 <p>INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline</p> <p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline</p>		FOR AGENCY USE ONLY 100148	
U.S. Department of Transportation National Highway Traffic Safety Administration		Date Received 16-FEB-2017 MAY - 2 2017	Repository <input type="checkbox"/> Reference No. 10955154
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	E-mail Address
Address		Evening Telephone Number	
City	State	Zip Code	
GREER	SC		
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
3FA6P0K91ER		FORD	FUSION
Model Year		2014	
Date Purchased	Dealer's Name and Telephone Number		Engine:
			No: Cylinders
Original Owner	Dealer's City	State	Zip Code
<input type="checkbox"/>			
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:
	<input type="checkbox"/> Cruise Control		Incident Date(s)
			11-FEB-2017
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 010000 STEERING		Failure Mileage	Failure Speed
		55000	
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)	<input type="checkbox"/> Original Equipment	Failure Location:	
	<input type="checkbox"/> Prior Repair		
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
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
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 2014 FORD FUSION. WHILE PARKED, A "VEHICLE SHUT OFF" WARNING INDICATOR ILLUMINATED AND THE VEHICLE SHUT OFF. THE VEHICLE WAS ABLE TO RESTART, BUT THE ELECTRONIC POWER STEERING SYSTEM FAILED AND NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 55,000.			
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.			

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

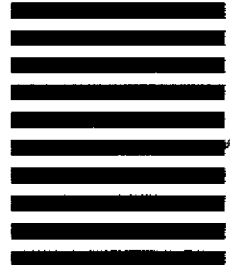
I was parked having dinner in my car. All of the sudden my car says your engine will shut down in I think it was 28 seconds to save battery life press OK. I pressed OK. it shut off. when I was ready to leave it would NOT start. I called statefarm, they sent someone to start it for me. it started when I went to back up and turn my wheels it would not turn. so I called statefarm back up they sent a tow truck to take it to ford. They were charging me \$2,400 to fix it. I would not pay for it. This is a new car and this should NOT be happening I fought with them for 9 days... my final cost was \$500.00. I paid for my warranty deductible.

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

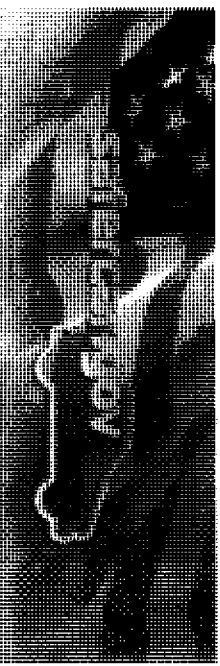


NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

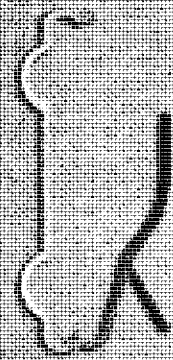


BUSINESS REPLY MAIL
FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC
POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
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:

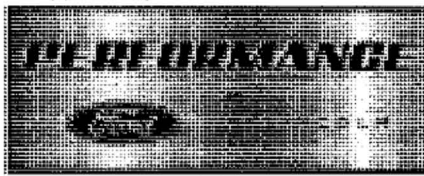
www.safercar.gov

or call:

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



Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington, DC 20077-9382



7601 South Blvd. • Charlotte, NC 28273
704-552-2760



CUSTOMER NO.	ADVISOR PATRICK MILLNER	TAG NO. 807 1109	INVOICE DATE 02/25/17
LABOR RATE	LICENSE NO.	MILEAGE 55,830	COLOR GRAY/
YEAR / MAKE / MODEL 14/FORD/FUSION/4DR SDN TITANIUM FWD	DELIVERY DATE	DELIVERY MILES	STOCK NO.
VEHICLE I.D. NO. 3FA6P0K91ER	SELLING DEALER NO.	PRODUCTION DATE	
F.T.E. NO.	P.O. NO.	R.O. DATE 02/13/17	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 55839

JOB# 1 CHARGES

LABOR
1 21FOZ Steering Diag I TECH(S):153
C/S CAR STALLED, HAD IT JUMP STARTED BUT HAS NO POWER STEERING
THIS IS A ONE TIME GOODWILL GESTURE OFFERED BY PERFORMANCE FORD LINCOLN. NO OTHER WARRANTY EXPRESSED OR IMPLIED
STEERING GEAR
CONDITION CODE: 42
CAUSAL PART: 3504
RVC CODE: RPP78L3CT87Y3
VERIFIED CONCERN, TEST PSCM, NO COMMUNICATION WITH PSCM, RAN NETWORK TEST, PSCM FAILED NETWORK TEST, NO OASIS MESSAGES, PINPOINT TEST P IN WSM SECTION 418-00, P1 TEST SUPPLY VOLTAGE 12VOLTS, P2 TEST GROUND 0.8 OHMS, P3 TEST HSCAN2 1.2 OHMS, P4 INSPECT PSCM CONNECTORS, GOOD, DIRECTED TO PPT A IN WSM SECTION 211-00, A4 BATTERY AT 12.4VOLTS, CHARGING SYSTEM AT 14 VOLTS, A5 TEST PSCM VOLTAGE 12VOLTS, A6 TEST PSCM GROUND, 0.8 OHMS, A7 TEST HSCAN 1.2 OHMS, A14 INSPECT PSCM CONNECTORS, GOOD CONCERN STILL PRESENT, A15 TEST PSCM POWER & GROUND JOINT OPERATION, GOOD, CONCERN STILL PRESENT, A16 PID MONITOR MOD-SUP-V, VOLTAGE DOES NOT DIFFER WHEN WHEELS ARE TURNED, A18 NO TSB OR SSM'S FOUND, FOUND STEERING GEAR IS NOT FUNCTIONING CORRECTLY, REMOVE SUBFRAME FOR ACCESS, REMOVE AND REPLACED STEERING GEAR, REPLACED HARDWARE, APPLIED THREAD LOCK TO STEERING GEAR BOLTS AND TORQUE TO 148 LB FT, APPLIED THREAD LOCK TO SUBFRAME BOLTS AND TORQUE FRONT BOLTS TO 173LB FT AND REAR BOLTS TO 76LB FT AND 270DEGREES, ADJUST FRONT TIE TO SPECS, LEFT BEFORE 0.90 AFTER 0.14, RIGHT BEFORE 0.91 AFTER 0.11, POST-ROAD-TEST.
RVC CODE: RPP78L3CT87Y3

DISCLAIMER OF WARRANTIES
The only warranties applying to this part(s) are those which may be offered by the manufacturer. Performance Ford Lincoln hereby disclaims all warranties, either express or implied including any implied warranties of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from Performance Ford Lincoln any consequential damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	FG9Z-3504-CE	GEAR ASY - STEERING		WARRANTY
	-1	FG9Z-3504-CE	CORE RETURN		WARRANTY
	2	-W500545-S439	BOLT 106599		WARRANTY
	2	-W520214-S442	NUT - HEX. 436396		WARRANTY
	2	-W712503-S440	NUT - HEX. 222804		WARRANTY
	2	-W520215-S440	NUT - HEX. 014244		WARRANTY
	1	-W714878-S439	BOLT 476717		WARRANTY
	2	TA-25-B	ADHESIVE 702926		WARRANTY
				TOTAL - PARTS	0.00

MISC	CODE	DESCRIPTION	CONTROL NO.	WARRANTY
	WC	CUSTOMER PAY ESP DEDUCTABLE	84661	500.00
	WD	WARRANTY ESP DEDUCTABLE	84661	WARRANTY
			TOTAL - MISC	500.00

JOB# 1 TOTALS
MISC 500.00
JOB# 1 JOURNAL PREFIX FOCSS JOB# 1 TOTAL 500.00



Thank You!



7601 South Blvd. • Charlotte, NC 28273
704-552-2760



CUSTOMER NO.	ADVISOR PATRICK MILLNER	807	TAG NO. 1109	INVOICE DATE 02/25/17	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 55,830	COLOR GRAY/	STOCK NO.
GREER, SC	YEAR / MAKE / MODEL 14/FORD/FUSION/4DR SDN TITANIUM FWD			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 3FA6P0K91ER			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O.		R.O. DATE 02/13/17	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

MO: 55839

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$152.55 (+TAX)

TOTALS-----

It is our goal to provide EXCELLENT service.
If we can improve your experience, please call our
Service Director, Gabriel Castaneda @ 704-552-2760EXT 2125
***** THANK YOU! *****

Service & Parts hours:
-Monday - Friday 7:00 am - 6:00 pm
-Saturday 7:00 am - 5:00 pm

Quick Lane Tire & Service Center hours:
-Monday - Friday 7:00 am - 7:00 pm
-Saturday 7:00 am - 5:00 pm

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	500.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	500.00

DISCLAIMER OF WARRANTIES
The only warranties applying to this part(s) are those which may be offered by the manufacturer. Performance Ford Lincoln hereby disclaims all warranties, either express or implied including any implied warranties of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from Performance Ford Lincoln any consequential damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.



Thank You!

Performance Ford Lincoln

7601 South Blvd.
Charlotte , NC 28273
(704) 552-2760

RECEIPT

Customer Information:

[REDACTED]

Invoice Details:

Invoice #: [REDACTED]

Invoice Date: Saturday, February 25, 2017 01:43 PM

GREER SC [REDACTED]
[REDACTED]

Repair Order/Ref #: [REDACTED]

Description of Product/Services

Amount

Service Performed

\$ 500.00

Payment Details:

Paid On: Saturday, February 25, 2017 01:43 PM

Credit Card: XXXXXXXXXXXX [REDACTED] exp XX /XXXX

Card Type: MAST

Cardholder Name: [REDACTED]

Payment Type: Manual

Confirmation #: [REDACTED]

Patrick Millner

THANK YOU!

Customer Signature

Performance Ford Lincoln

Processed by Kaarma eBridge Payments