

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6) Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148 Date Received 28-SEP-2015 NOV 19 2015		Repository ☐ Reference No. 10778109	
		Daytime Telephone Number Evening Telephone Number		E-mail Address			
OWNER INFORMATION (Type or Print)							
Name		Address		City		State	
				OWENSBORO		KY	
Zip Code		State		City		Zip Code	
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	
3FAHP0JGXB				FORD		FUSION	
Date Purchased		Dealer's Name and Telephone Number				Engine:	
						No: Cylinders	
Original Owner		Dealer's City		State		Zip Code	
☐							
Transmission Type		Antilock Brakes		Powertrain		Multiple Failure:	
		☐				Incident Date(s)	
		☐				11-SEP-2015	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 010000 STEERING						Failure Mileage	
						118000	
						Failure Speed	
						50	
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).							
TL* THE CONTACT OWNS A 2011 FORD FUSION. WHILE DRIVING APPROXIMATELY 50 MPH, THERE WAS A BURNING ODOR COMING FROM THE PASSENGER SIDE GLOVE BOX. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. ON ANOTHER OCCASION, WHILE TURNING LEFT OR RIGHT, THE STEERING WHEEL BECAME DIFFICULT TO MANEUVER WITHOUT WARNING. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE TECHNICIAN INFORMED THE CONTACT THAT THE VEHICLE WAS OPERATING AS DESIGNED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 118,000.							
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 to 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.							

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

I have approached both dealerships (Champion Ford in Owensboro, KY AND BF Evans Ford) - stating they could not do anything until the power steering goes out. Ford's main customer care also states this. Which is A safety hazard! IF one were to be in a turning lane, & finally the power steering fails- it could result in a horrible collision- by the driver being unaware he was to manually turn a "hard turning" steering wheel. Both the Fire hazard-pigtail to AC resistor AND power steering issue must Be Addressed!

ATTACH ADDITIONAL SHEETS IF NECESSARY

11/10/15

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

Please see below repair charges For Safety concerns
 NOT covered under Ford's
WARRANTY

Joe's Transmission & Auto Repair

5694 State Route 1046

Calhoun, KY 42327

Shop Phone: (270) 273-3800

Fax: (270) 273-3809

Email: joestransmission@bellsouth.net

Estimate

Estimate Ref: [REDACTED]

Date Printed: 10/20/2015

Printed Time: 11:02 am

Est/Ref:

Business Hours: 8-5 Monday-Friday

Time Promised:

2011 FORD FUSION SEL V6 3.0L 183CID FI FLEX N G 99G

VIN: 3FAHP0JGXR [REDACTED]

License:

Mileage In: 115,554

Date Written: 09/30/2015

Unit #:

Mileage Out: 115,554

Written By:

DOM:

Save Old Parts: No

Job Name	Description	Technician	Qty	List	Extended
Job #1	noise in steering/ blower motor/ heated seat				
Labor GEN	Work Requested - noise in steering/ blower motor/ heated seat		2.00	65.00	130.00
Work Performed - Test and replace left front seat heater. Replace blower resistor and harness.					
Part to ae5z14d696d	seat htr		1.00	90.05	90.05
Part tccu2z14s411ama	Wiring Harness		1.00	62.58	62.58
Part to 8e5z19e624a	resistor		1.00	141.24	141.24
Part bf 5422404	Door Handle		1.00	36.67	36.67
Part bf 5422088	bezel		1.00	18.28	18.28
Sublet	Work Requested - Refinish door handle		1.00	22.00	22.00
Work Performed - Refinish door handle					

Limited warranty on car/light truck trans rebuild is 12 mths/12,000 miles whichever comes first. 6 mths/6,000 miles on 4x4 and commercial vehicles. Warranty work to be performed in our shop and cannot exceed the original cost of repair. Warranties are non-transferable. Manufacturer's warranty on parts only on all other repairs. Any vehicles left after 30 days of completion are subject to a \$25.00 per day storage fee.

There will be a 1 1/2% monthly service charge to all accounts over 30 days. That is an annual percentage rate of 18%.

Payment Date	Type	Method	Amount
Payment Totals:			

Parts: \$348.82
 Labor: \$130.00
 Sublet: \$22.00
 Misc: \$0.00

Hazmat: \$2.00
 Supplies: \$0.00

Tax Total: \$20.93
Invoice Total: \$523.75

Thank you for your business!

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

Authorized By _____

Date _____

Time _____