

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) 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		FOR AGENCY USE ONLY 100148 Date Received 27-FEB-2017 MAY 31 2017		Repository <input type="checkbox"/> Reference No. 10957349	
OWNER INFORMATION (Type or Print)							
Name		Address		City		State	
[REDACTED]		[REDACTED]		HANCOCK		ME	
Zip Code		Evening Telephone Number		E-mail Address		Daytime Telephone Number	
[REDACTED]		[REDACTED]		[REDACTED]		[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				Make		Model	Model Year
3FA6P0K92ER [REDACTED]				FORD		FUSION	2014
Date Purchased		Dealer's Name and Telephone Number			Engine:		Fuel Type:
Aug 2015		Wpcassettford (201) 458-7483			No: Cylinders		
Original Owner <input type="checkbox"/>		Dealer's City		State	Zip Code		
[REDACTED]		[REDACTED]		[REDACTED]	[REDACTED]		6
Transmission Type		<input checked="" type="checkbox"/> Antilock Brakes		Powertrain		Multiple Failure:	
Automatic		<input checked="" 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
						27700	55
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:			
[REDACTED]		<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	Reported to Police
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		0		0	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 DRIVING APPROXIMATELY 55 MPH, THE "POWER STEERING FAILURE STOP NOW" WARNING INDICATOR ILLUMINATED. THE VEHICLE WAS DRIVEN HOME. THE DEALER DIAGNOSED THAT THE STEERING GEAR FAILED AND NEEDED TO BE REPLACED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 27,700.							
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)

When the warning came on the screen I called the nearest car dealer. They were closing on that Saturday and due to predicted snow storm would not be able to look at it until Tues. I called Bangor Ford and they said nothing would probably be harmed if it was driven w/o power steering. On Wed I took it to Bangor and was told it would cost over \$1200 to fix. I called Wiscasset Ford and they said they would fix it for less. We could not agree on a price and the vehicle was not repaired, but the power steering has worked ever since. We were driving in snow for 4 days so when it warmed up something may have melted

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



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