACTURER & PRODUCT INFORMATION

**Manufacturer:** FORD MOTOR COMPANY  
**Products:** 2004 FORD FREESTAR  
**Population:** 125,865 (Estimated)  
**Problem Description:** ENGINE MAY STALL DUE TO WATER ENTERING THE POWERTRAIN CONTROL MODULE (PCM).

## FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
<b>Complaints:</b>	15	144	147**
<b>Crashes/Fires:</b>	0	0	0
<b>Injury Incidents:</b>	0	0	0
<b>Fatality Incidents:</b>	0	0	0
<b>Other*:</b>	0	0	176

\*Description of Other: Warranty claims

\*\* Count indicates duplicate reports received by ODI and manufacturer.

## ACTION / SUMMARY INFORMATION

**Action:** This Defect Petition has been granted. Preliminary Evaluation PE10-033 has been opened.

### Summary:

On May 6, 2009, NHTSA received a request for "a hearing through Title 49 of the United States Code, Chapter 301, Motor Vehicle Safety, Part 557." the request was in reference to vehicle owner complaint, 10266067, filed with NHTSA on April 20, 2009, which described a problem with engine stall in a model year (MY) 2004 Ford Freestar minivan due to water entering the PCM.

Part 557 of Title 49 of the Code of Federal Regulations establishes procedures for holding a hearing to determine whether a manufacturer has reasonably met its obligation to notify owners of a safety related defect. Because a safety related defect has not been determined regarding the alleged defect in MY 2004 Ford Freestar vehicles, the Office of Defects Investigation interpreted the request as a defect petition under Part 552 of Title 49 of the Code of Federal Regulations.

In response to the Information Request letter sent by ODI for DP09-004, Ford indicated that a variety of symptoms could result from water intrusion into the PCM, including no start, rough idle, engine misfire, transmission performance degradation, lack of transmission engagement, illumination of the check engine light, and engine stall while driving or parked. Ford stated that it believes that the overall complaint rate for engine stalling is low and comparable to other similar stalling related investigations that the agency has recently closed. Ford stated that the water entry into the PCM is a customer satisfaction issue.

ODI has granted DP09-004 and opened a Preliminary Evaluation, PE10-033, to further assess the scope, frequency and potential safety-related consequences of the alleged defect.