

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

 U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		Form Approved OMB No. 2127-0008 FOR AGENCY USE ONLY 9999999 Date Received AUG 20 2015		Repository ☐ Reference No. 10743237	
OWNER INFORMATION (Type or Print)							
Name				Daytime Telephone Number		E-mail Address	
Address				Evening Telephone Number			
City		State		Zip Code			
GARLAND		TX					
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).							
VEHICLE INFORMATION							
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side				Make		Model	
3FAHP0JA2BR				FORD		FUSION	
Model Year		2011		Engine:		Fuel Type:	
Date Purchased		Dealer's Name and Telephone Number		No: Cylinders			
Original Owner		Dealer's City		State		Zip Code	
☐							
Transmission Type		Powertrain		Multiple Failure:		Incident Date(s)	
☐ Antilock Brakes ☐ Cruise Control						22-JUN-2015	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Code: 010000 STEERING						Failure Mileage	
						83600	
						Failure Speed	
						30	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE							
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)			
DOT No. (Example: DOTM19ABC036)		☐ Original Equipment ☐ Prior Repair		Failure Location:			
Tire Component Code				Tire Failure Type:			
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE							
Make:		Date Manufactured:		Model No./Name:			
Seat Type:		Installation System:					
Child Seat Component Code:		Failed Part:					
APPLICABLE INCIDENT INFORMATION							
(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)							
Crash		Fire		Number of Persons Injured		Number of Deaths	
☐ Yes ☒ No		☐ Yes ☒ No		0		0	
						Reported to Police	
						N	
Narrative Description of Incident(s), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).							
POWER ASSIST WHEN OUT ON THE CAR AND IT WAS ALMOST IMPOSSIBLE TO STEER. MOVED TO A SAFE PLACE AND RESTARTED THE CAR. THIS IS A DISASTER WAITING TO HAPPEN. I CONSIDER THIS A MAJOR SAFETY ISSUE WITH THIS CAR. HAS HAPPENDED MULTIPLE TIMES SINCE THEN. WHAT HAS TO HAPPEN BEFORE THERE IS A RECALL? I AM HAVING IT REPAIRED FOR SAFETY REASONS, BUT I AM HAVING TO PAY FOR THEIR DEFECTIVE PARTS.							
Resolved - Ford Replaced @ No Cost							
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.							
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.							

From: Monica.Wesley.CTR@dot.gov on behalf of EVOQ@dot.gov
Sent: Thursday, August 20, 2015 2:56 PM
To: [REDACTED]
Subject: FW: FW: NHTSA: Follow up to ODI Complaint: ----10743237-----
Attachments: EVOQ EMAIL RESPONSE.doc; 10743237.pdf

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation

