



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](http://www.nhtsa.dot.gov/hotline)

FOR AGENCY USE ONLY 100148

Date Received  
31-MAY-2018  
**JUL 11 2018**

Repository   
Reference No.  
11098937

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City HAMMONTON State NJ 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  
1FADMP352 [REDACTED] 1FADP3F28EL [REDACTED]  
Make FORD Model FOCUS Model Year 2014  
Date Purchased 11/11/14 Dealer's Name and Telephone Number ECHELON FORD 856-627-8400 Engine: No. Cylinders Fuel Type:  
Original Owner  Dealer's City STRATFORD State NJ Zip Code 08837  
Transmission Type  Antilock Brakes Powertrain Multiple Failure: Incident Date(s) 17-MAY-2018  
 Cruise Control

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

Vehicle Component Code: 010000 STEERING Failure Mileage 82000 Failure Speed 82206

**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. THE CONTACT STATED THAT THE WARNING INDICATOR FLASHED "POWER STEERING LOSS" AND THE STEERING WHEEL SEIZED. THE VEHICLE WAS TAKEN TO THE DEALER (ECHELON FORD, 4 S WHITE HORSE PIKE, STRATFORD, NJ 08084, 1-(856) 627-8400) WHERE IT WAS DIAGNOSED THAT THE STEERING MOTOR NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER ISSUED 95 TSBS FOR THE STEERING AND ONE STEERING RECALL. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 82,000.

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)**

THE STEERING WHEEL WAS MAKING A LOUD NOISE. WHENEVER YOU WOULD MAKE A TURN RIGHT OR LEFT. THEN ONCE IN A WHILE YOU WOULD FEEL SOMETHING GRABBING THE STEERING WHEEL LIGHTLY. THEN A LIGHT CAME ON THE DASH. STATING POWER STEERING SERVICE REQUIRED IMM. ONCE THE VEHICLE WAS TURNED OFF. ~~THE~~ ~~STEERING~~ THE STEERING WHEEL WOULD NOT TURN. THE DASH WARNING LIGHT WOULD SAY POWER STEERING LOSS!

ATTACH ADDITIONAL SHEETS IF NECESSARY

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



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

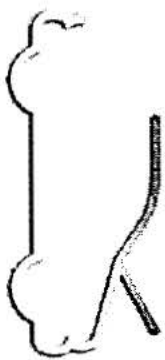
U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NEF-100  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382



# 1248851



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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