



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue, SE
Washington, DC 20590

JUL 22 2011

CERTIFIED MAIL
RETURN RECEIPT REQUESTED

Mr. James Vondale, Director
Automotive Safety Office
Environmental and Safety Compliance
Ford Motor Company
330 Town Center Drive, Suite 400
Dearborn, MI 48126

NVS-214jry
PE10-019

Dear Mr. Vondale:

As you know, the Office of Defects Investigation (ODI) of the National Highway Traffic Safety Administration (NHTSA) has opened a Preliminary Evaluation (PE 10-019) to investigate allegations of accelerator pedal entrapment by out-of-position "all-weather" floor mats sold by Ford for installation in certain Ford Fusion, Mercury Milan, and Lincoln MKZ model vehicles. This letter supplements the ODI Preliminary Evaluation (PE) information request letter of June 25, 2010.

As part of this PE investigation, this letter requests updated information about the Subject Vehicles. We note that your response dated August 2, 2010, stated that the Ford Fusion and the Mercury Milan vehicles have only been available since the 2006 model year, and that the Lincoln Zephyr was available only during the 2006 model year and was renamed the Lincoln MKZ beginning with the 2007 model year. Based on this information, we have revised the definition of Subject Vehicles below.

This letter also requests additional information. In view of an apparent accelerator pedal design change (affecting certain of the Subject Vehicles), we have revised the scope of the alleged defect.

Unless otherwise stated in the text, the following definitions apply to these information requests.

- **Subject Vehicles:** All MY 2006 through 2011 Ford Fusion, Mercury Milan, Lincoln MKZ and Lincoln Zephyr vehicles produced by Ford for sale or lease in the United States.
- **Ford:** Ford Motor Company, all of its past and present officers and employees, whether assigned to its principal offices or any of its field or other locations, including all of its divisions, subsidiaries (whether or not incorporated) and affiliated enterprises and all of their headquarters, regional, zone and other offices and their employees, and all agents, contractors, consultants, attorneys and law firms and other persons engaged directly or indirectly (e.g., employee of a consultant) by or under the control of Ford (including all

business units and persons previously referred to), who are or, in or after 1991, were involved in any way with any of the following related to the alleged defect in the Subject Vehicles:

- a. Design, engineering, analysis, modification or production (e.g. quality control);
 - b. Testing, assessment or evaluation;
 - c. Consideration, or recognition of potential or actual defects, reporting, record-keeping and information management, (e.g., complaints, field reports, warranty information, part sales), analysis, claims, or lawsuits; or
 - d. Communication to, from or intended for zone representatives, fleets, dealers, or other field locations, including but not limited to people who have the capacity to obtain information from dealers.
- **Alleged defect:** A) engine speed and/or engine power output failing to decrease when the accelerator pedal was no longer depressed, regardless of whether there was a floor mat or not and/or, B) a floor mat (including but not limited to all original equipment mats manufactured by Ford or one of its suppliers for use on the Subject Vehicles or aftermarket mats) interfering with accelerator pedal operation (“pedal entrapment”).
 - **Document:** “Document(s)” is used in the broadest sense of the word and shall mean all original written, printed, typed, recorded, or graphic matter whatsoever, however produced or reproduced, of every kind, nature, and description, and all non-identical copies of both sides thereof, including, but not limited to, papers, letters, memoranda, correspondence, communications, electronic mail (e-mail) messages (existing in hard copy and/or in electronic storage), faxes, mailgrams, telegrams, cables, telex messages, notes, annotations, working papers, drafts, minutes, records, audio and video recordings, data, databases, other information bases, summaries, charts, tables, graphics, other visual displays, photographs, statements, interviews, opinions, reports, newspaper articles, studies, analyses, evaluations, interpretations, contracts, agreements, jottings, agendas, bulletins, notices, announcements, instructions, blueprints, drawings, as-builts, changes, manuals, publications, work schedules, journals, statistical data, desk, portable and computer calendars, appointment books, diaries, travel reports, lists, tabulations, computer printouts, data processing program libraries, data processing inputs and outputs, microfilms, microfiches, statements for services, resolutions, financial statements, governmental records, business records, personnel records, work orders, pleadings, discovery in any form, affidavits, motions, responses to discovery, all transcripts, administrative filings and all mechanical, magnetic, photographic and electronic records or recordings of any kind, including any storage media associated with computers, including, but not limited to, information on hard drives, floppy disks, backup tapes, and zip drives, electronic communications, including but not limited to, the Internet and shall include any drafts or revisions pertaining to any of the foregoing, all other things similar to any of the foregoing, however denominated by Ford, any other data compilations from which information can be obtained, translated if necessary, into a usable form and any other documents. For purposes of this request, any document, which contains any note, comment, addition, deletion, insertion, annotation, or otherwise comprises a non-identical copy of another document shall be treated as a separate document subject to production. In all cases where original and any non-identical copies are not available, “document(s)”

also means any identical copies of the original and all non-identical copies thereof. Any document, record, graph, chart, film or photograph originally produced in color must be provided in color. Furnish all documents whether verified by the manufacturer or not. If a document is not in the English language, provide both the original document and an English translation of the document.

- **Brake pedal override system:** A system wherein input from both the brake pedal and accelerator pedal are monitored, and in the event the system detects an input from both pedals at the same time, the brake pedal input will override the accelerator pedal input.
- **Other terms:** To the extent that they are used in these information requests, the terms "claim," "consumer complaint," "dealer field report," "field report," "fire," "fleet," "good will," "make," "model," "model year," "notice," "property damage," "property damage claim," "rollover," "type," "warranty," "warranty adjustment," and "warranty claim," whether used in singular or in plural form, have the same meaning as found in 49 CFR 579.4.

In order for my staff to evaluate the alleged defect, certain information is required. Pursuant to 49 U.S.C. § 30166, please provide numbered responses to the following information requests. Insofar as Ford has previously provided a document to ODI, Ford may produce it again or identify the document, the document submission to ODI in which it was included and the precise location in that submission where the document is located. When documents are produced, the documents shall be produced in an identified, organized manner that corresponds with the organization of this information request letter (including all individual requests and subparts). When documents are produced and the documents would not, standing alone, be self-explanatory, the production of documents shall be supplemented and accompanied by explanation.

Please repeat the applicable request verbatim above each response. After Ford's response to each request, identify the source of the information and indicate the last date the information was gathered. If requested information is unavailable, so state and provide a brief explanation. Along with your written response, please provide this information in Microsoft Word 2000, or a compatible format, entitled "IR Response."

Information Requests

20. NHTSA's Information Request No. 1 of June 25, 2010, in connection with PE10-019 requested the following information:

State, by model and model year, the number of subject vehicles Ford has manufactured for sale or lease in the United States. Separately, for each subject vehicle manufactured to date state the following:

- a. Vehicle identification number (VIN);
- b. Model;
- c. Model Year;

- d. Date of manufacture;
- e. Date warranty coverage commenced;
- f. Whether the vehicle was built by Ford with an All Weather floor mat (AWM); and
- g. Selling dealer name and location.

As part of its August 2, 2010, response to this request, Ford provided Appendix A ("Appendix A").

This Information Request Number 20 requires Ford to supplement the information requested in Information Request No. 1: State, by model and model year, the number of Subject Vehicles Ford has manufactured for sale or lease in the United States not previously provided. Separately, for each Subject Vehicle manufactured to date that has not been included in Ford's prior response, state the following:

- a. Vehicle identification number (VIN);
- b. Model;
- c. Model Year;
- d. Date of manufacture;
- e. Date warranty coverage commenced;
- f. Whether the vehicle was delivered by Ford with a Ford accessory all-weather floor mat;
- g. Accelerator Pedal Assembly part number;
- h. Engine Type (I4 or a V6); and
- i. Selling dealer name and location.

Provide this information in a form as to supplement to Appendix A, including providing a separate table for each model year.

21. Separately, by model and model year of the Subject Vehicles, provide the following information listed below:
- a. Identify the plant(s) along with the location where the Subject Vehicles were manufactured;
 - b. State the identity of each supplier that supplied the accelerator pedal assembly to Ford and the address (city and country) and principal contact for that supplier;
 - c. State the part number(s) for the overall accelerator pedal assembly or assemblies and for each component of the accelerator pedal assembly, including, but not limited to the accelerator pedal, accelerator pedal housing, lever/pivot point and return spring;
 - d. State whether the overall accelerator pedal assembly or assemblies identified in your response to "c" above was installed in all of the vehicles of that model and model year. If the accelerator pedal assembly or components thereof is not the same throughout the model year production, state in detail which vehicles had which pedal assemblies. State how Ford determined which vehicle has which component (i.e. by trim level, hybrid system, etc.) and list which accelerator pedal assembly or component thereof is installed on which vehicle application.
 - e. Provide the physical (not electrical) specifications for the accelerator pedal assembly or assemblies and each component thereof;

- f. Provide one or more exemplar drawings of physical specifications for the accelerator pedal assembly or assemblies and component(s) thereof;
- g. Provide drawings on the accelerator pedal swing, in relation to the floor above the carpet, with and without floor mats.

Insofar as there were different accelerator pedal assembly or assemblies on the Subject Vehicles in any model year, identify each of them (for example, if there was a change in part number or specifications over the course of production of a vehicle, such as a running change, state the initial part number and specification and applicable time period in which the Subject Vehicles were manufactured with that part and the subsequent part number and specification and applicable time period in which the Subject Vehicles were manufactured with that part). For each change to the accelerator pedal assembly and/or its components, state the name of the supplier of the new assembly, whether and when the revised component was made available as a service part, and whether the former component was removed from service part inventory, and if so, the date when such part was removed.

22. NHTSA's Information Request No. 2 of June 25, 2010, in connection with PE10-019 requested the following:

State the number of each of the following, received by Ford, or of which Ford is otherwise aware, where the subject vehicle was alleged to have experienced the alleged defect:

- a. Consumer complaints, including those from fleet operators;
- b. Field reports, including dealer field reports;
- c. Reports involving a crash, injury, or fatality, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;
- d. Property damage claims;
- e. Third-party arbitration proceedings where Ford is or was a party to the arbitration; and,
- f. Lawsuits, both pending and closed, in which Ford is or was a defendant or codefendant.

For subparts "a" through "f," state the total number of each item (e.g., consumer complaints, field reports, etc.) separately for each model and model year. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items "c" through "f," provide a summary description of the alleged problem and causal and contributing factors and Ford's assessment of the problem, with a summary of the significant underlying facts and evidence. For items "e" and "f", identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

As part of its August 2, 2010, response to this request, Ford provided Appendix C ("Appendix C"). Ford also provided a supplement to this request on January 7, 2011.

This Information Request Number 22 requires Ford to supplement the information requested in Information Request No. 2 by stating, separately, by make, model and model year of the Subject Vehicle, to the extent not previously provided, the number of each of the items requested in Information Request No. 2(a) through (f), received by Ford, or of which Ford is otherwise aware which relate to or may relate to the alleged defect in the Subject Vehicles (as the alleged defect is now defined in this supplemental IR).

Provide this information in a form as to supplement to Appendix C.

23. Separately for each item (complaint, report, claim, notice, or matter) within the scope of your response to Information Request No. 22 above, state the following information:
- a. Ford's file number or other identifier used;
 - b. The category of the item, as identified in Request No. 22 (i.e., consumer complaint, field report, etc.);
 - c. Vehicle owner or fleet name (and fleet contact person), address, and telephone number;
 - d. Vehicle's VIN;
 - e. Vehicle's make, model and model year;
 - f. Vehicle's mileage at time of incident;
 - g. Incident date;
 - h. Report or claim date;
 - i. Whether a crash is alleged;
 - j. Whether property damage is alleged;
 - k. Number of alleged injuries, if any;
 - l. Number of alleged fatalities, if any;
 - m. Brief summary of the complaint.

Provide this information in a form as to supplement to Appendix C.

24. For each item identified in response to NHTSA's June 25, 2010, Information Request No. 2 in connection with PE10-019 and/or in Information Request No. 22 above, to the extent not already provided, state the following:
- a. The Ford part number, supplier and supplier's part number, of the accelerator pedal installed on the vehicle;
 - b. Whether the vehicle was equipped with a brake pedal override system;
 - c. the engine type, including whether it was an I4 or a V6, and its rated horsepower;
 - d. A description of the floor mat in the driver's side of the vehicle, including whether it was a Ford (including the Fusion, Milan, Zephyr and MKZ) original equipment or aftermarket mat, a non-Ford aftermarket mat (include the name of the manufacturer if not Ford), a description of the mat itself (e.g., all-weather, rug, cloth, rubber), and part number if it was a Ford mat.

Provide this information in a form as to supplement to Appendix C.

25. To the extent not already provided, produce electronic copies of all documents related to each item within the scope of Information Request Nos. 22 thru 24 above. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method Ford used for organizing the documents.
26. This Information Request Number 26 requires Ford to supplement the information requested in NHTSA's Information Request No. 5 of June 25, 2010, in connection with PE10-019 by stating, by model and model year, a total count for all of the following categories of claims not previously provided, collectively, that have been paid by Ford to date that relate to or may relate to the alleged defect in the Subject Vehicles (including any claims that would fall under the revised definition of alleged defect) including those where the vehicle was repaired for the alleged defect or the accelerator pedal assembly or component thereof was replaced: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign. Separately, for each such claim, state the following information:
- a. Ford's claim number;
 - b. Vehicle owner or fleet name (and fleet contact person) and telephone number;
 - c. VIN;
 - d. Repair date;
 - e. Vehicle mileage at time of repair;
 - f. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
 - g. Labor operation number;
 - h. Problem code;
 - i. Causal part (if identified);
 - j. Replacement part number(s) and description(s);
 - k. Concern stated by customer; and
 - l. Comments, by dealer/technician relating to claim and/or repair.

Provide this in a form as to supplement Appendix C.

27. For each claim identified in your Response to NHTSA's June 25, 2010, Information Request No. 5 in connection with PE10-019 and/or Information Request No. 26 above, state the following information to the extent known:
- a. If the accelerator pedal assembly or a component thereof was replaced as part of the claim, state the Ford part number, supplier and supplier's part number of the removed accelerator pedal assembly or component thereof, and state the Ford part number, supplier and supplier's part number of newly installed accelerator pedal assembly or component thereof;
 - b. Whether the vehicle was equipped with a brake pedal override system;
 - c. the engine type, including whether it was an I4 or a V6, and horsepower installed on the vehicle;
 - d. If available, a description of the floor mat(s) in the driver's side of the vehicle, including the part number if it was a Ford mat.

Provide this in a form as to supplement Appendix C.

28. Describe in detail the search criteria used by Ford to identify the claims identified in response to Information Request No. 26, including the labor operations, problem codes, part numbers and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the alleged defect in the Subject Vehicles.
29. To the extent not already provided, produce engineering drawing(s), that include a top view and a side view, which drawing(s) show the dimensions of all floor mats manufactured by Ford or one of its suppliers for use in the Subject Vehicles. If the foregoing views are not on one drawing, produce more than one drawing.
30. To the extent not already provided, provide Ford's non-electrical engineering standards, drawings, criteria and/or directives related to the accelerator pedal assembly or components thereof, manufactured by Ford or one of its suppliers for use in the Subject Vehicles and state whether any of these consider the existence of a floor mat.
31. To the extent not already provided, produce engineering drawing(s), that include a top view and a side view, which drawing(s) show the dimensions of accelerator pedals used in the Subject Vehicles. If the foregoing views are not on one drawing, produce more than one drawing.
32. To the extent not previously provided, produce electronic copies of all service, warranty, and other documents that relate to, or may relate to, the alleged defect in the Subject Vehicles, that Ford has issued to any dealers, regional or zone officers, field offices, fleet purchasers, or other entities. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, or other documents or communications with the exception of standard shop manuals. Also include the last draft copy of any communication that Ford is planning to issue within the next 120 days.
33. Provide a listing of each floor mat sold by Ford for use in the Subject Vehicles by type (carpet, all-weather etc.), correlating the part number of the floor mat with the vehicle application (model, model year, trim, etc.) it is intended for. Specifically state whether there are multiple vehicle applications for any type of floor mat sold by Ford for use in the Subject Vehicles, and if so, list the vehicle applications each floor mat is intended for.
34. Provide a count, by manufacturer, part number and year/month of sale of floor mats sold by Ford for use in the Subject Vehicles.
35. Describe Ford's brake pedal override system, and its functionality, as installed on certain of the Subject Vehicles. State which models and model years of the Subject Vehicles are equipped with the brake override system.
36. Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that relate to, or may relate to Ford accessory all-weather mats manufactured for use in the Subject Vehicles that

have been conducted, are being conducted, are planned, or are being planned by, or for, Ford to the extent not previously provided. For each such action, provide the following information:

- a. Action title or identifier;
- b. The actual or planned start date;
- c. The actual or expected end date;
- d. Brief summary of the subject and objective of the action;
- e. Engineering group(s)/supplier(s) responsible for designing and for conducting the action; and,
- f. A brief summary of the findings and/or conclusions resulting from the action.

For each action identified, provide electronic copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.

37. Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that relate to, or may relate to all original equipment or aftermarket floor mats manufactured for use or installed in the Subject Vehicles, including all actions related to pedal entrapment by such mats, that have been conducted, are being conducted, are planned, or are being planned by, or for, Ford to the extent not previously provided. For each such action, provide the following information:

- a. Action title or identifier;
- b. The actual or planned start date;
- c. The actual or expected end date;
- d. Brief summary of the subject and objective of the action;
- e. Engineering group(s)/supplier(s) responsible for designing and for conducting the action; and,
- f. A brief summary of the findings and/or conclusions resulting from the action.

For each action identified, provide electronic copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.

38. Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that relate to, or may relate to the accelerator pedals manufactured for use or installed in the Subject Vehicles, including all actions related to pedal entrapment, that have been conducted, are being conducted, are planned, or are being planned by, or for, Ford. For each such action, provide the following information:

- a. Action title or identifier;
- b. The actual or planned start date;
- c. The actual or expected end date;
- d. Brief summary of the subject and objective of the action;
- e. Engineering group(s)/supplier(s) responsible for designing and for conducting the action; and,
- f. A brief summary of the findings and/or conclusions resulting from the action.

For each action identified, provide electronic copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.

39. To the extent not already provided, describe in detail, in chronological order, each and every effort by Ford to inquire into, understand, investigate, assess, analyze, test, study, survey, simulate, evaluate, and/or determine contributing factors to and causes of (collectively, "actions") actual or alleged interference between the accelerator pedal and the floor mat in the Subject Vehicles, or a subset of them. For each such action, provide the following information:
- a. Action title or identifier;
 - b. The actual or planned start date;
 - c. The actual or planned end date;
 - d. The model year and model vehicle(s) involved;
 - e. A brief summary of the subject and objective of the action;
 - f. Engineering group(s)/supplier(s) responsible for designing and for conducting the action; and,
 - g. A brief summary of the findings and/or conclusions resulting from the action.

For each action identified, provide electronic copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.

40. Identify and describe all modifications or changes made by, or on behalf of Ford in the design, material composition, manufacture, quality control, supply, or installation of the floor mats manufactured by Ford or one of its suppliers and shipped to Ford dealers for use on the Subject Vehicles from the start of production of the Subject Vehicles to present. For each such modification or change, provide the following information:
- a. The model and model year vehicles that the floor mat is identified or specified for;
 - b. The date or approximate date on which the modification or change was incorporated into production;
 - c. A detailed description of the modification or change;
 - d. The reason(s) for the modification or change;
 - e. The part numbers (service and engineering) of the original floor mat;
 - f. The part number (service and engineering) of the modified floor mat;
 - g. Whether the original unmodified floor mat was withdrawn from production and/or sale, and if so, when;
 - h. When the modified floor mat was made available as a service component; and
 - i. Whether the modified floor mat can be interchanged with earlier production floor mats.
41. Identify and describe all modifications or changes considered or made by, or on behalf of Ford, including the supplier(s) of accelerator pedals for the Subject Vehicles, in the design, material composition, manufacture, quality control, supply, or installation of the accelerator pedal assembly or component thereof, including related software and electronics,

manufactured for use on the Subject Vehicles from the start of production of Subject Vehicle(s) to the present. For each such modification or change, provide the following information:

- a. The model and model year vehicles that the accelerator pedal assembly or component thereof is identified or specified for;
 - b. The date or approximate date on which the modification or change was incorporated into production; including whether such change was made during a production;
 - c. A detailed description of the modification or change;
 - d. The reason(s) for the modification or change;
 - e. The part numbers (service and engineering) of the original component;
 - f. The part number (service and engineering) of the modified component;
 - g. Whether the original unmodified component was withdrawn from production and/or sale, and if so, when;
 - h. When the modified component was made available as a service component;
 - i. Whether the modified component can be interchanged with earlier production components;
 - j. If a change was made to one model of the Subject Vehicles (i.e. the Ford Fusion) but not made to the other model(s) of Subject Vehicle(s) (i.e. the Lincoln MKZ), provide an explanation as to why the change was not made to the other model(s).
 - k. If the same or similar change was made to one model of the Subject Vehicles (i.e. the Ford Fusion) and another model of Subject Vehicle (i.e. the Lincoln MKZ), but the change was not incorporated into production at the same time, provide an explanation as to why the change was not incorporated into production at the same time.
42. To the extent not already provided, produce, in chronological order, all documents (as defined herein, including but not limited to emails, memoranda, notes, protocols, analyses, results and reports) whether draft, interim, or final, related to any and all modifications and/or changes made by, or on behalf of Ford, in the design, manufacture, material composition, quality control, supply and/or installation of the accelerator pedal assembly or component thereof and/or floor mat from the start of production to present of each Subject Vehicle. In addition to internal documents, your response shall include documents from Ford to its suppliers and from such suppliers to Ford.
43. Provide a listing of all safety recalls Ford conducted since January 1, 1991, for a condition where the throttle does not fully return to the idle position when the accelerator is released. For each such safety recall, provide the following information by vehicle model year/model:
- a. The recall number (including Ford's recall number and NHTSA's recall number);
 - b. The number of vehicles recalled;
 - c. The production period involved; and
 - d. A description of the condition addressed by the recall.
44. By vehicle model year and model, state the number of each of the following, received by Ford, or of which Ford is otherwise aware, which it considered while deciding whether to conduct the recall(s) listed in response to Information Request No. 43 above, and found to be within the recall scope prior to submitting its Defect Information Report to the agency.

- a. Consumer complaints, including those from fleet operators;
- b. Field reports, including dealer field reports;
- c. Reports involving a crash, injury, or fatality, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible subject vehicle defect, property damage claims, consumer complaints, or field reports;
- d. Property damage claims;
- e. Third party arbitration proceedings where Ford is or was a party to the arbitration; and
- f. Lawsuits, both pending and closed, in which Ford is or was a defendant or codefendant.

45. Furnish Ford's assessment of the alleged defect in the Subject Vehicles, including:

- a. All causal or contributory factors;
- b. Any warning symptoms;
- c. The failure mode;
- d. The root cause of the failures;
- e. Its potential effect on occupant safety;
- f. The potential for future occurrences of the alleged defect in the Subject Vehicles.

This letter constitutes a new request for information and is being sent to Ford pursuant to 49 U.S.C. § 30166(b) and (e), which authorize NHTSA to conduct any investigation that may be necessary to enforce Chapter 301 of Title 49 and to request reports and the production of things. Ford's failure to respond promptly and fully to this letter could subject Ford to civil penalties pursuant to 49 U.S.C. § 30165. Effective January 20, 2011, the maximum civil penalty for a related series of violations of the Vehicle Safety Act or regulations thereunder, generally and for violations of 49 U.S.C. § 30166 is \$17,350,000. 49 CFR 578.6(a)(1) and 49 CFR 578.6(a)(3). It could also lead to an action to compel Ford to respond.

If Ford cannot respond to any specific request or subpart(s) thereof, please state the reason why it is unable to do so. If on the basis of attorney-client, attorney work product, or other privilege, Ford does not submit one or more requested documents or items of information in response to this information request, Ford must provide a privilege log identifying each document or item withheld, and stating the date, subject or title, the name and position of the person(s) from, and the person(s) to whom it was sent, and the name and position of any other recipient (to include all carbon copies or blind carbon copies), the nature of that information or material, and the basis for the claim of privilege and why that privilege applies.

Ford's response to this letter, in duplicate, together with a copy of any confidentiality request, must be submitted to this office by September 9, 2011. Please refer to **PE10-019** in Ford's response to this letter. If Ford finds that it is unable to provide all of the information requested within the time allotted, Ford must request an extension from me at (202) 366-6938 no later than

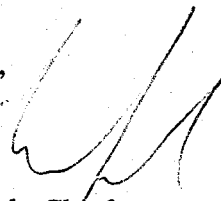
five business days before the response due date. If Ford is unable to provide all of the information requested by the original deadline, it must submit a partial response by the original deadline with whatever information Ford then has available, even if an extension has been granted.

If Ford claims that any of the information or documents provided in response to this information request constitute confidential commercial material within the meaning of 5 U.S.C. § 552(b)(4), or are protected from disclosure pursuant to 18 U.S.C. § 1905, Ford must submit supporting information together with the materials that are the subject of the confidentiality request, in accordance with 49 CFR Part 512, to the Office of Chief Counsel, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590. Ford is required to submit two copies of the documents allegedly containing confidential information (except only one copy of blueprints) and one copy of the documents from which information claimed to be confidential has been deleted.

Please send email notification to Bob Young (Robert.young@dot.gov) and ODI_Response@dot.gov when Ford sends its response to this office, and indicate whether there is confidential information as part of its response.

If you have any technical questions concerning this matter, please call Bob Young, at (202) 366-4806.

Sincerely,



Bruce York, Chief
Medium and Heavy Duty Vehicles Division
Office of Defects Investigation