

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

FOR AGENCY USE ONLY 100148



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

DOT Auto Safety Hotline  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

Date Received: 16-OCT-2015  
Repository:   
Reference No.: 10782842

APR 01 2016

OWNER INFORMATION (Type or Print)

Name: [Redacted]  
Address: [Redacted]  
City: LANSING State: MI Zip Code: [Redacted]

Daytime Telephone Number: [Redacted]  
Evening Telephone Number: [Redacted]  
E-mail Address: [Redacted]

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: 3FA6P0UU0ER [Redacted]  
Make: FORD Model: FUSION HYBRID Model Year: 2014  
Date Purchased: Oct 20 14 Dealer's Name and Telephone Number: GrandLedge Ford Engine: No: Cylinders 4 Fuel Type: Reg GASOLINE  
Original Owner:  Dealer's City: State: Zip Code:  
Transmission Type: Auto Antilock Brakes:  Cruise Control:  Powertrain: Hybrid Multiple Failure: Incident Date(s): 08-OCT-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM  
Ignition Key Failure Mileage: 15000 Failure Speed: -0-

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:  Yes  No Fire:  Yes  No Number of Persons Injured: NONE Number of Deaths: NONE Reported to Police: No

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 2014 FORD FUSION HYBRID. WHEN THE CONTACT ATTEMPTED TO START THE VEHICLE, THE KEY FOB FRACTURED AND THE KEY BECAME DETACHED FROM THE FOB. THE VEHICLE WOULD NOT START. THE VEHICLE HAD TO BE STARTED USING PLIERS. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE KEY FOB WAS FRACTURED AND NEEDED TO BE REPLACED. THE FOB WAS NOT REPLACED. THE CONTACT WAS ABLE TO USE A SPARE KEY TO OPERATE THE VEHICLE. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 15,000.

If this occurred at a scenic overlook (for instance) the driver would not be able to operate the vehicle. There is a little tab on the end of the detached key which can be operated with a pair of pliers and by holding the key pad adjacent to the ignition switch. Other use you could be

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.

Now up in a dangerous area. The mechanism holding the key to the lock pad is a thin die cast part - wholly unable to withstand the stress of repeated starts. Truly an inadequate design.



Oldsmobile's pioneer safety engineers. Retired 8-30-80

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

TABLE  
PL 335  
02 MAR '16  
PM 2 L



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, [REDACTED] NEF-010**  
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**



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U.S. Department of Transportation  
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