



U.S. Department of Transportation
National Highway Traffic Safety Administration

**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	Repository <input type="checkbox"/>
08-JAN-2018	Reference No. 11061253

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

OWNER INFORMATION (Type or Print)

Name	[REDACTED]		
Address	[REDACTED]		
City	State	Zip Code	
ATHENS	AL	[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
1FAHP2F85DG [REDACTED]	FORD	TAURUS	2013
Date Purchased	Dealer's Name and Telephone Number		Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:
	<input type="checkbox"/> Cruise Control		Incident Date(s)
			08-JAN-2018

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING	Failure Mileage	Failure Speed
	74000	65

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 <input type="checkbox"/> Prior Repair	Failure Location:
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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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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. ON SEVERAL OCCASIONS, WHILE DRIVING 65 MPH, THE STEERING WHEEL BECAME DIFFICULT TO MANUEVER. THE POWER STEERING ASSIST INDICATOR ILLUMINATED. THE CONTACT CALLED MCCLARY FORD INC. AT (256) 232-4242 (1104 US HWY 72 E, ATHENS, AL 35611). THE CONTACT WAS UNABLE TO GET THE VEHICLE TO THE DEALER. THE VEHICLE WAS TOWED TO AN INDEPENDENT MECHANIC, BUT THE CAUSE OF THE FAILURE COULD NOT BE DETERMINED. THE VEHICLE WAS NOT REPAIRED. THE CONTACT REFERENCED NHTSA CAMPAIGN NUMBER: 15V340000 (STEERING). THE MANUFACTURER WAS NOT NOTIFIED. THE APPROXIMATE FAILURE MILEAGE WAS 74,000.

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.

Alabama Automotive&Diesel Repair
 102 W Sanderfer Rd. Suit A
 Athens, AL. 35611
 Phone: 256-444-4325 Fax:
 We are here to serve all your automotive needs

INVOICE
 [Redacted]
 Org. Est. # [Redacted]

INVOICE

Date: 01/11/2018

[Redacted]
 ATHENS, AL
 Home : [Redacted]

2013 Ford - Taurus Limited - 3.5L, V6 (213CI) VIN(8)
 Lic # : [Redacted] Odometer In : 0
 VIN# : 1FAHP2F85 DG [Redacted]

Part Description / Number	Qty	Sale	Ext	Labor Description	Ext
STEERING ASSEMBLY EG1Z-3504-H	1.00	1,424.36	1,424.36	TOW BILL	45.00
				ELECTRONIC STEERING GEAR ASSEMBLY - Remove & Replace - Limited,SE,SEL,V6	214.50
				FORD FLASH PCM	110.00
				VEHICLE ARRIVED ON 1/10/2018 WITH NO POWER STEERING RACKED VEHICLE TO INSPECT POWER STEERING ASSEMBLY FOUND NOTHING IN VISIAL INSPECTION HOOKED SCAN TOOL TO VEHICLE FOUND CODE C0710 THE CODE REFRENCED US TO THE STEERING ANGLE SENSOR WITCH IS LOCATED IN THE POWER STEERING MOTOR HOUSING REPLACED POWER STEERING MOTOR THAT INCLUDES COPLETE RACK AND PINION SENT TO FORD DEALER MADE IT RE PROGRAMED IT DID FIX VEHICLE . THIS VEHICLE HAD 75030 MILES ON IT WHIN THIS OCCURED.	

Total ~~\$2,177.95~~
 ✓ \$1,978.81

Org. Estimate 1,839.30 Revisions 0.00 Current Estimate 1,839.30

Labor:	369.50
Parts:	1,424.36
SubTotal:	1,793.86
Tax:	0.00
Total:	1,793.86
Bal Due:	\$0.00

[Payments - MasterCard - \$1,793.86]
 Vehicle Received: 1/11/2018

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one year @ 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Signature [Redacted] Date 1/18/18 Time _____

Alabama Automotive & Diesel Repair
 102 W Sanderfer Rd. Suit A
 Athens, AL. 35611
 Phone: 256-444-4325 Fax:
 We are here to serve all your automotive needs

INVOICE

Org. Est. # [REDACTED]

INVOICE

Date: 01/11/2018

Muscle Shoals, AL [REDACTED]
 Home: [REDACTED]

2013 Ford - Taurus Limited - 3.5L, V6 (213CI) VIN(8)
 Lic #: [REDACTED]

Odometer In : 0

VIN #: 1FAHP2F85 DG [REDACTED]

Part Description / Number	Qty	Sale	Ext	Labor Description	Ext
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STEERING ASSEMBLY	1.00	1,424.36	1,424.36		
EG1Z-3504-H					
Shop Supplies					

TOW BILL					45.00
ELECTRONIC STEERING GEAR ASSEMBLY - Remove & Replace - Limited, SE, SEL, V6			25.00		214.50

ALABAMA AUTO & DIESEL

102 W SANDERFER RD STE A
 ATHENS, AL 35611
 2564444325

Cashier: BRANDON LOONEY

Transaction [REDACTED]

Total \$1,424.36

CREDIT CARD SALE \$1,424.36

MASTERCARD [REDACTED]

11-Jan-2018 11:30:24A

\$1,424.36 | Method: EMV

MasterCard XXXXXXXXXX [REDACTED]

Ref #: [REDACTED]

Auth #: [REDACTED]

MID: ***** [REDACTED]

AID: A0000 [REDACTED]

AthNtwkNm: MASTERCARD

SIGNATURE VERIFIED

Online: https:// [REDACTED]

1,839.30 Revisions 0.00 Current Estimate 1,839.30

Labor:	259.50
Parts:	1,449.36
SubTotal:	1,708.86
Tax:	130.44
Total:	1,839.30
Bal Due:	\$414.94

ents - MasterCard - \$1,424.36 |

Received: 1/11/2018

I authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described at, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs. Warranty work has to be performed in our shop & cannot exceed the original cost of repair. Whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Date 1/18/18

Time 11:20

McClary Tire Company

East Hobbs St. Center, PO Box 1106, Athens, AL 35612
 Phone: 256-232-2630 Fax: 256-232-2782

Customer Information	Invoice	Additional Information
[REDACTED] Athens, AL [REDACTED] Acct Number: [REDACTED]	Date: 1/12/2018 Reference: [REDACTED] Salesperson: JARED GENTILCORE Offer Code: Route: Delivery Date:	PO Number: Work Order#: [REDACTED] Misc.: Misc.: Entered By: KASEY HARBIN

Qty	Description	FET	Unit Price	Ext. Price
1.00	4 WHEEL ALIGNMENT		74.95	74.95
	4-WHEEL ALIGNMENT			
	Taxable			
			Subtotal:	74.95
			Total:	\$74.95
			1/12/2018 Payment# [REDACTED] Amount:	\$74.95
			VISA 74.95	
			Balance	\$0.00

Terms:

Due Date	Due Amount	Amt Remain
2/10/2018	\$74.95	\$0.00

Thank you for your business. Please come again!

Security Agreement:

Buyer grants to the Seller a security in the above merchandise until the indebtedness including finance charges are paid in full. Until payment in full has been made, Buyer agrees that: (1) Seller shall retain title to said merchandise; (2) Buyer will have the risk of Loss or Damage; (3) Buyer will not sell, transfer possession or remove or encumber above merchandise without Seller's written consent; (4) If Buyer defaults in payment of any installment, Seller may declare the entire balance due and payable and Seller may at its option take back the merchandise or affirm the sale and hold buyer Liable for the unpaid balance, including any reasonable attorney fees or collection charges permitted by law; (5) The Seller shall have all the rights, options and duties under the Uniform Commercial Code at this State. Security interest in the goods herein described shall terminate as the unpaid balances for them are paid.

Signature [REDACTED]

ORDER #: [REDACTED]

INVOICE



McCLARY

1104 US Highway 72 East · P.O. Box 530
Athens, AL 35611
Phone: (256) 232-4242 · Fax: (256) 232-7842
www.mcclaryforddirect.com

AMA AUTOMOTIVE
W SANDERFER ROAD
NS, AL 35613
:256-771-3109 CONT:256-771-3109
256-444-4325 CELL:

PAGE 1

SERVICE ADVISOR: 1571 DANIEL WATKINS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	13	FORD TAURUS	1FAHP2F85DG [REDACTED]		75030/75030	T7379	
DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
11JAN18 DD			17:00 16JAN18		0.00	VMC	11JAN18
R.O. OPENED	READY	OPTIONS:	SOLD-STK:	DLR:			

DESCRIPTION	LIST	NET	TOTAL
29 11JAN18 13:58 11JAN18 E OPCODE TECH TYPE HOURS			
CUSTOMER (SHOP) STATES PROGRAM NEW POWER STEERING MODULE AND RACK-ADVISED NO WARRANTY ON CUSTOMER OWN PARTS AND PROGRAM			
11 E		100.00	100.00
PTS: 1479 C			
5030 program pscm		0.00	0.00
LABOR: 100.00 OTHER: 0.00			
TOTAL LINE A:			100.00

 CUSTOMER PAY MATERIAL COST FOR REPAIR ORDER 10.00
 WE RESTRICT ACCESS TO NON-PUBLIC INFORMATION
 TO THOSE EMPLOYEES WHO ONLY NEED IT. WE MAIN
 TAIN PHYSICAL ELECTRONIC AND PROCEURAL SAFE
 GUARDS THAT COMPLY WITH FEDERAL REGULATIONS T
 O GUARD YOUR NON-PUBLIC PERSONAL INFORMATION.
 CUSTOMER ACKNOWLEDGEMENT: I ACKNOWLEDGE AND
 AGREE TO MCCLARY FORD'S INFORMATION POLICY

DEBIT SALE

AMOUNT \$110.00

APPROVED

Thank You
Please Come Again

CUSTOMER COPY

US [REDACTED]
 AID: [REDACTED]
 TVR: 80 80 04 80 00
 TSI: 68 00

REF: [REDACTED]
 RRN: [REDACTED]
 1430/24

MCCLARY FORD LINCOLN
 MERCURY INC
 104 HWY 72 EAST
 ATHENS, AL 35761
 256/232-2331

ALTERNATE DISPUTE RESOLUTION AGREEMENT

The Dealer and Customer(s) agree, in connection with the resolution of any dispute arising out of any past, present or future inspection, diagnosis, repair made and parts supplied to or for the vehicle described on this or any other repair order, (including, but not limited to, the terms of the repair order, the terms, conditions, construction and enforceability of this arbitration agreement, the condition of the vehicle, the inspection, diagnosis, repairs made or parts supplied to or for the vehicle or the customer, the representations, promises, warranties, undertaking or covenants made by the Dealer in connection therewith), that they will submit such dispute(s) to binding arbitration, pursuant to the provisions of 9 U.S.C. Section 1, et. seq. and according to the Commercial Rules of the American Arbitration Association then existing in the County where the dealership is located, except that the arbitrators impaneled to arbitrate this matter shall be selected by the parties to this agreement as follows: The dealer shall select an arbitrator; the Customer(s) shall select an arbitrator; the two arbitrators so selected shall select a third arbitrator, who shall be certified A.S.E. (American Society of Engineers) Master Mechanic. THIS ARBITRATION SHALL BE IN LIEU OF ANY CIVIL LITIGATION IN ANY COURT, AND IN LIEU OF ANY TRIAL BY JURY.

DESCRIPTION	TOTALS
LABOR AMOUNT	100.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	10.00
TOTAL CHARGES	110.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	110.00

CUSTOMER SIGNATURE [REDACTED]



Randy's Towing & Recovery LLC
 102 W Sanderford Rd. Ste B
 Athens, AL 35601
 256-206-9311

ROAD SERVICE

TIME OF CALL AM PM	DATE IN 1-8-14	DATE OUT	TIME START AM	TIME FINISH AM	REQUESTED BY	PO/CASE #	OFFICER NAME
NAME			ADDRESS			PHONE #	
CITY Athens			STATE AL			ZIP	
YEAR 13	MAKE/MODEL Ford Taurus		COLOR Silver	ODOMETER	DR		
MARKER PLATE #	STATE	VIN # 1F-AHP-195DG	REGISTERED OWNER				
LOCATION OF VEHICLE Wellness Center			TOWED TO Alabama Int'l Diesel Repair				
INSPECTED BY INSURANCE CO.		APPRaiser NAME W.S. ...			DATE		
RELEASED BY		DATE	PHONE #	DRIVER			
REASON FOR TOW				TYPE OF TOW		PERSONAL'S TAKEN BY	
<input type="checkbox"/> ACCIDENT <input type="checkbox"/> BREAK DOWN <input type="checkbox"/> ABANDONED <input type="checkbox"/> UNREGISTERED <input type="checkbox"/> NO START <input type="checkbox"/> OUT OF GAS <input type="checkbox"/> FLAT TIRE <input type="checkbox"/> FIRE LANE <input type="checkbox"/> LOCK OUT <input type="checkbox"/> NO TRESPASS <input type="checkbox"/> TOW ZONE <input type="checkbox"/> ARREST <input type="checkbox"/> STOLEN <input type="checkbox"/> IMPOUNDED <input type="checkbox"/> SNOW REMOVAL				<input type="checkbox"/> SLING/HOIST <input type="checkbox"/> FLAT BED/RAMP <input type="checkbox"/> WHEEL LIFT		DATE	
SPECIAL EQUIPMENT USED				TOWED PER ORDER OF		VEHICLE STORAGE TIME	
<input type="checkbox"/> WINCH <input type="checkbox"/> FLARES <input type="checkbox"/> DOLLIES <input type="checkbox"/> SCOTCH BLOCKS <input type="checkbox"/> RAMPS <input type="checkbox"/> <input type="checkbox"/> SNATCH BLOCKS				<input type="checkbox"/> STATE POLICE <input type="checkbox"/> LOCAL POLICE <input type="checkbox"/> OWNER OF A CAR <input type="checkbox"/> DEALER		FROM TO DAYS @ S	
METHOD OF PAYMENT				OTHER SERVICES		INDICATE DAMAGED AREA(S) ON VEHICLE	
<input type="checkbox"/> CASH <input type="checkbox"/> CHECK DRIVER'S LIC. # <input type="checkbox"/> VISA <input type="checkbox"/> M/C <input type="checkbox"/> EXP. DATE				<input type="checkbox"/> SWEEP <input type="checkbox"/> FIRST AID <input type="checkbox"/> REMOVE AXLE <input type="checkbox"/> SECURE LOOSE PARTS		KEYS LEFT Y N RADIO Y N	
CREDIT CARD #				MILEAGE		TOWING CHARGE	
AUTHORIZED SIGNATURE				FINISH		45	
DATE				START		MILEAGE	
DRIVER #				TOTAL		LABOR	
TRUCK #				LABOR TIME		EXTRA PERSON	
DATE				FINISH		SPECIAL EQUIPMENT	
DATE				START		STORAGE	
DATE				TOTAL		SUBTOTAL	
DATE				EXTRA PERSON		TAX	
DATE				FINISH		TOTAL	
DATE				START		415	
DATE				TOTAL		66	

We cannot be responsible for damages caused by faulty tires, bumper brackets, etc. This company assumes no responsibility for loss or damage by theft, fire or any other cause beyond our control, to any vehicle placed with them for storage or repair.

© 2011 GMC Specialty Brands, LLC.
THANK YOU!
 PRODUCT 8780-3

Don
 Hwy 72 East



ALABAMA AUTO & DIESEL

102 W SANDERFER RD STE A

ATHENS, AL 35611

2564444325

Cashier: BRANDON LOONEY

Transaction [REDACTED]

Total **\$369.50**

CREDIT CARD SALE \$369.50
MASTERCARD [REDACTED]

11-Jan-2018 2:34:24P

\$369.50 | Method: EMV

MasterCard XXXXXXXXXX [REDACTED]

[REDACTED]

Rel # [REDACTED]

Auth # [REDACTED]

MID: [REDACTED]

AID: A00000 [REDACTED]

AthNtwkNm: MASTERCARD
SIGNATURE VERIFIED

Online: https [REDACTED]



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NEF-160

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

