



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

Repository

05-MAR-2018

Reference No.

JUN 05 2018

11076332

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City RIPLEY State NY Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address

Evening Telephone Number

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: 1FAHP2J88DG [REDACTED]
Make FORD Model TAURUS Model Year 2013
Date Purchased Dealer's Name and Telephone Number Warren Midtown Motors
Original Owner Dealer's City N. Warren, Pa. State Pa Zip Code 16365 Engine: No: Cylinders 6 Fuel Type: Gas
Transmission Type Auto Antilock Brakes Cruise Control Powertrain 3.0 Litre Multiple Failure: Incident Date(s) 05-MAR-2018

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING Failure Mileage 83000 Failure Speed 40

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 2013 FORD TAURUS. THE CONTACT STATED THAT THE EPS WARNING INDICATOR FLASHED AND THERE WAS A SUDDEN LOSS OF ELECTRONIC POWER STEERING. THE DEALER WAS NOT CONTACTED. THE VIN WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 15V340000 (STEERING). THE MANUFACTURER ISSUED ONE RECALL AND THREE TSBS FOR THE STEERING; HOWEVER, THE VIN WAS EXCLUDED. THE MANUFACTURER SUGGESTED THAT THE DEALER REPAIR THE VEHICLE. THE APPROXIMATE FAILURE MILEAGE WAS 83,000.

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.

Warren Midtown Motors, Inc.



1995 Market Street
N. Warren, PA 16365
(814)723-5400

SERVICE DEPARTMENT HOURS
7:00 a.m. to 5:00 p.m.
Monday - Friday
8:00 a.m. - 12:00 p.m. - Saturday

R/O Open Date	R/O Number
3/06/18	
R/O Close Date	Status
3/09/18	Final
Mileage In	Mileage Out
83639	83639
Service Advisor / Tag #	
Julie Fisher/*W*	
Vehicle Identification Number	
1FAHP2J88DC	
Delivery Date	In-Service Date
8/17/16	5/23/13
Color	License Number
BLACK	

RIPLEY, NY			Work Phone		
			Home Phone		
Year	Make	Model	Body	Color	License Number
2013	FORD	TAURUS	4DR SDN LIMITED A	BLACK	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [REDACTED] Email: [REDACTED]	
#2 - 99P: MULTI-POINT INSPECTION AND RECOMMENDED SERVICES	
#3 - 99FO3: COURTESY CAR WASH	
#4 - 45FOALIGNC: CHECK ALIGNMENT, BATTERY, TIRE TREAD DEPTH AND TROUBLE CODES Tech: RANDY FREDERICK (212) FAIL FRONT AND REAR TOE	Internal
#5 - 45FOZSTRG0: STEERING CONCERN CUST STATES HE HAS NO POWER STEERING. Tech: RANDY FREDERICK (212) Tech: RANDY FREDERICK (212) Tech: RANDY FREDERICK (212) Installed EG1Z 3504 H :GEAR ASY - STEERING EG 1@1368.67 TEST P/S SYSTEM MANY MODULE CODES REPLACE STEERING GEAR ASSY AND PROGRAM RERUN SELF TESTS PASS ALIGNMENT Sub Total: 1775.62	40.70 101.74 264.51 1368.67
#6 - 46FOZZ: WHEEL/TIRE CONCERN CUST FEELS TIRES ARE WEARING PREMATURELY. Sub Total: .00	
#7 * GBATT: GOOD BATTERY	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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8/17/16	5/23/13
Color	License Number
BLACK	

[REDACTED]
RIPLEY, NY [REDACTED]

Work Phone	
Home Phone	
Body	4DR SDN LIMITED A

Year	Make	Model
2013	FORD	TAURUS

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
ADDED OPERATION	
#8 * GBK: OVER 5MM OR 7/32 (DISC) OR OVER 2MM OR 3/32 (DRUM) ADDED OPERATION	
#9 * RTIRE: 3/32 OR LESS NEW TIRES ARE NEEDED FOR YOUR SAFETY ADDED OPERATION	
***** * If your service visit today was eligible for a rebate * * and you did not receive a confirmation please let us * * know immediately * *****	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	406.95
PARTS	1368.67
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	106.54
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	1882.16
Check [REDACTED]	1882.16

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X