



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 07-MAY-2018 JUL 18 2018	Repository <input type="checkbox"/>
	Reference No. 11092231
Daytime Telephone Number [REDACTED]	E-mail Address [REDACTED]
Evening Telephone Number	

OWNER INFORMATION (Type or Print)

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

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 1FADP3K23FL [REDACTED]	Make FORD	Model FOCUS	Model Year 2015
Date Purchased 10/6/2017	Dealer's Name and Telephone Number EXPERT AUTO GROUP		Engine: No: Cylinders 4
Original Owner <input type="checkbox"/>	Dealer's City DEERFIELD BEACH	State FL	Zip Code 33064
Transmission Type AUTO	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 04-MAY-2018

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING	Failure Mileage 37000	Failure Speed
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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: DOTNAL9ABC036)	<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 0	Number of Deaths 0	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 2015 FORD FOCUS. UPON STARTING THE VEHICLE, THE STEERING WHEEL WAS LOCKED AND UNABLE TO BE TURNED. THE CONTACT RESTARTED THE VEHICLE SEVERAL TIMES BEFORE THE STEERING WHEEL WAS ABLE TO MANEUVER; HOWEVER, THE SERVICE STEERING INDICATOR ILLUMINATED. THE VEHICLE WAS TOWED TO A LOCAL DEALER (POMPANO FORD LINCOLN, 2741 N FEDERAL HWY, POMPANO BEACH, FL 33064, (888) 718-9266) WHERE IT WAS DIAGNOSED THAT THE STEERING NEEDED TO BE REPLACED. THE CONTACT STATED THAT THE VEHICLE WAS AWAITING REPAIRS. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND DID NOT ASSIST. THE FAILURE MILEAGE WAS APPROXIMATELY 37,000.

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

MAY 2018 - STARTED CAR. STEERING WHEEL WAS LOCKED. COULD NOT TURN IT. HAD TO HAVE CAR TOWED TO FORD. THEY REPLCD THE STEERING AT A COST OF \$2100.00. I FEEL THIS DEFECT IS A SERIOUS SAFETY HAZARD. I AM LUCKY THAT I WAS NOT DRIVING WHEN IT FAILED.



ATTACH ADDITIONAL SHEETS IF NECESSARY

US 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



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



Think your vehicle has a safety defect?



If so:

Use the enclosed form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



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National Highway Traffic Safety Administration