

Bob Y.



**INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**

JAN 11 2011

James P. Vondale, Director
Automotive Safety Office
Environmental & Safety Engineering

Fairlane Plaza South
330 Town Center Drive
Dearborn, MI 48126-2738 USA

January 7, 2011

Mr. Richard P. Boyd, Acting Director
Office of Defects Investigation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE, Room W45-302
Washington, DC 20590

Dear Mr. Boyd:

Subject: PE10-019:NVS-214jry

In a December 27, 2010, telephone call, the agency requested that Ford Motor Company (Ford) provide an update of owner and field reports, warranty claims, and lawsuit and claim information for Preliminary Evaluation PE10-019 concerning reports of alleged accelerator pedal entrapment by out-of-position Ford all-weather floor mats in 2006 through 2010 Ford Fusion, Mercury Milan, Lincoln Zephyr and Lincoln MKZ vehicles. Ford's response to the agency's request is enclosed.

Ford gathered owner and field reports, warranty claims, and lawsuit and claim information from the date of the agency's last information request (June 25, 2010) through December 31, 2010, in response to this request, using the same search criteria as described in Appendix B of our August 2, 2010, response to PE10-019. The records retrieved from this search were reviewed for relevance and categorized using the same categories as in our prior response, and responsive and ambiguous owner and field reports, warranty claims, and lawsuit and claim information are provided in Appendix A on the enclosed CD. To the extent available, copies of complaints, first notices or MORS reports relating to lawsuit and claim matters are provided in Appendix B on the enclosed CD.

Ford notes that some of the information being produced pursuant to this request may contain personal information such as customer names, addresses, telephone numbers, and complete Vehicle Identification Numbers (VINs). Ford is producing such personal information in an unredacted form to facilitate the agency's investigation with the understanding that the agency will not make such personal information available to the public under FOIA Exemption 6, 5 U.S.C. 552 (b)(6).

Ford notes that only four additional reports of alleged accelerator pedal entrapment with Ford floor mats have been identified since the agency's last information request on June 25, 2010. One allegation regarding a 2008 Mercury Milan (3MEHM08Z58R658126) is unclear whether the concern relates to the Ford carpeted mat or all-weather mat, or even relates to the correct floor mat for this vehicle. Two of the allegations, both

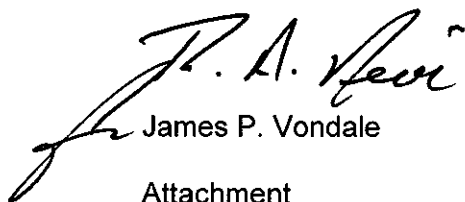


January 7, 2011

concerning 2009 Ford Fusion vehicles (3FAHP02159R [REDACTED] and 3FAHP07Z09R [REDACTED]) are unclear as to whether they actually pertain to the subject component; the customers in each of these reports state they do not believe that their floor mats were the cause of their concern, contrary to the diagnosis of the dealer. In fact, in one report, the service manager stated that the mat was "bunched up" under the accelerator pedal, and in the other, a photo clearly shows an unsecured all-weather mat placed on top of an unsecured carpeted mat. All four of the allegations include either customer or dealer diagnosis indicating that the accelerator pedal interference was the result of an out-of position floor mat.

If you have any questions concerning this response, please feel free to contact me.

Sincerely,



James P. Vondale

Attachment

PE10-019

FORD

1-7-2011

Appendix B



**DEALER REQUEST FOR CONSUMER AFFAIRS REVIEW****IMPORTANT - DO NOT PERFORM REPAIRS UNTIL AUTHORIZED!**

This Form is for RETAIL VEHICLES ONLY, For FLEET VEHICLES call 1- 800-343-5338

DEALER INFORMATION:Requesting Dealer DEWEY MOORE P&A 02508 Region & State TXContact Person TRAVIS MILLER Phone # (903) 639-2516**CUSTOMER/VEHICLE INFORMATION:**New or Used WSD Year/Model 2008 Ford FusionVIN 3FA4P07178R Mileage 9223Customer Name [REDACTED]Address [REDACTED]City HUGHES SPRINGS County MORRIS State TX Zip code [REDACTED]Home Phone [REDACTED] Phone (903) 639-2516FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT

JUN 28 2010

OFFICE OF THE
GENERAL COUNSEL**DETAILS of INCIDENT:**Incident Involves (Circle all that apply): Accident (Y) N Fire Y/N Injury Y/NMedical Attention Sought : Y (N)Date of Incident 6-24-2010Is customer alleging a component defect caused the incident? (Y) N If yes, what type & details ACCELERATOR STUCKWas a police report filed? Y (N) If yes, where [REDACTED]Has the Insurance Company been contacted? (Y) N What did the insurance company advise? NOTHING AT THIS TIME WAITING ON CONTACTOwner's Insurance Company BOCKMAN INS. Agent's Name DANNY BOCKMANInsurance Company Phone Number (903) 639-7563If the vehicle is a conversion unit, who is the coach builder? NOCity [REDACTED] State [REDACTED] Zip [REDACTED]**RESOLUTION that CUSTOMER is SEEKING:**VEHICLE REPAIREDPROVIDE ADDITIONAL COMMENTS ON A SEPARATE SHEET OF PAPER
ATTACHMENTS? Y / N, PAGES:

Fax to: (313) 845-5668, or (313) 845-5555

PLEASE USE THIS SHEET AS ORIGINAL AND DUPLICATE AS NEEDED

DEWEY MOORE FORD

P O BOX 428, HUGHES SPRINGS, TX 75656-
(903) 639-2516

Service Invoice 42112 Invoice Type 11 WARRANTY FORD	Writer TRAVIS J MILLER JR Date In 06-24-10 Tech Date Out 06-28-10
Customer 6392249 [REDACTED] HUGHES SPRINGS, TX [REDACTED]	Vehicle 2008 FORD FUSION SE REDFIR VIN 3FAHP07178R [REDACTED] IS Date 08-15-09 Miles In 9223 Miles Out 9223

JOB 1 ACCELERATOR STUCK / DIAG,NO CODES,CHECKEC ACCELERATOR PETAL,WORKING FREE,NOTHING IN FLOOR /
CATCHING PETAL, CONTACTED TAC,REF 103851874 REFERED TO CONSUMER AFFAIR
JOB 2 TOWED IN BY BILL LILE

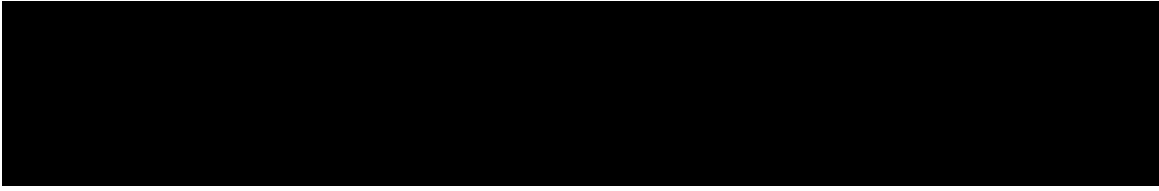
ACCOUNTING COPY

N/A	5720	LABOR	N/A
N/A	5460	PARTS TOTAL	N/A
N/A	5750	SUBLET REPAIRS	N/A
N/A			

=====

1140	INVOICE TOTAL	N/A
42112		

SIGNATURE: _____



Malaney, Linda (L.)

From: Hull, Michelle (M.K.) on behalf of Ordcalp, F (F.)
Sent: Monday, November 08, 2010 3:19 PM
To: Taylor, Alma (A.); Malaney, Linda (L.)
Subject: FW: Dealer/Fleet Request For OGC Review

FORD MOTOR COMPANY
 RECEIVED
 CLASS UNIT
 NOV 08 2010
 OFFICE OF THE
 GENERAL COUNSEL

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This e-mail may contain privileged communications. If you have received it in error, please delete it immediately and notify the sender.

Please open nad assign to Alma. THanks

From: dcpform@ford.com [mailto:dcpform@ford.com]
Sent: Tuesday, October 26, 2010 12:02 PM
To: Ordcalp, F (F.); Taylor, Alma (A.)
Subject: Dealer/Fleet Request For OGC Review

Dealer/Fleet Request For OGC Review

Dealership/Fleet Name: Sunnyvale Ford
Requesting Dealer/Fleet: FLEET DRIVER
Contact Person: Bruce Isaeff
Title: Parts and Service Director
Address: 650 E Elcamino Real
Telephone: 408-522-0200
Email Address: b-isaeff@dealeremail.com
PA Code: 07934
Region: San Francisco
City: Sunnyvale
Dealer State: CA
Fax Number: 408-522-0212
WSD: 05/22/2009
Vehicle Year: 2010
Vehicle Model: Fusion
Vehicle VIN: 3FAHP0JA5AR [REDACTED]
Mileage: 23680
Customer/Fleet: [REDACTED]
Street Address: [REDACTED]
City: GILROY
State: California
Zip Code: [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Customer Region: W2 - San Francisco

11/8/2010

PE10-019.2 000005LC

Incident Involves: Accident

Date of Incident: 09/14/2010

County in which incident occurred: santa clara

Is Alleging Defect: Yes

Alleging defect detail: Throttle stuck

Police Report Filed: Yes

Police Report detail: Don't know

Insurance Company Contacted: Y

Insurance Company Advice: Don't know

Insurance Company Contact Information: Don't know

Coach Builder: no

Coach Builder State: AK - Alaska

Vehicle Location: Campbell Collision, 70 Cristich Lane Campbell Ca.

Resolution Sought Detail: Don't know

Comments: Campbell Collision, 70 Cristich Lane Campbell Ca. contact @ Body Shop - Dennis Bernasconi 408-559-4155. dropped off and picked up vehicle for inspection - no fail codes - preformed Customer Satisfaction Program 10B15

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11/8/2010

PE10-019.2 000006LC

Report# : AJYC2014 NHL
CCRG/EPRC: **Reviewed Status:**
Vehicle: 2010,FUSION,SEL ,SEDAN ,3FAHP0JA5AR [REDACTED]
Odometer : 23,680 M **Engine:** 2.5L DOHC
Transmission: 6SP 6F MID **Axle:** 3.066RATIO **A/C:** YES
Dealer: USA 07934 Sunnyvale Ford Lincoln Mercury **Phone#:** (408) 328 1700
City: Sunnyvale **State:** California **Country :** USA
Originator: FRED HUFFSTUTLER
Symptom: 6 24 1 05 DRVABL,ACCEL PEDAL,STICK/BIND,ACCEL
Status:
VFG: V52 DRIVEABILITY
Additional Symptom: CONSUMER AFFAIRS FORM
Fix: **Causal Component :**
Condition Code:

Hotliner: RJANOVIC **Phone:** 000 317-6306 **Regn Cd:** W2 San Francisco
Engineering: **Phone:** **TAR:**
Dlr Contact: FRED HUFFSTUTLER **Phone:** 000 000-0000 **Title Cde:** T

KOEO:
KOEC:
KOER:

REPAIR 10/25/2010 06:35PM RICHARD JANOVICH MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN: ACCELLERATOR GOT STUCK JUST BEFORE FRONTEND
COLLISION DIAGNOSTICS: IDS PASS PARTS REPLACED:: NONE TECH
QUESTION: ANY KNOWN CONCERNS FOR THIS PROBLEM WHAT IS BARO PID
READING? WHAT IS THE MEASURED MECHANICAL FUEL PRESSURE?

RECOMM 10/25/2010 06:35PM RICHARD JANOVICH MSS - FCSD - TECH SVC HOTLINE
FRED, AT THIS TIME THE HOTLINE RECOMMENDS THAT YOU FILL OUT THE
CUSTOMER CONSUMER AFFAIRS FORM ON FMCDEALER.COM AND RECOMMEND NO
REPAIR ATTEMPT IS MADE AT THIS TIME. THE EASIEST WAY TO FIND THIS FORM
IS TO TYPE IN OGC REVIEW IN TO THE SEARCH BOX TOP RIGHT ON FMC DEALER
THE FIRST LINK WILL BE THE FORM YOU NEED.

Requester: ATAYLO29

Report Summary

Server: FCWS686

Ford Proprietary, Private

26-Oct-2010

Retention: None



Malaney, Linda (L.)

From: Hull, Michelle (M.K.)
Sent: Monday, August 23, 2010 11:57 AM
To: Malaney, Linda (L.); Revoir, Tina (T.R.); Shuman, Beth (B.)
Cc: [REDACTED]
Subject: FW: Dealer/Fleet Request For OGC Review

FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT
AUG 23 2010
OFFICE OF THE
GENERAL COUNSEL

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Please open and assign to Tina. Thanks

From: dcpform@ford.com [mailto:dcpform@ford.com]
Sent: Monday, August 23, 2010 10:42 AM
To: Ordcalp, F (F.); Taylor, Alma (A.)
Subject: Dealer/Fleet Request For OGC Review

Dealer/Fleet Request For OGC Review

Dealership/Fleet Name: TOM WOOD FORD
Requesting Dealer/Fleet: TOM WOOD FORD
Contact Person: TOM KASHMAN
Title: SERVICE MANAGER
Address: 3130 E. 96TH. ST
Telephone: 3178486731
Email Address: tom_kashman@tomwood.com
PA Code: 04695
Region: g3-cinn
City: indianapolis
Dealer State: IN
Fax Number: 317-569-7460
WSD: 08/14/2010
Vehicle Year: 2010
Vehicle Model: fusion
Vehicle VIN: 3fahp0ha3ar [REDACTED]
Mileage: 443
Customer/Fleet: [REDACTED]
Street Address: [REDACTED]
City: indianapolis
State: Indiana
Zip Code: [REDACTED]

8/23/2010

PE10-019.2 000010LC

Home Phone: [REDACTED]
Work Phone: [REDACTED]
Customer Region: G3 - Cincinnati
Incident Involves: Accident
Date of Incident: 08/20/2010
County in which incident occurred: marion
Is Alleging Defect: Yes
Alleging defect detail: vehicle kept accelerating and wouldnt stop
Police Report Filed: No
Insurance Company Contacted: Y
Insurance Company Advice: to take to tom wood body shop and they would provide him with a rental car until ford was contacted
Insurance Company Contact Information: st.farm insurance 888-835-6718
Coach Builder State: AK - Alaska
Vehicle Location: tom wood collision at tom wood ford
Resolution Sought Detail: wants car repaired and to know vehicle is safe to drive
Comments: customer said he was making a right hand turn and vehicle kept accelerating and he went down into ditch,almost hit trees and finally got vehicle to stop.

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8/23/2010

PE10-019.2 000011LC