



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  
28-NOV-2017  
**JAN 22 2018**

Repository   
Reference No.  
11050960

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City NEVADA State TX Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]  
Evening Telephone Number [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: 1FAHP2F88DG [REDACTED]  
Make FORD Model TAURUS Model Year 2013

Date Purchased July 10<sup>th</sup> 2017 Dealer's Name and Telephone Number Rockwall Dodge (469) 698-2100 Engine: 3.5 No: Cylinders V6 Fuel Type: gas

Original Owner  Dealer's City Rockwall State TX Zip Code 75087

Transmission Type auto  Antilock Brakes Powertrain Multiple Failure: Incident Date(s) 14-NOV-2017  
 Cruise Control

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 010000 STEERING Failure Mileage 108000 Failure Speed 5

**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)  Original Equipment Failure Location:  Prior Repair

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 2013 FORD TAURUS. WHILE DRIVING APPROXIMATELY 5 MPH, THE STEERING WHEEL BECAME DIFFICULT TO TURN AND THE STEERING WARNING INDICATOR ILLUMINATED WHILE THE FAILURE OCCURRED. THE CONTACT WAS ABLE TO TURN THE ENGINE OFF FOR A BRIEF MOMENT TO BRING THE STEERING WHEEL BACK TO NORMAL. THE FAILURE WAS EXPERIENCED SEVERAL TIMES. THE VEHICLE WAS TAKEN TO ROCKWALL FORD (990 EAST INTERSTATE 30, ROCKWALL, TX 75087 PHONE (972) 290-2200) WHERE IT WAS DIAGNOSED THAT THE STEERING GEAR NEEDED TO BE REPLACED. THE MANUFACTURER STATED THAT THE VEHICLE WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 15V340000 (STEERING). THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 108,000.

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 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.

# Rockwall

FORD - MERCURY

P.O. Box 787 • 990 E. I-30  
Rockwall, Texas 75087

Phone: (972) 290-2200 • Fax: (972) 290-2291

FOR SERVICE APPOINTMENT CALL (972) 290-2290

**\*INVOICE\***

Invoice #:

DUPLICATE 1

Tag #: **T7568**

JOSEPHINE, TX

Home: Bus:

Customer #

Cell: Email:

Service Advisor: **665 FLOYD HUMES**

COLOR	YEAR	MAKE	MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT		
RED	13	FORD	TAURUS	1FAHP2F88DG		108196	108197		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
11JUL17			17:00 02DEC17		0.00	CASH	05DEC17	11:41 21NOV17	15:10 05DEC17

OPTIONS: SOLD-STK.DG171896 ENG:3.5 Liter, TVCT

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	POWER STEERING FAULT NO ASSIST						
	M REPLACE STEERING RACK						
						350.30	350.30
	1 EG1Z*3504*H GEAR ASY - STEERING				1368.67	1053.88	1053.88
PARTS:	1053.88	LABOR:	350.30	OTHER:	0.00	TOTAL LINE A:	1404.18
	108196 3.1 REPLACED STEERING GEAR.						
*****							
B	MULTI POINT INSPECTION						
	99P MULTI POINT INSPECTION					0.00	0.00
	870 CP						
	YTIRE YELLOW TIRE MEASUREMENT 4/32 TO 6/32					0.00	0.00
	870 CP						
	YBK YELLOW BRAKE MEASUREMENT					0.00	0.00
	870 CP						
	YBATT BATTERY TESTED WEAK					0.00	0.00
	870 CP						
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00
	108196 YELLOW TIRES BRAKES BATTERY						
*****							
C	WASH VEHICLE						
	WASH WASH VEHICLE					0.00	0.00
	870 CP						
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00
*****							
D**	4 WHEEL ALIGNMENT ROAD TEST						
	24F 4 WHEEL ALIGNMENT ROAD TEST					89.95	89.95
	870CPMAP						
	FDA VIP DISCOUNT APPLIED					-30.00	-30.00
	CP						
PARTS:	0.00	LABOR:	89.95	OTHER:	-30.00	TOTAL LINE D:	59.95
	108197 PERFORMED 4 WHEEL ALIGNMENT, ROAD TEST.						
*****							

**How did we do?**

REVIEW US ONLINE BY  
SCANNING THIS CODE



**Limited warranty on repairs 12 Months or 12,000 miles, whichever comes first.**

FOR A PERIOD OF 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST, AT OUR DISCRETION WE WILL REPAIR OR REPLACE ANY PARTS WHICH WE DETERMINE ARE DEFECTIVE, AT NO COST TO OUR CUSTOMER, IN LIEU OF OR IN ADDITION TO THE FOREGOING, WE WILL REPERFORM ANY LABOR, WHICH WE DETERMINE WAS PERFORMED INCORRECTLY, AT NO COST TO OUR CUSTOMER. ALL REPAIRS MUST BE PERFORMED IN OUR SERVICE DEPARTMENT. THIS LIMITED WARRANTY DOES NOT COVER DAMAGE DUE TO ACCIDENTS, MISUSE, ALTERATIONS, MODIFICATIONS, DAMAGE CAUSED BY THE ENVIRONMENT, OR DAMAGE CAUSED BY IMPROPER MAINTENANCE. THIS LIMITED WARRANTY DOES NOT COVER INCIDENTAL OR CONSEQUENTIAL DAMAGES, EXAMPLES OF WHICH INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING: LOSS OF USE OF THE VEHICLE, LOSS OF TIME, INCONVENIENCE, EXPENSE FOR CAR RENTAL, GASOLINE, TELEPHONE, TRAVEL, LODGING, LOSS OR DAMAGE TO PERSONAL PROPERTY, COMMERCIAL LOSS, AND LOSS OF REVENUE OR PROFITS. THERE ARE NO OTHER WARRANTIES EXPRESS OR IMPLIED, OTHER THAN THOSE WARRANTIES INCLUDED IN THE MANUFACTURERS WARRANTY.

Rockwall Ford Mercury and any other owner or service of this account may use any contact information you give us, including but not limited to email addresses, cell phone numbers, and landline numbers, to contact you, including but not limited to, using automated dialing equipment, automated messages and prerecorded messages for informational purposes related to this account, including servicing, in addition, by signing below, you agree that Rockwall Ford Mercury and any other owner or service of this account may deliver or cause to be delivered advertisements and/or telemarketing calls and text messages using an automatic telephone dialing system or a prerecorded or artificial voice message to the phone number that is attached to your account. You also understand that you are not required to provide this authorization as a condition of obtaining credit or any other product or service.

CUSTOMER SIGNATURE **X**

In addition to the charges for parts, labor, tax, etc. Rockwall Ford Mercury also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, nuts, bolts, screws, and cleaned, small amounts of lubricant, etc. This charge is calculated as a percentage of the total labor charge.

STATEMENT OF DISCLAIMER: The factory warranty constitutes all of the warranties with respect to the sale of this item. The Seller hereby expressly disclaims all warranties other express or implied, including any implied warranty for its any liability in connection with the sale of this item.

**Notice Pursuant to §70.001, Texas Property Code**

I am the person or agent acting on behalf of the person, who is obligated to pay for repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with §9.009, Texas Business and Commerce Code, if a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account or the account on which it is drawn has been closed.

(Date) Signature of Person Responsible or Agent for Person Responsible

**X**

LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

# Rockwall

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\*INVOICE\*

Invoice

DUPLICATE 1

Tag #: T7568

JOSEPHINE, TX

Home [REDACTED] Bus: [REDACTED]

Customer # [REDACTED]

Service Advisor: 665 FLOYD HUMES

Cell: [REDACTED] Email: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
RED	13	FORD TAURUS	1FAHP2F88D0	[REDACTED]	108196	108197			
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE	R.O. OPENED	READY
11JUL17			17:00 02DEC17		0.00	CASH	05DEC17	11:41 21NOV17	15:10 05DEC17

OPTIONS: SOLD-STKIDG171895-ENG 3.6 Liter TVCT

## How did we do?

REVIEW US ONLINE BY  
SCANNING THIS CODE



LINE OPCODE TECH TYPE HOURS

THANK YOU FOR YOUR BUSINESS  
IN THE NEXT FEW WEEKS YOU MAY RECEIVE A  
SURVEY FROM FORD MOTOR COMPANY, PLEASE RETURN  
THIS SURVEY FOR A CHANCE TO WIN \$250  
\*\*\*\*\*1 WINNER PER MONTH\*\*\*\*\*

OK # [REDACTED]

**Limited warranty on repairs 12 Months or 12,000 miles, whichever comes first.**  
FOR A PERIOD OF 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST, AT OUR DISCRETION WE WILL REPAIR OR REPLACE ANY PARTS WHICH WE DETERMINE ARE DEFECTIVE, AT NO COST TO OUR CUSTOMER. IN LIEU OF OR IN ADDITION TO THE FOREGOING, WE WILL REPERFORM ANY LABOR, WHICH WE DETERMINE WAS PERFORMED INCORRECTLY, AT NO COST TO OUR CUSTOMER. ALL REPAIRS MUST BE PERFORMED IN OUR SERVICE DEPARTMENT. THIS LIMITED WARRANTY DOES NOT COVER DAMAGE DUE TO ACCIDENTS, MISUSE, ALTERATIONS, MODIFICATIONS, DAMAGE CAUSED BY THE ENVIRONMENT, OR DAMAGE CAUSED BY IMPROPER MAINTENANCE. THIS LIMITED WARRANTY DOES NOT COVER INCIDENTAL OR CONSEQUENTIAL DAMAGES, EXAMPLES OF WHICH INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING: LOSS OF USE OF THE VEHICLE, LOSS OF TIME, INCONVENIENCE, EXPENSE FOR CAR RENTAL, GASOLINE, TELEPHONE, TRAVEL, LODGING, LOSSES OR DAMAGE TO PERSONAL PROPERTY, COMMERCIAL LOSS, AND LOSS OF REVENUE OR PROFITS. THERE ARE NO OTHER WARRANTIES EXPRESS OR IMPLIED, OTHER THAN THOSE WARRANTIES INCLUDED IN THE MANUFACTURERS WARRANTY.  
Rockwall Ford Mercury and any other owner or servicer of this account may use any contact information you give us, including but not limited to email addresses, cell phone numbers, and landline numbers, to contact you, including but not limited to, using automated dialing equipment, automated messages and prerecorded messages for informational purposes related to this account, including servicing. In addition, by signing below, you agree that Rockwall Ford Mercury and any other owner or servicer of this account may deliver or cause to be delivered advertisements and/or telemarketing calls and text messages using an automatic telephone dialing system or a prerecorded or artificial voice message to the phone number that is attached to your account. You also understand that you are not required to provide this authorization as a condition of obtaining credit or any other product or service.

**STATEMENT OF DISCLAIMER:** The factory warranties constitute all of the warranties with respect to the sale of this item. This dealer hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Sales tax/other amounts not authorized any other person to assume for a any liability in connection with the sale of this item/vehicle.  
**Notice Pursuant to 570.001, Texas Property Code**

I am the person or agent acting on behalf of the person, who is obligated to pay for repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with § 570.001, Texas Business and Commerce Code. If a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account or the account on which it is drawn has been closed.  
(Date) Signature of Person Responsible or Agent for Person Responsible

X  
CUSTOMER SIGNATURE X

LABOR AMOUNT	440.25
PARTS AMOUNT	1053.88
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	1494.13
ADJUSTMENTS	30.00
SALES TAX	86.95
PLEASE PAY THIS AMOUNT	1551.08

In addition to the charges for parts, labor, tax, etc. Rockwall Ford Mercury also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, nuts, bolts, screws, and cleaners, small amounts of lubricant, etc. This charge is calculated as a percentage of the total labor charge.

CUSTOMER COPY

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THANK YOU!