

INFORMATION Redacted PURSUANT TO THE FREEDOM OF



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

FOR AGENCY USE ONLY 100148

Date Received

19-JUL-2016

SEP - 8 2016

Repository ☐

Reference No.
10885921

Daytime Telephone Number

E-mail Address

Evening Telephone Number

OWNER INFORMATION (Type or Print)

Name

Address

City

LAUREL

State

MD

Zip Code

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

3FAHP0HA7BR

Make

FORD

Model

FUSION

Model Year

2011

Date Purchased

Nov 2011

Dealer's Name and Telephone Number

APPLE FORD

Original Owner

☐

Dealer's City

COLUMBIA

State

MD

Zip Code

Engine:

No: Cylinders

4

Fuel Type:

GAS

Transmission Type

Auto

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

18-JUL-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING

Failure Mileage

16000

Failure Speed

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

Number of Deaths

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 REVERSING OUT OF A PARKING SPACE, THE POWER STEERING MALFUNCTIONED, AND THE STEERING WHEEL LOCKED AND BECAME EXTREMELY HARD TO MANEUVER. THE VEHICLE RESUMED NORMAL OPERATION AFTER TURNING OFF AND RESTARTING THE ENGINE. THE VEHICLE WAS NOT TAKEN TO THE DEALER. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 16,000.

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 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.



13401 Baltimore Ave - Laurel, MD 20707
Phone: (410) 813-2744 - (301) 419-2700

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m. Mon - Wed, Fri
7:30 a.m. to 9:00 p.m. Thursday
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
7/25/16	
R/O Close Date	Status
7/26/16	Pre-Invoice
Mileage In	Mileage Out
28770	28790
Service Advisor / Tag #	
Jake Skeen/8523	
Vehicle Identification Number	
3FAHP0HA7BR	
Delivery Date	In-Service Date
	2/01/12
Color	License Number
GREEN	

LAUREL, MD			Work Phone
			Home Phone
Year	Make	Model	Body
2011	FORD	FUSION	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: Email:	
#1 - 12FOZ: *SUSPENSION REPAIRS C/S THE POWER STEERING WENT OUT IN A PARKING LOT. COULD NOT TURN THE WHEELS. TURNED THE IGNITION OFF AND RESTARTED THEN THE POWER STEERING WORKED AGAIN. Work performed by Joseph Battista (885) Installed AE5Z 3504 DE :GEAR ASY - STEERING IDS TEST, CK FOR DTC, C200D 49,U0415 00, REPLACED ELECTRIC RACK, RVC CODE,RPHLTXY0T87AY. PERFORMED 4WHEEL ALIGNMENT. CLEARED CODES, ROAD TEST, RETEST, PASS. Sub Total: 1850.21	616.00 1234.21

#2 - 0099P: MULTI POINT INSPECTION Work performed by Joseph Battista (885) MULTI POINT INSPECTION COMPLETE Sub Total: .00	1.13 .00

* Thank you for choosing Academy Ford	

Thank you for entrusting us with your vehicle today. If for any reason you are not completely satisfied please let us know IMMEDIATELY!

Ford will be following up with an email survey to rate your recent experience. We would appreciate you taking the time to complete it.

Thank you,
Your Service Team at Academy Ford

8/7/2016
Terminal ID: 1.13
A09

Credit Sale:

Transaction #: 6
Card Type: Visa

Amount: \$1,995.96
Swipe #: 152629

Number: 2080000011000006
Code: 026610

CUSTOMER COPY

LABOR	616.00
PARTS	1234.21
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	45.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	100.75
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	1995.96

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

Special Service Support Center Assistance Request

Contact Details



Submit

* Denotes a required field

Contact ID: 100349175		FSA: NoFSA		Created On: 04:38 Monday 25 July 2016		Program Options: General		Status: Agent Closed	
Personnel		Contact Name: JAKE SKEEN Phone Number: (301) 419-2700 Text Provider:				Title: SW - SERVICE WRITER Email: JSKEEN@ACADEMYFORDSALES.COM Text Number:			
Dealer		P&A Code: 00190 Name: Academy Ford Sales Phone Number: 3014192700							
Vehicle Details		VIN: 3FAHP0HA7BR [REDACTED] *Odometer 28770 Model Year: 2011 Model: FusionMilanZephyrMKZ Body Type: 4 DOOR SEDAN-4 LITE Warranty Start Date: 23 November 2010 Build Date: 31 July 2010 Transmission/Transaxle: 6 Speed Auto Trans 6F Mid-Range Engine Size/Description: 2.5L Duratec HE PFI 170PS Plant: HERMOSILLO Axle Ratio: 3.066 FINAL DRIVE RATIO							
Comments		Type: Agent Date: 25 Jul 2016 Time: 05:41 ID: b-bozema Comments: This vehicle is not involved in 15S18 or 15N01. This vehicle is not within the affected build dates for 15S18 and 15N01. The affected build dates for 2011-2012 Fusion/MKZ vehicles is 09/07/2010 to 02/28/2012. This vehicle build date is 07/31/2010. Thank you for contacting the SSSC. Have a great day. Type: Dealer Date: 25 Jul 2016 Time: 05:22 ID: j-skee10 Comments: The recall that the customer is referring to is the 15S18 FSA I believe. At this time we have recieved dtc C200D:49 motor rotation angle sensor and the technician is recommending replacment of the steering gear. Type: Agent Date: 25 Jul 2016 Time: 04:53 ID: j-lakpe1 Comments: What recall is that? Thank you. Type: DEALER Date: 25 Jul 2016 Time: 04:42 ID: j-skee10 Comments: C/S THE POWER STEERING WAS INOP AFTER STARTING THE VEHICLE. COULD NOT TURN THE WHEEL. CYCLED THE KEY ON AND OFF THEN THE POWER STEERING WORKED. C/S THERE IS A RECALL AND THAT THIS ITEM SHOULD BE COVERED.							
Attachments/ Images		Valid File Types are .JPG,.ZIP,.TXT,.PDF Browse... Note: It may take up to a minute to upload attachment. Upload							
Reply		Description of Concern (Remaining: 4000)							

Submit