

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

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Steve M. Kenner, Global Director
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February 22, 2013

Mr. Frank S. Borris, Director
Office of Defects Investigation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE, Room W45-302
Washington, DC 20590

Dear Mr. Borris:

Subject: EA12-009

In a January 31, 2013 phone call, the agency requested that Ford provide an update to PE10-019 Information Request (dated July 22, 2011) Numbers 22, 23, 24, 25, and 26; specifically, for 2008 through certain 2010 model year Ford Fusion, Mercury Milan, and Lincoln MKZ vehicles (built through September 30, 2009). The Ford Motor Company (Ford) response is attached.

Ford's search for reports responsive to this request was performed consistent with Ford's earlier searches, as described in its August 2, 2010 response and its September 9, 2011 response. Records identified in the searches described in Appendix A were reviewed for relevance and sorted in accordance with the categories described in our September 9, 2011 response to the agency's July 22, 2011 information Request Number 22. The number and copies of relevant customer complaints, field reports, and warranty claims identified in these searches, which may relate to the alleged defect, are provided in the databases in Appendices B and C. The categorization of each report is identified in the "Category" field. We are providing electronic copies of reports categorized as "B" as "non-specific allegations" for your review because of the broad scope of this request. Based on our engineering judgment, the information in these reports is insufficient to support a determination that they pertain to the alleged defect.

Regarding lawsuits and claims, we are providing detailed information, where available, in the log of legal claims and lawsuits, provided in Appendix B in the "Legal Claims/Lawsuits" tab. The number of potentially relevant lawsuits and claims that were identified is also provided in this log. Copies of available complaints, first notices, MORS reports or FMC360 reports relating to these matters are provided in Appendix D. Ford has not attempted to obtain additional documentation. Ford notes that it was unable to locate one claim file and, therefore, is unable to determine if the case is related to the alleged defect.

The agency also requested that Ford provide estimated production incorporation dates for the accelerator pedal, carpet, and tibia block design configurations shown in Ford's September 9, 2011 response. The requested information is provided in Appendix E.

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

Sincerely,

A handwritten signature in black ink, appearing to read "Steve K", with a long horizontal flourish extending to the right.

Steven M. Kenner

Attachment

EA12-009

FORD

2/22/2013

APPENDIX A

Subject Vehicles: 2008-2010 Ford Fusion/Mercury Milan/Lincoln MKZ**Alleged Defect: Engine Speed and/or Engine Power Output Failing to Decrease When Accelerator Pedal Is No Longer Depressed and/or Floor Mat Interference With Accelerator Pedal Operation****OWNER REPORTS**

As the agency is aware, within FCSD's North American Customer Service Operations, there is a Customer Relationship Center (CRC) that is responsible for facilitating communication between customers, dealerships and Ford Motor Company. Among other things, the CRC handles telephonic, electronic, and written inquiries, suggestions, informational requests, and concerns ("contacts") from Ford and Lincoln-Mercury vehicle owners about their vehicles or sales and service experience. The contacts are handled by CRC customer service representatives who enter a summary of the customer contact into a database known as FMC360, or prior to September 2012, a database known as CuDL (Customer Data Link). The records in MORS III/CuDL are imaged and stored electronically. Records that were originated in the MORS III/CuDL database have been migrated to the new FMC360 database.

The CRC assigns to each vehicle-related contact report a "symptom code" or category that generally characterizes the nature of the customer contact or vehicle concern, as described by the owner. The CRC does not undertake to confirm the accuracy of the description provided by the owner; they simply record what is reported. Therefore, given the complexity of the modern motor vehicle, it is Ford's experience that a significant percentage of owner contacts do not contain sufficient information to make a technical assessment of the condition of the vehicle or the cause of the event reported. Accordingly, although owner contact reports may be useful in identifying potential problems and trends, the records are not the empirical equivalent of confirmed incidents and/or dealership's diagnosis. In the interest of responding promptly to this inquiry, Ford has not undertaken to gather the electronic images related to these contacts because of the largely duplicative nature of the information contained in the images, as well as the time and the burden associated with locating and producing those documents. The pertinent information related to those contacts generally would be included in the contact reports obtained from the FMC360 system. To the extent that those documents exist, they are characterized in the comments of MORS III and FMC360 contact reports. Upon request, Ford will attempt to locate any specific items that are of interest to the agency.

In September 2012, a new symptom coding system for owner reporting was launched concurrent with the transition to the FMC360 database. This is the same coding system that was launched in July 2011 for the CQIS database that contains field reports. All reports migrated from the MORS III/CuDL database in to the FMC360 database have been re-coded using the new coding system.

In responding to this information request, Ford electronically searched CuDL using the following criteria:

Model Year: 2008 through 2010 (Built through September 2009)

Subject Vehicle: Ford Fusion, Mercury Milan, and Lincoln MKZ vehicles manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa and the Virgin Islands.

Date Parameters: July 23, 2011 through March 22, 2012

Types of Contacts: All, including suspended data, canceled contacts and inquiries

MORS III Symptom Codes:

Symptom Category	Symptom Code	Symptom Description
Body	1074xx	Interior Trim – Carpet/Mats
Driveability	612xxx	Surge
Driveability	617xxx	Slow Return to Idle
Driveability	619xxx	Fast Idle
Driveability	620xxx	Engine Speed-Up
Driveability	624xxx	Accelerator Pedal
Driveability	6305xx	EV/Hybrid - Surge
Driveability	6995xx	Not Listed Driveability - Acceleration

MORS III Reason Codes:

Reason Code	Description
07xx	All legal reason codes

Additionally, in responding to this information request, Ford electronically searched FMC360 using the following criteria:

Model Year: 2008 through 2010 (Built through September 2009)

Subject Vehicle: Ford Fusion, Mercury Milan, and Lincoln MKZ vehicles manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa and the Virgin Islands.

Date Parameters: March 23, 2012 through January 31, 2013

Types of Contacts: All, including suspended data, canceled contacts and inquiries

MORS III Reason Codes: 07xx – Legal

FMC360 Case Classifications:

Level 1	Level 2	Level 3	Level 4
Dealer – Vehicle Concern	Legal		
Vehicle Concern	Legal		
Feedback	Product	Negative	Vehicle Safety/Quality

FMC360 Symptom Code(s):

Symptom Category	Symptom Code	Symptom Description
Fit/Finish/Body	3329xx	Interior Trim – Floor Cover
Fit/Finish/Body	332Axx	Interior Trim – Floor Mat
Start/Run/Move	4450xx	Pedals – Unknown
Start/Run/Move	4451xx	Pedals – Accelerator
Start/Run/Move	445Zxx	Pedals – Not Listed
Driving Performance	5515xx	Idle Quality – Fast
Driving Performance	5518xx	Idle Quality – Slow Return
Driving Performance	558xxx	Engine Surge
Driving Performance	559xxx	Unintended Acceleration

LEGAL CONTACTS

Beginning in early 2008, most consumer complaints and all legal claim processing has been centralized in OGC within the Consumer Litigation team. A transition has occurred such that all legal contacts (including those formerly handled by "Litigation Prevention") are coordinated through this team.

Prior to the transition, there was a Consumer Affairs Department within FCSD that managed customer concerns, which could not be resolved by the Customer Relationship Center (CRC). Among other things, the Consumer Affairs Department had a section, known as "Litigation Prevention," that handled a variety of informal (i.e., non-litigation) claims, such as property damage claims or attorney demand claims.

The Litigation Prevention section had been centralized in the Consumer Affairs Department since 1995, in Dearborn, Michigan. Prior to that time, Litigation Prevention personnel operated on a regional basis. For matters that the Litigation Prevention section handled, there were typically paper files that reflected the handling, investigation and resolution of property damage claims.

The claims, known as "Legal Contacts" are entered into the CuDL database that the CRC uses to enter other customer communications. When a customer contact is designated as a Legal Contact, it is so indicated near the top of the contact report.

FIELD REPORTS

Within FCSD, there is a Vehicle Service & Programs Office that has overall responsibility for vehicle service and technical support activities, including the administration of field actions. That Office is the primary source within Ford of vehicle concern information originating from Ford and Lincoln-Mercury dealerships, field personnel, and other sources. The information is maintained in a database known as the Common Quality Indicator System (CQIS). The CQIS database includes reports compiled from more than 40 Company sources (e.g., Company-owned vehicle surveys, service technicians, field service and quality engineers, and technical hot line reports, etc.) providing what is intended to be a comprehensive concern identification resource. As with MORS contact reports, CQIS reports are assigned a "symptom code" or category that generally reflects the nature of the concern.

In responding to this information request, Ford electronically searched CQIS using the following criteria:

In July 2011, FCSD launched a new coding system for the CQIS database. All reports maintained in the CQIS database prior to the coding change have been re-coded using the new CQIS coding system.

Model Year: 2008 through 2010 (Built through September 2009)

Subject Vehicle: Ford Fusion, Mercury Milan, and Lincoln MKZ vehicles manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa and the Virgin Islands.

Date Parameters: July 23, 2011 through January 31, 2013

Symptom Code(s):

Symptom Category	Symptom Code	Symptom Description
Fit/Finish/Body	3329xx	Interior Trim – Floor Cover
Fit/Finish/Body	332Axx	Interior Trim – Floor Mat
Start/Run/Move	4450xx	Pedals – Unknown
Start/Run/Move	4451xx	Pedals – Accelerator
Start/Run/Move	445Zxx	Pedals – Not Listed
Driving Performance	5515xx	Idle Quality – Fast
Driving Performance	5518xx	Idle Quality – Slow Return
Driving Performance	558xxx	Engine Surge
Driving Performance	559xxx	Unintended Acceleration

WARRANTY

Ford's Analytical Warranty System (AWS) contains warranty claims and vehicle information for model years 1991 and forward for North America, and model years 1992 and forward for Europe.

Ford performed three searches of AWS for potentially responsive reports using the following search criteria:

Model Year: 2008 through 2010 (Built through September 2009)

Subject Vehicle: Ford Fusion, Mercury Milan, and Lincoln MKZ manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa and the Virgin Islands.

Date Parameters: July 23, 2011 through January 31, 2013

Search A:

Base Part Numbers:

9F836 PEDAL & SENSOR ASSEMBLY
5413300 MAT KIT, FRONT & REAR

Search B:

Base Part Numbers:

NPF NO PROBLEM FOUND
DIAG DIAGNOSIS

Word Searches:

The search was further filtered using the Keyword Search feature within the AWS system. Those reports that were identified by the keyword search described here were manually reviewed for relevance. The following keyword searches were conducted:

*mat *stuck* *pedal* *stick*

Search C:Base Part Numbers:

9E926	BODY ASY-AIR CHARGE
9C735	SERVO SPEED CNTL
12A650	PROCESSOR ASSY
DIAG	DIAGNOSIS
NPF	NO PROBLEM FOUND
RECAL	ECC PROCESSOR RECAL
RECALEM	ECC PROCESSOR RECAL – EMISSIONS

Word Searches:

The reports located using the search criteria described above were then searched within the Electronic Data Download System using a keyword search process. Those reports that were identified by the keyword search described here were manually reviewed for relevance. The following keyword searches were conducted:

accel	races	stuck	wont slow
fast idle	racing	sudden	won't slow
high idle	slow down	takes off	
high rpm	stick	took off	

Warranty Code Lists:Customer Concern Codes:

Customer Concern Code	Customer Concern Code Description
A02	STEREO/RADIO RECEPTION
A04	STEREO/RADIO SOUND QUALITY
A06	SPEAKERS
A07	OTHER AUDIO TROUBLES
A16	CD PLAYER
A17	CASSETTE PLAYER
A18	FAMILY ENTERTAINMENT SYSTEM TROUBLES
A25	SPEED CONTROL ENGAGEMENT TROUBLES
A26	SPEED CONTROL DISENGAGEMENT TROUBLES
A27	SPEED CONTROL DOESN'T MAINTAIN A CONSISTENT SPEED
A34	HORN TROUBLES
A35	COMPASS/THERMOMETER TROUBLES
A37	SPEEDOMETER TROUBLES
A40	TIRE PRESSURE MONITORING TROUBLES
A59	TRIP COMP./NAVIGATION SYSTEMS TROUBLES
A60	SATELLITE DIGITAL AUDIO REC SYSTEM TROUBLES
A86	CELLULAR PHONE TROUBLES

A87	CIGARETTE LIGHTER/POWERPOINT TROUBLES
A88	WIRING TROUBLES
A96	CCC RE-MAP - MAINTENANCE
A97	CCC RE-MAP - DAMAGE
A98	CCC RE-MAP - OTHER
A99	ADMINISTRATIVE (PARTS RETURN/ETC.)
B01	BODY PANEL DENTS, DINGS
B02	BODY PANEL FITS POORLY
B05	BODY PANEL HARD TO OPEN
B06	BUMPER DENTS/DINGS
B07	BUMPER FITS POORLY
B09	BODY PANEL/HINGE SQUEAK/RATTLE
B15	BODY PANEL HARD TO CLOSE
B19	OTHER BODY PANEL TROUBLES (NOT INCLUDING TRIM)
B43	LOOSE, POOR FIT, WARPED, WRINKLED
B44	TEARS, SNAGS, CRACKS - DOOR PANEL
B45	FADED, DISCOLORED - DOOR PANEL
B47	BLISTERED/BUBBLED/PEELED - DOOR PANEL
B50	SPLIT SEAMS - DOOR PANEL
B53	LOOSE, POOR FIT, WARPED, WRINKLED IP/DASHBOARD
B54	LOOSE, POOR FIT, WARPED, WRINKLED-CENTER FLR CONSOLE
B62	MOLDINGS, EXTERIOR TRIM CORRODED
B63	MLDGS/EXT. TRIM LOOSE/MISSING
B64	MLDGS/EXT. TRIM POORLY ALIGNED OR FIT
B65	WHEEL/HUBCAP TROUBLES
B66	OTHER EXTERIOR TRIM TROUBLES
B69	OTHER BUMPER TROUBLES
B73	LOOSE, POOR FIT, WARPED, WRINKLED
B74	LOOSE, POOR FIT, WARPED, WRINKLED-CARPET/FLOOR MAT
B75	LOOSE, POOR FIT, WARPED, WRINKLED-TRNK&CARGO INTERIOR
B78	INTERIOR ODOR
B81	TEARS, SNAGS, CRACKS - IP/DASHBOARD
B82	FADED, DISCOLORED - IP/DASHBOARD
B84	BLISTERED/BUBBLED/PEELED - IP/DASHBOARD
B85	GLOVEBOX DOOR GAPS, FIT POOR, DIFFICULT TO OPN/CLOSE
B91	TEARS, SNAGS, CRACKS - CENTER FLOOR CONSOLE
B92	FADED, DISCOLORED - CENTER FLOOR CONSOLE
B94	BLISTERED/BUBBLED/PEEDED - CENTER FLOOR CONSOLE
B95	OTHER INSTRUMENT PANEL/CONSOLE TROUBLES
C01	A/C SLOW TO COOL
C02	A/C NOT COLD ENOUGH
C03	HEATER-SLOW TO HEAT
C04	HEATER-NOT HOT ENOUGH
C05	A/C DOES NOT WORK
C07	HEATER-DOES NOT WORK
C09	HEATER, DEFROSTER OR A/C NOISE
C12	W'SHIELD DEFROST/DEFOGGING DOES NOT WORK
C15	SIDE WINDOW DEFROST/DEFOGGING DOES NOT WORK
C19	REGISTER/VENT ADJUSTMENT TROUBLES

C20	OTHER TEMPERATURE CONTROL TROUBLES
C21	WINDSHIELD DEF SLOW TO CLEAR/UNEVEN CLEARING
C22	SIDE WINDOW DEF SLOW TO CLEAR/UNEVEN CLEARING
C23	BACK WINDOW DEF SLOW TO CLEAR/UNEVEN CLEARING
C24	A/C WATER LEAK/CONDENSATION TROUBLES
C25	DEAD BATTERY
C26	WEAK OR LOW ELECTRICAL POWER
C27	POWER SUPPLY TROUBLES
C30	A/C HEATER/DEFROSTER ODOR
C50	OTHER STEERING/HANDLING AND RIDE TROUBLES
D02	ENGINE WOULD NOT START
D03	ENGINE DIFFICULT OR SLOW TO START
D10	ENGINE IDLES TOO SLOW
D11	ENGINE IDLES TOO FAST
D13	ENGINE IDLES ROUGH
D21	ENGINE STALLS
D35	EXCESSIVE FUEL CONSUMPTION
D36	ENGINE HESITATES/SURGES WHEN ACCELERATING
D41	ENGINE HESITATES/SURGES AT STEADY SPEED
D42	POOR PERFORMANCE/LACKS POWER
D50	OTHER ENGINE TROUBLES
E19	ENGINE BELT SLIPPING/SQUEALING
E20	ENGINE BELT OFF/FRAYED/COMING APART/BROKEN
E23	ENGINE OVERHEATS/RADIATOR TROUBLES
E26	EXCESSIVE OIL CONSUMPTION
E29	'CHECK ENGINE' LIGHT TROUBLE
E40	ELECTRONIC MODULE TROUBLES
E41	UNUSUAL EXHAUST SYSTEM ODOR
E42	UNUSUAL EXHAUST SYSTEM NOISE
E43	EXHAUST SYSTEM RUST/CORROSION/APPEARANCE
E65	SLOW FUEL TANK FILL/SPITBACK
E68	FUEL TANK LEAK/ODOR
E69	LOW OIL PRESSURE
F04	THIN/NO PAINT (EXCLUDES TRIM/BUMPER)
F05	SAGS/RUNS IN PAINT (EXCLUDES TRIM/BUMPER)
F06	PEELED PAINT (EXCLUDES TRIM/BUMPER)
F07	BUBBLES/BLISTERS IN PAINT
F10	PAINT SPRAY OVER BODY FINISH
F11	BODY RUST/CORROSION (NOT PERFORATION,EXCL BUMPER)
F12	STAINED/SPOTTED PAINT (EXCLUDES TRIM/BUMPER)
F13	FADED/DULL PAINT (EXCLUDES TRIM/BUMPER)
F15	DETAIL PAINT OR TAPE STRIPE COMING OFF (EXCL BMPR)
F19	CHIPPED/SCRATCHED PAINT
F20	DIRT IN PAINT (EXCLUDES TRIM/BUMPER)
F25	RUST PERFORATION
F30	UNEVEN COLOR/COLOR DIFFERENT BETWEEN BODY PANELS
F33	BUMPER FADED/DULL PAINT
F34	BMPR-SAGS/RUNS
F35	BMPR-THIN/NO PAINT
F36	BMPR-STAINED/SPOTTED
F37	BMPR-DIRT IN PAINT
F38	BMPR-UNEVEN COLOR/COLOR DIFF.
F39	BUMPER RUST/CORROSION

F41	BUMPER PEELED PAINT
F99	INSUFFICIENT FLUID
G02	GLASS BROKEN/CHIPPED/CRACKED/DISTORTED
G05	WINDOW OPENING, CLOSING TROUBLES-MANUAL
G07	WINDOW OPENING, CLOSING TROUBLES-POWER
G09	WINDOW SQUEAK/RATTLE/SCRAPE
G30	ODOMETER TROUBLES
G31	ENGINE TEMP GAGE TROUBLES
G32	INST CLUST/MESSAGE CENTER TROUBLES
H02	BRAKES GRAB OR LOCK-UP
H04	PARKING BRAKE TROUBLES
H05	EXCESSIVE BRAKE PEDAL EFFORT REQUIRED
H06	VEHICLE PULLS LEFT WHILE BRAKING
H07	VEHICLE PULLS RIGHT WHILE BRAKING
H15	BRAKE PEDAL SPONGY
H16	BRAKES TOO SENSITIVE
H19	BRAKE-ABS WARNING LIGHT TROUBLES
H20	OTHER BRAKE TROUBLES (INCLUDING AIR BRAKES)
H21	STEERING HAS EXCESSIVE FREE PLAY/WANDER
H22	STEERING REQUIRES EXTRA OR UNEVEN EFFORT
H24	STRG WHL SPOKES NOT CORRECTLY POSITIONED WHEN FRNT
H25	CONSTANT PULL TO LEFT
H26	CONSTANT PULL TO RIGHT
H39	TRACTION CONTROL/ADVANCE TRAC WARNING LIGHT TROUBLES
H44	HARSH RIDE
H45	MUSHY RIDE
H50	STEERING GEAR/PUMP TROUBLES
H62	IMPROPER TIRE WEAR
J03	SUN/MOON/T-TOP/CONVERTIBLE ROOF FITS POORLY
J04	SUN/MOON/T-TOP/CONVERTIBLE DIFFICULT TO OPN/CLS
K01	TRANSFER CASE TROUBLES
K02	AXLE WHINE/HOWL/GROAN
K03	AXLE VIBRATION/SHAKE
L06	EXT. DOOR LOCK CONTROLS-MANUAL
L07	EXT. DOOR LOCK CONTROLS-POWER
L08	EXTERIOR DOOR HANDLE TROUBLES
L10	FUEL-FILLER DOOR TROUBLES
L13	IGNITION SWITCH TROUBLES
L14	ANTI-THEFT/ALARM SYSTEM TROUBLES
L15	OTHER LOCK/MECHANISM TROUBLES
L16	INT. DOOR LOCK CONTROLS - MANUAL
L17	INT. DOOR LOCK CONTROLS - POWER
L18	INTERIOR DOOR HANDLE TROUBLES
L19	DOOR AJAR WARNING LIGHT TROUBLES
L20	REMOTE/KEYLESS ENTRY TROUBLES
L22	HEADLAMP AIM/ALIGNMENT
L23	KEY TROUBLES
L25	LIGHTS NOT WORKING-INTERIOR
L26	LIGHTS NOT WORKING-EXTERIOR
L29	OTHER LIGHTING TROUBLES (INCL. LEAKS/CONDENSATION)
L30	TURN SIGNAL TROUBLES
L63	BRAKE FLUID LEAK
L65	ENGINE LEAKS OIL

L68	POWER STEERING FLUID LEAK
L69	FUEL GAUGE TROUBLES
L72	TRANSMISSION/CLUTCH FLUID LEAKS
L85	UNDETERMINED ENGINE LEAK
L87	COOLANT LEAK
L88	FRONT/REAR AXLE OR DRIVESHAFT LEAKS
M05	EXTERIOR MIRROR TROUBLES
M06	INTERIOR MIRROR TROUBLES
M10	OTHER MIRROR TROUBLES
N11	UNUSUAL ENGINE NOISE AT IDLE
N12	UNUSUAL ENGINE NOISE WHILE DRIVING
N17	BRAKES NOISY
N18	UNUSUAL TRANSMISSION NOISE
N22	VEHICLE VIBRATES WHEN DRIVING BELOW 45 MPH
N23	STEERING WHEEL VIBRATION/SHIMMY BELOW 45 MPH
N24	STEERING WHEEL VIBRATION/SHIMMY ABOVE 45 MPH
N25	VEHICLE VIBRATES WHEN DRIVING ABOVE 45 MPH
N27	VIBRATION OR SHUDDER WHILE BRAKING
N30	OVERHEAD CONSOLE SQUEAK/RATTLE
N31	CENTER FLOOR CONSOLE SQUEAK/RATTLE
N32	GLOVE BOX DOOR SQUEAK/RATTLE
N33	INSTRUMENT PANEL/DASHBOARD SQUEAK/RATTLE
N40	FRONT SIDE DOOR SQUEAK/RATTLE
N41	REAR SIDE DOOR SQUEAK/RATTLE
N42	TRUNK,H`BACK,T`GATE,REAR CARGO DOOR SQUEAK/RATTLE
N43	SUN/MOON,T-TOP, CONVERTIBLE ROOF SQUEAK/RATTLE
N50	SQUEAK/RATTLE VEHICLE EXTERIOR-FRONT
N51	SQUEAK/RATTLE VEHICLE EXTERIOR-REAR
N57	STEERING COLUMN/WHEEL SQUEAK/RATTLE
N58	STEERING NOISY
N59	OTHER SQUEAK/RATTLE (EXCLUDING WIND NOISE)
P01	DIFFICULT TO OPERATE SHIFT LEVER,CHANGE GEARS
P09	OTHER MANUAL TRANSMISSION TROUBLES
P22	CLUTCH CHATTERS/GRABS/SLIPS/JERKS
P23	CLUTCH REQUIRES TOO MUCH OR UNEVEN EFFORT
P24	OTHER CLUTCH TROUBLES
P31	MANUAL-4-WHEEL/ALL WHEEL DRIVE TROUBLES
P51	DIFFICULT TO OPERATE SHIFT LEVER
P59	OTHER AUTOMATIC TRANSMISSION TROUBLES
P66	SHIFTS ROUGH OR JERKY WHILE DRIVING
P67	SHIFTS OCCUR TOO EARLY, TOO LATE, TOO OFTEN
P68	TRANSMISSION SHIFTS ROUGH OR JERKY FROM PARK
P69	GEAR CHANGES TAKE TOO LONG TO COMPLETE
P82	AUTOMATIC - 4-WHEEL/ALL -WHEEL DRIVE TROUBLES
P83	NO FORWARD/REVERSE MOVEMENT IN GEAR
R01	WATER LEAK AROUND WINDSHIELD
R02	WATER LEAK AROUND FRONT SIDE DOOR/WINDOW
R03	WATER LEAK AROUND REAR SIDE DOOR/WINDOW
R04	WATER LEAK AROUND BACK WINDOW
R05	WATER LEAK AROUND SLIDING REAR WINDOW
R06	WATER LEAK AROUND TRUNK/HATCHBK/LIFTGT/RR CARGO DR
R08	WATER LEAK AROUND NON-SLIDING REAR WINDOW
R09	WATER LEAK AROUND SUN/MOON/CONVERTIBLE/T-TOP ROOF

R10	OTHER WATER LEAKS (SEALING ISSUES ONLY)
R21	WIND NOISE AROUND WINDSHIELD
R22	WIND NOISE AROUND FRONT SIDE DOOR/WINDOW
R23	WIND NOISE AROUND REAR SIDE DOOR/WINDOW
R24	WIND NOISE AROUND BACK WINDOW
R25	WIND NOISE AROUND SLIDING REAR WINDOW
R26	WIND NOISE AROUND TRUNK/HATCHBK/LIFTGT/RR CARGO DR
R29	WIND NOISE AROUND SUN/MOON/CONVERTIBLE/T-TOP ROOF
R30	OTHER WIND NOISE TROUBLES (TURBULENCE)
R31	OTHER GASKET/SEALING TROUBLES
S03	FRONT SEAT LOOSE
S04	REAR SEAT LOOSE
S06	SEAT ADJUSTMENT OPERATION - FRONT MANUAL CNTRL
S07	SEAT ADJUSTMENT OPERATION - REAR SEAT
S08	SEAT LOOSE THIRD ROW
S09	FRONT SEAT SQUEAK/RATTLE
S15	SEAT ADJUSTMENT OPERATION TROUBLE-FRONT POWER CNTL
S17	REAR SEAT SQUEAK/RATTLE
S21	SEAT BELT SOILED/DIRTY
S25	SEAT BELT COIL/UNCOIL TROUBLES
S26	SEAT BLT BUC LATCHING TROUBLES
S27	STEERING WHEEL TRIM APPEARANCE
S38	AIR BAG (SRS) TROUBLES
S39	AIR BAG WARNING LIGHT TROUBLES
S40	OTHER RESTRAINT TROUBLES
S50	LOOSE, POOR FIT, WARPED, WRINKLED-SEAT UPHOLSTERY
S52	TEARS, SNAGS, CRACKS - SEAT UPHOLSTERY
S53	FADED, DISCOLORED - SEAT UPHOLSTERY
S55	SPLIT SEAMS - SEAT UPHOLSTERY
S56	HEATED/COOLED SEAT TROUBLES
T02	TEARS, SNAGS, CRACKS - ROOF LINING MATERIAL
T03	FADED, DISCOLORED - ROOF LINING MATERIAL
T12	TEARS, SNAGS, CRACKS - CARPET/FLOOR COVERING
T13	FADED DISCOLORED - CARPET/FLOOR COVERING
T15	SPLITTING SEAMS - CARPET/FLOOR COVERING
T22	TEARS, SNAGS, CRACKS - TRUNK/CARGO INTERIOR
T50	CUPHOLDER TROUBLES
T51	SUN VISOR TROUBLES
T52	ASHTRAY TROUBLES
T53	INTERIOR MOLDINGS FIT POORLY
T54	MISSING - INTERIOR MOLDINGS
T55	INT FASTENERS - LOOSE, MISSING, POOR FIT, WARPED
TA1	ENTIRE OR PARTIAL TREAD SEPARATION FROM TIRE
TA3	BUBBLE/BULGE(S) IN SIDEWALL
TA4	SPLITS/CRACKS IN SIDEWALL/TREAD
TA5	TIRE TREAD CHUNKS MISSING
TB2	FLAT TIRE (SELF-SEALING TIRES ONLY)
TB3	VEHICLE VIBRATION (OUT OF ROUND WILL NOT BALANCE)
TB6	SLOW LEAKS / VALVE STEM TROUBLES
TB7	PREMATURE TREAD WEAR
TB8	PULLS/DRIFTS

TC8	OTHER TIRE COSMETIC
W03	FRONT WINDSHIELD WASHER TROUBLES
W04	REAR WINDOW WASHER TROUBLES
W05	FRONT WIPER TROUBLE
W06	REAR WINDOW WIPERS TROUBLES
W10	OTHER WIPER/WASHER TROUBLES (INCLUDING LEAKS)

Condition Codes:

53	Air in System	33	Loose Part
B5	Battery Acid / Fluid Damage	25	Missing Fastener
02	Bent / Buckled / Kinked	39*	Missing Part
01	Broken / Cracked	28	Open Circuit
46	Burned Out	D9	Out of Balance
91	Burrs, Sharp Edges	13	Out of Round
30	Chafed, Excessive Wear, Frayed	B4	Pinched / Damaged Wire
70	Chipped / Scratched	55	Plugged / Restricted
X2	Connection Poor / Not Made	P1	Polish Repair (Paint)
49	Contaminated / Foreign	X1	Poor Ground
D7	Corrosion (Perforation)	05	Poor Metal Finishing
X7	Crossed Wire (Wire Harness)	D1	Porosity
X4	Damaged Terminal	68	Sealer Missing / Skipped
06	Dents / Dings	31	Sewing failure / Split Seams
34	Distorted / Wrinkled / Wavy	79	Special Code: Use Only as Instructed
42	Does Not Operate Properly	P2	Spot Repair (Paint)
D8	Failed Gasket / Seal	P3	Spray Panel Repair (Paint)
D4	Flaw in Material	04	Software Revision / Flash Module
82	Freight / Postage / Maintenance	41	Sticks / Binds / Grabs
69	Frozen / Seized / Binding	A8	Stone Pecking
17	Hole Incomplete, Out of Position or Omitted	C2	Stripped / Cross-threaded Fastener
12	Improper Assembly	14	Surface Rough / Uneven
07	Improperly Adjusted / Fits Poorly	81	Tarnished / Faded
43	Improperly Routed	87	Teeth Damage
16	Incorrect Size	P4	Thick / Cracked (Paint)
C8	Industrial / Environmental Fallout	63	Weak / Soft / Sagged (Insufficient Pressure)
51	Insufficient Fluid (Pre-delivery only)	61	Weld Defective / Broken
95	Insulation Damage	W6	Wheel Alignment Out of Specification
V3	Kinked / Cut / Mis-routed Vacuum Line	38*	Wrong Part
24	Loose Fastener		

FCS-8572-04

*Program code MVC requires these codes

Revised and effective July 30, 2004

EA12-009

FORD

2/22/2013

APPENDIX D

FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT

NOV 08 2011

OFFICE OF THE
GENERAL COUNSEL

From: dcpform@ford.com [mailto:dcpform@ford.com]
Sent: Monday, November 07, 2011 5:02 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Dealer/Fleet Request for OGC Review

Dealer/Fleet Request for OGC Review

Email Subject: Dealer/Fleet Request for OGC Review
DEALER INFORMATION:

11/8/2011

Dealership Fleet Name: Bert Wolfe Ford Inc
Requesting Dealer Fleet: BERT WOLFE FORD, INC.
PA Code: 01928

Contact Person: LYNN LANDIS

Title: SERVICE MANAGER

Phone Number: 3043407314

Fax Number: 3043425310

Email: [REDACTED]

Region: CINCINNATI

Address: 1900 PATRICK STREET PLAZA

City: CHARLESTON

State: West Virginia

Zip Code: 25387

CUSTOMER VEHICLE INFORMATION:

WSD: 0

Vehicle Year: 2010

Vehicle Model: FORD FUSION

Vehicle VIN: 3FAHP0HA5AR214839

Mileage: 6407

customer Fleet [REDACTED]

Street Address [REDACTED]

City : MADISON

State : West Virginia

Zip Code : [REDACTED]

Home Phone [REDACTED]

Work Phone [REDACTED]

Customer Region: CHARLESTON

DETAILS OF INCIDENT:

Accident

Date of Incident: 2011-11-05

County incident occurred: KANAWHA

Is customer alleging a component defect CAUSED the incident? YES

Details: CUSTOMER STATES ACCELERATOR STUCK AND CAUSED HER TO RUN THROUGH AN INTERSECTION AND HIT 2 OTHER VEHICLES.

Was a police report filed? YES

Details : CORRIDOR G KANAWHA COUNTY

Has the insurance company been contacted? YES

Insurance company advised: TOW TO DEALERSHIP

Insurance company contact information: STATE FARM TEAM 10 8886133966

Coach builder:

City :

State :

Zip Code :

Vehicle Location: BERT WOLFE FORD, INC. BODY SHOP 1900 PATRICK STREET PLAZA
CHARLESTON, WV 25387

Attorney information:

CVO Contact:

Resolution Customer is seeking:

Comments: NEED FORD INVOLVEMENT TO DETERMINE IF ACCELERATOR STUCK OR DRIVER ERROR FOR CAUSE OF ACCIDENT.

11/8/2011

Concern Summary for Technical Assistance Contact Report
 Inspection Comments for Technical Assistance Contact Report
 Primary Root cause for Technical Assistance Contact Report
 Other Root Causes

Please explain if "Other" is root cause

Recommendation for Technical Assistance Contact Report

Missing tools/equipment(if identified)

Missing tools/equipment ordered during visit?

Total hours spent on request

0.0

Created by

JCLAR401

Created date

11/11/2011 02:56:22 PM EST

Last Revised by

RFRIIS

Last revised date

11/11/2011 03:10:00 PM EST

This e-mail notification has been generated by: RFRIIS

Thank you..

11/18/2011

[REDACTED] owner)
CLOSTER NJ [REDACTED]

[REDACTED] (driver)

FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT
JAN 09 2013
OFFICE OF THE
GENERAL COUNSEL

From: [REDACTED]
Sent: Monday, December 17, 2012 8:15 AM
To: [REDACTED]
Subject: Re: 2010 Ford Fusion

Thanks a lot,

[REDACTED]
[REDACTED]
Sarasota, FL [REDACTED]
[REDACTED]

From: "Truett, Richard (R.S.)" <rtruett1@ford.com>
To: [REDACTED]
Sent: Sunday, December 16, 2012 7:31 PM
Subject: Re: 2010 Ford Fusion

[REDACTED]

I will see that this note gets to the appropriate person in the morning. There was some news on this issue Friday....

R.

From: [REDACTED]
Sent: Sunday, December 16, 2012 04:09 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: 2010 Ford Fusion

Hi [REDACTED]

I wanted to run this horrendous and potentially fatal experience by you before this goes any further. [REDACTED], a member of my car guy lunch group in Sarasota, listened on his cell phone as his daughter was experiencing "runaway acceleration" while driving on the FDR in NYC. Ed is a lawyer, consummate car guy (back in the day drag raced a Shelby built competition-spec Cobra, currently owns a 454-inch Ford ERA Cobra, SL63 AMG and other cars) and he came to me for contact information of journalists who write about safety/consumer issues and who to talk to at NHTSA. I calmed him down and said that I would run this by a friend at Ford before he goes any further.

Here is the email he sent to confirm our conversation.

[REDACTED]

As I told you by phone, my daughter [REDACTED] had a terrifying experience while driving her 2010 Ford Fusion on December 12th in New York City. She was on the FDR Drive and had pulled into the left lane to pass a slower vehicle. When she attempted to brake, the vehicle would not decelerate. She applied full braking, but the car would not slow down. While this was occurring, she somehow managed to press the speed dial on her cell phone to call me, screaming hysterically that she was standing on the brakes with both feet but could not stop the car. I asked if the floor mat was stuck under the accelerator pedal, but she was closing in on the car in front of her and unable to respond. Then she heard a loud pop, after which the brakes worked again and the vehicle seemed to return to normal.

She continued across the GW Bridge to Englewood Ford in Englewood NJ (a dealer from whom we bought two cars in the past, but not this one), where she told the service manager, Fred, what had occurred.

Fred called me and said that there was extensive damage to the front brakes caused by excessive heat. He said he hadn't seen anything quite like this before. The heat not only damaged the brake pads and rotors, but the ABS sensors and calipers as well. He told me

the car needed new rotors, pads and calipers on the front wheels and new pads and turned rotors on the rear wheels at a cost of \$1,300.

More importantly, he told me he could not find anything wrong with the car or its braking system. I told him he was looking in the wrong place, that from my daughter's description of what occurred, this was an uncontrolled acceleration problem and that the damage to the brakes was incidental to my daughter's extreme braking pressure to counteract it.

I asked him to thoroughly check out what caused this unintended acceleration and get back to me, which he agreed to do. He said he would also check any technical service bulletins issued by the factory that may be relevant. But I made it clear that if he could not definitively determine the cause of the malfunction, under no circumstances would I permit my daughter to drive the car again.

Today, two days later, I received a call from Fred telling me that they could find nothing wrong with the car. If I wanted to pursue the matter further, I could contact Ford Customer Service.

He really had no explanation as to how the brakes could have suffered so much heat damage other than by braking against full acceleration at high speed. He also said they ruled out the floor mat as a factor.

The car is a 2010 Ford Fusion with the 2.5L I4 engine and a 6 speed automatic. The warranty expired in September. Before it expired, All American Ford in Hackensack NJ did a scheduled service and a warranty repair on the engine, the replacement of a belt tensioner on the front of the engine. Incidentally, the accelerator is electronically controlled. The Vin # is 3FAHPOJA6AR [REDACTED]

Thought this is interesting:

[REDACTED]

Any assistance you can provide would be much appreciated.

[REDACTED]

[REDACTED] hopefully you can get this in front of people who can get involved in coming up with a solution. If there is someone else you feel I should forward it to at Ford, please let me know.

Thanks and happy holidays,

[REDACTED]



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EA12-009

FORD

2/22/2013

APPENDIX E

Component Change Timeline

Ford Fusion, Mercury Milan, Lincoln Zephyr/MKZ

Model Year	All Weather Floor-Mat Design	Accelerator Pedal Design	Tibia Block Design
2006	Single hook	2006 Job 1	1st generation block, over carpet (no evidence of block with vehicles built before 1/25/06)*
2007	Single hook	2006 Job 1 Supplier: Birkby's	1st generation block, under carpet (From Job #1 until 1/23/2007)* 2nd generation block, under carpet (1/23/07 and later)*
2008	Single hook	2006 Job 1 Supplier: Birkby's	2nd generation block, under carpet
2009	Single hook	2006 Job 1 intent Supplier: Birkby's	2nd generation block, under carpet
2010	- Change from PVC to TPE and revise grommet hole (5/1/2009)* - Dual retention design (12/01/2009)*	- 2 pedal designs to support engine type (12/1/2008)* (2.5L, 3.0L, 2.5L HEV supplied by Hella; 3.5 L unique supplied by KSR) - Increased lower mounting hole size to commonize with Mazda 6 (8/8/2009)*	2nd generation block, under carpet

*All production incorporation dates are approximate.