



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

FOR AGENCY USE ONLY 100148

Date Received: 21-JUN-2017
Repository:
Reference No.: 11000461

NOV 15 2017

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

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: LAKE HAVASU CITY State: AZ Zip Code: [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: 3FA6P0H77ER [REDACTED]
Make: FORD Model: FUSION Model Year: 2014
Date Purchased: 02/2015 Dealer's Name and Telephone Number: Paradise Auto 928-680-8733
Original Owner: Dealer's City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED]
Engine: [REDACTED] Fuel Type: Syn.
Transmission Type: Automatic
 Antilock Brakes Powertrain: Yes
 Cruise Control Multiple Failure: Yes
Incident Date(s): 15-JUN-2017

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 162000 STRUCTURE: BODY, 171100 LATCHES/LOCKS/LINKAGES: DOORS: LATCH. Driver Door Latch, Back passenger door latch
Recall on steering wheel bolts and seatbolts malfunction
Failure Mileage: est 46,500
Failure Speed: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]
DOT No. (Example: DOTM19ABC036): [REDACTED] Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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: [REDACTED] Number of Deaths: [REDACTED] 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. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 15V246000 (LATCHES/LOCKS/LINKAGES). THE CONTACT STATED THAT THE FRONT DRIVER SIDE DOOR FAILED TO LATCH AND PREVENTED THE DOOR FROM REMAINING CLOSED. THE DOOR WAS HELD CLOSED BY A BUNGEE CORD. THE VEHICLE WAS TAKEN TO THE LOCAL DEALER (BRADLEY FORD LINCOLN LOCATED AT 1690 INDUSTRIAL BLVD, LAKE HAVASU CITY, ARIZONA, 86403) WHO STATED THAT THEY HAD THE PARTS AND SCHEDULED AN APPOINTMENT THE FOLLOWING WEEK. WHEN THE CONTACT ARRIVED FOR THE APPOINTMENT, HE WAS INFORMED THAT THE RECALL REMEDY PARTS WERE ON BACKORDER FOR SIX MONTHS TO A YEAR, AND THAT THEY WOULD CONTACT HIM WHEN PARTS WERE AVAILABLE. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS UNKNOWN.

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)

On June 10th, 2017 the driver door latch broke, impairing the door to close. Two weeks after the bus passenger door latch broke, impairing the door to be held shut. Upon arrival at the dealership after cancelled appointment, they (Bradley Ford) informed me that the parts for the repair were on back order that could take up to 6 months to one year before being fixed. Also upon arrival to the dealership I was informed of two ~~add~~ additional recalls, one for the bolts in the steering wheel and the other for malfunctioning seatbelts.

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

LAS VEGAS
NV 890
01 SEP '17
PM 5 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, 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



Bradley

FORD - LINCOLN

1690 Industrial Boulevard - Lake Havasu City, AZ 86403
928-855-1191 Fax: 928-855-3212
www.bradleyford.com



LINCOLN

[REDACTED]		VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
LAKE HAVASU CITY, AZ [REDACTED]		3FA6POH77E[REDACTED]	47517	47517	06/28/17 12:40	08/02/17	[REDACTED]
VEHICLE DESCRIPTION						TAG NO.	STATUS
2014 FORD FUSION SE (BLUE)						[REDACTED]	PARTIAL-COMPLETE-P
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	No Charge
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.		RO COMMENT	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	TRENTON HANKINS (269)			

IF YOU ARE NOT COMPLETELY SATISFIED PLEASE LET US KNOW! YOUR PATRONAGE IS OUR MOST IMPORTANT ASSET! THANK YOU FROM ALL OF US!
DENNIS SILVERS, SERVICE MANAGER

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A	RECALL		A83		Warranty	
Concern	Campaign number: 15S16 DOOR LATCH REPLACEMENT - CUSTOMER REQ STAT ORDER ON THESE AS TWO DOORS WILL NOT LATCH CLOSED.					
Correction	Campaign number: 15S16 DOOR LATCH REPLACEMENT					
Part Number		Description			Qty.	
DS7Z 54264A26 A		LATCH			1	
B	RECALL		A83		Warranty	
Concern	Campaign number: 15R01 EPS MOTOR BOLTS - REGIONAL					
Cause	Campaign number: 15R01 EPS MOTOR BOLTS - REGIONAL					
Correction	ck steering gear ok-replace bolts and apply cavity wax-re test-veh okat this time. labor-15r01c-1.0hr					
Part Number		Description			Qty.	
W503298 S439		BOLT			3	
A,VG101A		RUST I			1	
C	RECALL		A83		Warranty	
Concern	Campaign number: 16S42 DRIVER AND PASSENGER FRONT SEATBELT PRETENSIONER CABLE SEPARATION					
Cause	Campaign number: 16S42 DRIVER AND PASSENGER FRONT SEATBELT PRETENSIONER CABLE SEPARATION					
Correction	remove both b pillar trim panels-injetct fluid into both seatbelt cables-re test-veh ok labor-16s42b-0.6hr					
Part Number		Description			Qty.	
XL 21		COATING - ANTI			1	
D +	TOUCHUP		A88		Internal	
Concern	INSIDE AND OUT TOUCH-UP					

Warranty Claim Type: F Authorization Code: Service Cont No:

[REDACTED]		VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
LAKE HAVASU CITY, AZ [REDACTED]		3FA6P0H77ER [REDACTED]	47517	47517	06/28/17 12:40	08/02/17	[REDACTED]
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2014 FORD FUSION SE (BLUE)						[REDACTED]	PARTIAL-COMPLETE-P
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
[REDACTED]	[REDACTED]						No Charge
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.		RO COMMENT	
		[REDACTED]		TRENTON HANKINS (269)			

Totals

TOTAL CUSTOMER	Amount No Charge
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STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence, or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

CUSTOMER SIGNATURE

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON
(DATE)