

JUL 05 2017

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)
Safety Issue Type: Complaints

ca-11000560-6786

June 22 2017 NHTSA ID Number: 11000560

Components: STEERING

NHTSA ID Number 11000560

Incident Date June 09 2017

Consumer Location CLEVELAND, OH

Vehicle Identification Number 1FAHP2D85DG*****

Complaint Summary

CRASH	No	THE ELECTRIC POWER STEERING FAILED WHILE DRIVING ON THE FREEWAY. NOW IT IS VERY HARD TO STEER AND THE STEERING CAPABILITY FEEL AS THOUGH IT IS TRYING TO LOCK UP, WHICH MAKE IT VERY HARD TO CHANGE LANES AND TURN.
FIRE	No	
INJURIES	0	
DEATHS	0	

Associated Products (1)

Vehicle

MAKE	MODEL	YEAR
FORD	TAURUS	2013

NAM
9-93-17
LD

FORD.OEMDTC.COM

Ford Recalls Repair & Diagnostic Tips

15S18 – Reprogram Power Steering Control Module And Steering Gear Extended Coverage – 2011-2013 Ford Lincoln & Mercury

oemdtc May 12, 2016 Recalls

ATTACHMENT III

CERTAIN 2011-2013 FLEX, MKT, TAURUS AND MKS, 2011-2012 FUSION AND MKZ, 2011 MILAN, AND 2013 POLICE INTERCEPTOR SEDAN — REPROGRAM POWER STEERING CONTROL MODULE AND POWER STEERING GEAR EXTENDED COVERAGE

OVERVIEW

In some of the affected vehicles, the power steering system may revert to manual steering mode due to the Power Steering Control Module (PSCM) detecting a motor position sensor fault. In manual steering mode there is still a mechanical linkage between the steering wheel and the road wheels, allowing steering control to be maintained. If this condition should occur, a message will display in the Instrument Cluster Message Center, a chime will sound to inform the driver, and the steering effort may be greater, especially at low speeds.

The purpose of this repair is to update the PSCM to prevent loss of steering assist while driving due to a motor position sensor fault or replace the steering gear *only if there is evidence that certain*

Diagnostic Trouble Codes (DTCs) exist or were previously set, but are no longer present.

SERVICE PROCEDURE

1. Connect IDS and check for DTCs in the PSCM.
 - Are any of the following DTCs present?
 - C1B00-62
 - C200B-2F
 - C200B-61
 - C200B-62
 - C200C-2F
 - C200D-49
 - U0300-00
 - U2011-49
 - U2011-61
 - U3000-46
 - U3000-49
 - U3000-61
 - U3000-72
 - U3000-96
 - P07AE-09
 - Yes – If one or more of the DTCs are present, replace the steering gear. Refer to Workshop Manual (WSM) Section 211-00. Proceed to Step 2.
 - No – Proceed to Step 2.

CUSTOMER #: [REDACTED]

[REDACTED]
INVOICE



FORD WEST
16100 LORAIN AVE.
CLEVELAND, OHIO 44111
Phone: 216-941-9800 * Toll Free: 800-367-3898
SERVICE · PARTS · SALES
Service with "Personal Attention"
www.ganleyfordwest.com

CLEVELAND, OH [REDACTED]
HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

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SERVICE ADVISOR: 2844 DANIEL HARRIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLUE	13	FORD TAURUS	1FAHP2D85DG [REDACTED]		151172/151172	T954

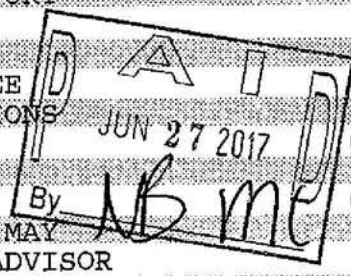
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN13 DD			17:00 27JUN17		0.00	CASH	27JUN17

R.O OPENED	READY	OPTIONS:	DLR:	ENG:
09:24 27JUN17	11:10 27JUN17		[REDACTED]	3.5 Liter TiVCT

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							

A CUSTOMER STATES POWER STEERING IS INOP SERVICE POWER STEERING SYSTEM MESSAGE
 1A SEDS,NGS,WDS OR ECC TEST DIAGNOSIS (DRIVEABILITY)
 8588 CP 99.95 99.95
 PARTS: 0.00 LABOR: 99.95 OTHER: 0.00 TOTAL LINE A: 99.95
 151172 DIAG ELECTRONIC POWER STEERING IS INOPT. BODY, CHASSIS, ELECTRICAL DIAGNOSIS. U3000:49, U3000:61, P07AE:09 CONTROL MODULE INTERNAL ELECTRONIC FAILURE, SIGNAL CALCULATION FAILURE, FRICTION ELEMENT G PERFORMANCE. NEEDS EPAS STEERING GEAR.

B QUALITY CARE MULTI POINT INSPECTION REPORT CARD
 99P QUALITY CARE MULTI POINT INSPECTION REPORT CARD
 8588 CP 0.00 0.00
 GBATT BATTERY INSPECTS OKAY AT THIS TIME-SEE SERVICE ADVISOR IF YOU HAVE ANY QUESTIONS
 8588 CP 0.00 0.00
 NBK NBK 8588 CP 0.00 0.00
 YTIRE TIRES WERE INSPECTED AND CHECKED AND MAY REQUIRE FUTURE ATTENTION-SEE SERVICE ADVISOR IF YOU HAVE ANY QUESTIONS
 8588 CP 0.00 0.00
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00



C FREE ALIGNMENT INSPECTION
 4WAF FREE ALIGNMENT INSPECTION
 8588 CP 0.00 0.00
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

CUSTOMER PAY SHOP MATERIAL FOR REPAIR ORDER 10.00

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND 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 PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.
 By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

***SHOP SUPPLY COSTS:**
 We have added a charge equal to 10% of the total labor cost, not to exceed \$35.00, to the Repair Order for shop supplies used in connection with this repair a minimum charge of \$2.00.
 ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

DATE CUSTOMER SIGNATURE

CUSTOMER #:



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INVOICE

PAGE 2

CLEVELAND, OH

HOME: CONT:

BUS: CELL:

SERVICE ADVISOR: 2844 DANIEL HARRIS

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BLUE	13	FORD TAURUS	1FAHP2D85DG		151172/151172	T954

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN13 DD			17:00 27JUN17		0.00	CASH	27JUN17

R.O. OPENED	READY	OPTIONS:	DLR:	ENG:3.5_Liter_TiVCT
09:24 27JUN17	11:10 27JUN17			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
PARTS AND LABOR TO REPLACE \$2102.71. INCLUDES TAX AND ALIGNMENT					Thank you for your patronage. Any questions or problems with your service visit, please call our service manager Frank Kelly to make us aware of any problems and give us the opportunity to make you COMPLETELY SATISFIED MON&THUR 7:30-7:00, TUES, WED, FRI 7:30-6:00 SATURDAY 8:00-4:00		

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND 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 PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

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ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	99.95
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	10.00
TOTAL CHARGES	109.95
LESS DISCOUNT	0.00
SALES TAX	8.80
PLEASE PAY THIS AMOUNT	118.75

DATE CUSTOMER SIGNATURE



LINCOLN MERCURY

SERVICE

EXTENDED SERVICE PLAN
 Yes No
 Genuine Ford ESP

Owner Advantage Rewards
 Member #: _____
 Service Balance: _____

Multi-Point Inspection Report Card as Recommended by Ford Motor Company

Ganley Ford West Inc.
 16100 Lorain Ave.
 Cleveland, OH 44111

Name: _____

E-Mail Address: _____

Today's Date: 06/27/2017 RO/Tag: _____ State Inspec. Month: _____

Make/Model/Year: 2013 FORD TAUR Mileage: 151172

VIN #: 1FAHP2D85DG Plate #: _____

SCHEDULED MAINTENANCE ITEMS DUE*			
DUE	SERVICED	DUE	SERVICED
<input type="checkbox"/> THE WORKS FUEL SAVER PACKAGE	<input type="checkbox"/>	<input checked="" type="checkbox"/> Engine Air Filter	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Oil Change & Filter	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Engine Coolant	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Tire Rotation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Transmission Fluid &/or Filter	<input checked="" type="checkbox"/>
<input type="checkbox"/> Multi-Point Inspection	<input type="checkbox"/>	<input checked="" type="checkbox"/> Cabin Air Filter	<input checked="" type="checkbox"/>
<input type="checkbox"/> Fuel Filter	<input type="checkbox"/>	<input checked="" type="checkbox"/> Spark Plugs	<input checked="" type="checkbox"/>

*This is only a partial list of vehicle maintenance items and is NOT all-inclusive. Please consult your Owners Manual or visit www.genuineservice.com for vehicle specific maintenance requirements.

CHECK FLUID LEVELS AND FILL				SERVICED
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Oil and/or fluid leaks		<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Engine Oil	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Power Steering	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Transmission (if equipped with dipstick)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Brake Reservoir	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Window Washer	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Coolant Recovery Reservoir	<input checked="" type="checkbox"/>	<input type="checkbox"/>

BATTERY		SERVICED
State of Health	Battery Condition	<input type="checkbox"/>
0%	100%	
Factory spec cold cranking amps	Actual cold cranking amps	<input type="checkbox"/>

EXTERIOR BODY
Note any existing exterior body damage or defects on diagram

SYNC VEHICLE HEALTH REPORT (VHR)			ACTIVATED
VHR Activation	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A		<input type="checkbox"/>

LEGEND

May contribute to vehicle efficiency and promote a greener environment

Checked and OK at this time May require future attention Requires immediate attention

CHECK FOLLOWING SYSTEMS/COMPONENTS		SERVICED
BRAKE SYSTEM		
<input type="checkbox"/>	Brake system (including lines, hoses, and parking brake)	<input checked="" type="checkbox"/>
STEERING AND SUSPENSION		
<input type="checkbox"/>	Shocks/struts and other suspension components for leaks and/or damage	<input type="checkbox"/>
<input type="checkbox"/>	Steering, steering linkages and ball joints	<input type="checkbox"/>
EXHAUST SYSTEM		
<input type="checkbox"/>	Exhaust system (leaks, damage, loose parts)	<input checked="" type="checkbox"/>
TRANSMISSION AND DRIVE AXLE		
<input type="checkbox"/>	Clutch operation (if equipped)	<input type="checkbox"/>
<input type="checkbox"/>	Constant velocity (CV) drive axle boots (if equipped)	<input type="checkbox"/>
<input type="checkbox"/>	Drive shaft, transmission, u-joint and shift linkage (if equipped) and lubricate (as needed)	<input type="checkbox"/>
LIGHTS/BLADES/WINDSHIELD		
<input checked="" type="checkbox"/>	Operation of horn, interior lights, exterior lamps, turn signals, hazard and brake lamps	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Windshield washer spray, wiper operation and wiper blades	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Windshield for cracks, chips and pitting	<input type="checkbox"/>
BELTS/HOSES/MOUNTS		
<input type="checkbox"/>	HVAC system and hoses/lines for leaks and/or damage	<input type="checkbox"/>
<input type="checkbox"/>	Engine Cooling System, radiator, hoses and clamps	<input type="checkbox"/>
<input type="checkbox"/>	Accessory drive belt(s)	<input type="checkbox"/>

TIRE/BRAKE WEAR			
TIRE TREAD	7/32" and greater	4/32" to 6/32"	3/32" and less
BRAKE LINING	Over 5mm or 7/32" (Disc) or Over 2mm or 3/32" (Drum)	3 to 5mm or 4/32" to 7/32" (Disc) or 1.01 to 2mm (Drum) or 2/32" to 3/32"	Less than 3mm or 4/32" (Disc) or 1mm or 2/32" or less (Drum)

TIRE WEAR INDICATES:	SERVICED
<input type="checkbox"/> Alignment check needed	<input type="checkbox"/>
<input type="checkbox"/> Wheel balance needed	<input type="checkbox"/>
<input type="checkbox"/> Tire repair needed	<input type="checkbox"/>
<input type="checkbox"/> Brake measurements not taken this service visit	<input type="checkbox"/>
TIRE RECALLS	SERVICED
<input type="checkbox"/> Check for open tire recalls	<input type="checkbox"/>

LEFT FRONT		SERVICED	RIGHT FRONT		SERVICED
<input checked="" type="checkbox"/>	Tire Tread Depth <u>5</u> /32"	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Tire Tread Depth <u>5</u> /32"	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Tire Age _____	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Tire Age _____	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Tire Wear Pattern/Damage	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Tire Wear Pattern/Damage	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Tire Pressure - set to factory recommended PSI	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Tire Pressure - set to factory recommended PSI	<input type="checkbox"/>
<input type="checkbox"/>	Brake Lining _____ mm _____ /32"	<input type="checkbox"/>	<input type="checkbox"/>	Brake Lining _____ mm _____ /32"	<input type="checkbox"/>
LEFT REAR		SERVICED	RIGHT REAR		SERVICED
<input checked="" type="checkbox"/>	Tire Tread Depth <u>7</u> /32"	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Tire Tread Depth <u>7</u> /32"	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Tire Age _____	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Tire Age _____	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Tire Wear Pattern/Damage	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Tire Wear Pattern/Damage	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Tire Pressure - set to factory recommended PSI	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Tire Pressure - set to factory recommended PSI	<input type="checkbox"/>
<input type="checkbox"/>	Brake Lining _____ mm _____ /32"	<input type="checkbox"/>	<input type="checkbox"/>	Brake Lining _____ mm _____ /32"	<input type="checkbox"/>
SPARE TIRE		SERVICED			
<input checked="" type="checkbox"/>	Tire Pressure - set to factory recommended PSI	<input type="checkbox"/>			

Service Advisor: Daniel Harris

Technician: Daniel Scuro

Customer Signature: _____

(216) 941-9800
GANLEY FORD WEST, INC.
16100 LORAIN ROAD
CLEVELAND, OH 44111

06/27/2017

11:21:06

CREDIT CARD

MC SALE

CARD #	XXXXXXXXXX
INVOICE	
SEQ #:	0005
Batch #:	001072
Approval Code:	H14075
Entry Method:	Manual
Mode:	Online
SALE AMOUNT	\$118.75

CUSTOMER COPY



CLEVELAND, OHIO



CLEVELAND OH 440

29 APR 2004 7:58 AM



NHTSA
1200 NEW JERSEY AVE, SE
WEST BUILDING
WASHINGTON, DC 20590

20590-

