



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

1200 New Jersey Avenue SE  
Washington, DC 20590

December 8, 2011

MR. JAMES VONDALE  
DIRECTOR, AUTOMOTIVE SAFETY OFFICE  
ENVIRONMENTAL & SAFETY ENGINEERING  
FORD MOTOR COMPANY  
330 TOWN CENTER DRIVE SUITE 400  
DEARBORN, MI 48126-2738

NVS-215dgl  
11V-574

**SUBJECT: FRACTURE WHEEL STUDS**

**DEAR MR. VONDALE:**

This letter serves to acknowledge Ford Motor Company's (Ford) notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall campaign which will be conducted pursuant to Federal law for the vehicles listed below.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

FORD/FUSION/2010-2011  
MERCURY/MILAN/2010-2011

**NHTSA Campaign Number:** 11V-574

**Mfg's Report Date:** December 5, 2011

**Components:** WHEELS: LUGS/NUTS/BOLTS

**Potential Number of Units Affected:** 128,616

**Summary:**

FORD IS RECALLING CERTAIN MODEL YEAR 2010-2011 FORD FUSION AND MERCURY MILAN VEHICLES EQUIPPED WITH 17 INCH STEEL WHEELS AND BUILT FROM APRIL 1, 2009, THROUGH APRIL 30, 2009, AND FROM DECEMBER 1, 2009, THROUGH NOVEMBER 13, 2010. THE WHEEL STUDS MAY FRACTURE, POTENTIALLY CAUSING A WHEEL TO SEPARATE.

**Consequence:**

WHILE DRIVING, MULTIPLE STUD FRACTURES COULD OCCUR AT THE WHEEL LOCATION, AND THE OPERATOR MAY EXPERIENCE VEHICLE VIBRATION AND/OR WHEEL SEPARATION, INCREASING THE RISK OF A CRASH.

**Remedy:**

FORD WILL NOTIFY OWNERS, AND DEALERS WILL INSPECT THE REAR BRAKE DISC SURFACE FOR FLATNESS AND REPLACE THE DISCS AS NECESSARY. ADDITIONALLY, THE WHEEL LUG NUTS WILL BE REPLACED ON ALL FOUR WHEELS. THE SAFETY RECALL IS EXPECTED TO BEGIN ON OR ABOUT JANUARY 24, 2012. OWNERS MAY CONTACT THE FORD MOTOR COMPANY CUSTOMER RELATIONSHIP CENTER AT 1-866-436-7332.

**Notes:**

FORD'S RECALL CAMPAIGN NUMBER IS 11S23. CUSTOMERS MAY CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY: 1-800-424-9153); OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

This recall is the result of an investigation, EA11-009, conducted by the Office of Defects Investigation.

We have received your proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

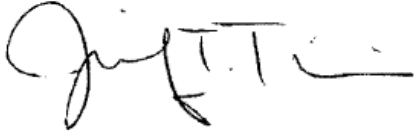
Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within 30 days after the close of the calendar quarter in which the campaign was initiated. Thereafter, quarterly reports will be due on or before 30 days after close of the calendar quarter.

Your contact for this recall will be Delia Lopez who may be reached by phone at 1-202-366-9525, or by email at [Delia.Lopez@dot.gov](mailto:Delia.Lopez@dot.gov), or through the office email at [RMD.ODI@dot.gov](mailto:RMD.ODI@dot.gov). We look forward to working with you toward a successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with a large initial "J" and a long horizontal stroke at the end.

Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement