

 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-2018 APR 18 2018	Repository ☐ Reference No. 11075174
OWNER INFORMATION (Type or Print)					
Name [REDACTED]				Daytime Telephone Number [REDACTED]	
Address [REDACTED]				E-mail Address [REDACTED]	
City ELYRIA		State OH	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 1FADP3F21E [REDACTED]			Make FORD	Model FOCUS	Model Year 2014
Date Purchased 4-2017	Dealer's Name and Telephone Number Automation			Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City Bedford	State OH	Zip Code		
Transmission Type	☒ Antilock Brakes	Powertrain	Multiple Failure:		Incident Date(s) 27-FEB-2018
	☒ Cruise Control				
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 010000 STEERING				Failure Mileage 49800	Failure Speed 15
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)		☐ Original Equipment ☐ 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 ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Deaths	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 FOCUS. WHILE DRIVING APPROXIMATELY 15 MPH, A WARNING ALARM SOUNDED AND A STEERING FAILURE WARNING MESSAGE DISPLAYED. THE POWER STEERING SUDDENLY MALFUNCTIONED AND THE STEERING WHEEL LOCKED UP. AS A RESULT, THE CONTACT DROVE OFF THE ROAD. THE CONTACT TURNED OFF AND RESTARTED THE VEHICLE, BUT THE FAILURE CONTINUED. THE CAUSE OF THE FAILURE WAS NOT YET DETERMINED. THE MANUFACTURER WAS NOTIFIED AND THE CONTACT WAS INSTRUCTED TO HAVE THE VEHICLE DIAGNOSED. THE LOCAL DEALER WAS NOT NOTIFIED. THE FAILURE MILEAGE WAS 49,800.					
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 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)

While turning alarm sound says steering failure
pull to safety. Steering Locked wheel was in turning
position went across road into oncoming traffic (no accident)
into someone's front yard. Small amount of damage to left
front corner of car. Car towed (out of pocket) new steering
column put in still not work, second steering ~~where~~ column put in
Car won't turn left when first start, after driving car turns fine.
Last week car don't want to turn left very hard! Couldn't
make a turn into gas station. On 3/23 traded car in
ATTACH ADDITIONAL SHEETS IF NECESSARY got different car

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

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02 APR '12
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**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**

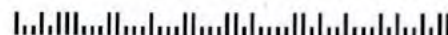


BUSINESS REPLY MAIL

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**



safecar.gov

**Think your vehicle
has a safety defect?**



**If so:
Use the enclosed
form to file a report.**

or visit:

www.safecar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



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

MATERIAL: ALL PARTS NEW UNLESS SPECIFIED; U-USED, R-REBUILT, RC-RECONDITIONED

[illegible]

CHARGE FOR HAZARDOUS OR OTHER WASTE REMOVAL*	
	
METHOD OF PAYMENT:	Daily Service fee, other, credit, cash, fee, etc.

SIGNED _____
DATE 3-13-19 *Ed Adams*
GT3870
09-11