

**From:** [Wells, T. Cynthia CTR \(NHTSA\)](#)  
**To:** [Fogle, Brenda CTR \(NHTSA\)](#)  
**Subject:** FW: Reference # 11105396  
**Date:** Monday, July 30, 2018 8:16:51 AM  
**Attachments:** [IMG.pdf](#)

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**From:** DataQuality, DataQuality (NHTSA)

**Sent:** Friday, July 27, 2018 1:31 PM

**Subject:** FW: Reference # 11105396

complaint

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**From:** [REDACTED]  
**Sent:** Wednesday, July 25, 2018 2:38 PM  
**To:** DataQuality, DataQuality (NHTSA) <[DataQuality@dot.gov](mailto:DataQuality@dot.gov)>  
**Cc:** [REDACTED]  
**Subject:** Reference # 11105396

Good Day NHTSA & affiliates,  
Enclosed is the Report that you requested we supplant.  
Please contact us should any questions arise.  
Thank you /

[REDACTED]



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

03-JUL-2018

Repository ☐

Reference No.  
11105396

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City DENVER State IA Zip Code [REDACTED]

Daytime Telephone Number

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  
1FAHP2EW5BG [REDACTED]  
Make FORD Model TAURUS Model Year 2011  
Date Purchased 8-28-2017 Dealer's Name and Telephone Number WILBUR FORD 563-422-3881  
Engine: No: Cylinders 6 Fuel Type: G  
Original Owner ☐ Dealer's City WEST UNION State IA Zip Code 52175  
Transmission Type AUTO ☐ Antilock Brakes ☐ Cruise Control Powertrain Multiple Failure: Incident Date(s) 22-JUN-2018

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

Vehicle Component Code: 010000 STEERING  
Failure Mileage 95000  
101400 Failure Speed

**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 2011 FORD TAURUS. WHILE DRIVING VARIOUS SPEEDS, THE STEERING WHEEL SEIZED WITHOUT WARNING. THE VEHICLE WAS TAKEN TO JUNGLE FORD NORTH LIBERTY (525 MADISON AVE, NORTH LIBERTY, IA 52317, 319-626-9500) WHERE IT WAS DIAGNOSED THAT THE STEERING PUMP AND THE STEERING GEAR NEEDED TO BE REPLACED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND STATED THAT THERE WAS NO RECALL. THE FAILURE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS APPROXIMATELY 95,000.

MY DAUGHTER [REDACTED] JUST HAD THE VEHICLE REPAIRED BY A CERTIFIED FORD DEALER - JUNGLE FORD. ENCLOSED IS THE INVOICE OF \$1472 AND ALSO ENCLOSED IS RECORD + RECEIPT OF HER PAYMENT FOR THESE REPAIRS.

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.



# JUNGE

## AUTOMOTIVE GROUP

2905 W Penn St - North Liberty, IA 52317  
 Bus: (319) 626-9500 - Fax: (319) 626-2722  
 www.junge.com

SERVICE DEPARTMENT HOURS  
 7:30 a.m. to 6:00 p.m.  
 Monday - Friday  
 8:00 a.m. to 4:00 p.m. Saturday

|                               |                 |        |            |       |                |
|-------------------------------|-----------------|--------|------------|-------|----------------|
| R/O Open Date                 | R/O Number      |        |            |       |                |
| 7/05/18                       |                 |        |            |       |                |
| R/O Close Date                | Status          |        |            |       |                |
| 7/11/18                       | Pre-Invoice     |        |            |       |                |
| Mileage In                    | Mileage Out     |        |            |       |                |
| 101483                        | 101483          |        |            |       |                |
| Service Advisor / Tag #       |                 |        |            |       |                |
| CHAD HOOK                     |                 |        |            |       |                |
| Vehicle Identification Number |                 |        |            |       |                |
| 1FAHP2EW5BG                   |                 |        |            |       |                |
| Delivery Date                 | In-Service Date |        |            |       |                |
|                               |                 |        |            |       |                |
| Year                          | Make            | Model  | Body       | Color | License Number |
| 2011                          | FORD            | TAURUS | 4D FWD SEL |       |                |

| DESCRIPTION OF SERVICE AND PARTS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | AMOUNT                                              |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------|
| <b>#1 - Customer Reports:</b><br>CUSTOMER STATES TO REPLACE POWER STEERING PUMP<br>Tech: RYAN KELLEY (510) 000852319<br>Installed 8A8Z 3A674 BRM :PUMP ASY - POWER STEERIN 1@160.22<br><b>REPLACED POWER STEERING PUMP.</b><br>Sub Total: 353.94                                                                                                                                                                                                                                                                                                       | 193.72<br>160.22                                    |
| <b>#2 - Customer Reports:</b><br>CUSTOMER STATES TO REPLACE POWER STEERING GEAR<br>Tech: RYAN KELLEY (510) 000852319<br>Installed W712679 S439 :BOLT W 1@6.18<br>Installed 9L3Z 3B602 A :SEAL 9 1@7.46<br>Installed 9L3Z 3F886 A :SEAL 9 1@12.96<br>Installed BG1Z 3504 BRM :KIT - STEERING GEAR REPAI 1@566.54<br>Installed 9G1Z 3A130 A :END - SPINDLE ROD CONNECTI 1@105.96<br><b>REPLACED STEERING GEAR, DURING REPLACEMENT FOUND T</b><br><b>HAT THE LEFT OUTER TIE ROD END WAS BROKEN. REPLACE</b><br><b>D END AS WELL.</b><br>Sub Total: 949.79 | 250.69<br>6.18<br>7.46<br>12.96<br>566.54<br>105.96 |
| <b>#3 - 4WA: CUSTOMER REQUEST 4 WHEEL ALIGNMENT</b><br>Tech: RYAN KELLEY (510) 000852319<br><b>INSPECTED AND ADJUSTED TO SPECIFICATIONS</b><br>Sub Total: 84.95                                                                                                                                                                                                                                                                                                                                                                                        | 84.95                                               |

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereafter 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 shipment 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 repair 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 any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

|                       |         |
|-----------------------|---------|
| LABOR                 | 529.36  |
| PARTS                 | 859.32  |
| DEDUCTIBLE            | .00     |
| SUBLET                | .00     |
| SHOP SUPPLIES         | .00     |
| HAZARDOUS MATERIALS   | .00     |
| SALES TAX OR TAX I.D. | 83.32   |
| SPECIAL ORDER DEPOSIT | .00     |
| DISCOUNTS             | .00     |
| TOTAL DUE             | 1472.00 |

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

image\_6483441.JPG  
 2 MB

JUNGE NORTH LIBERTY  
2905 W PENN ST  
NORTH LIBERTY, IA 52317  
(319) 828-4126

**GE**

**GROUP**  
erty, IA 52317  
(319) 626-2722

## SALE

MID: 2740 Store: 0001 Term: 0002

REF#: [REDACTED]

Batch #: [REDACTED] RRN: 819222201657  
07/11/18 17:13:33

Trans ID: 468192800136859

APPR CODE: 263323

VISA

\*\*\*\*\* [REDACTED]

Swiped  
\*\*/\*\*

Mod

TAURUS

**AMOUNT**

**\$1,472.00**

APPROVED

CUSTOMER COPY

Installed 8A8Z 3A674 BRI  
REPLACED POWER STEERING  
Sub Total: 353.94

AND PARTS

cts:  
ES TO REPL  
LLEY



ODI-----11105396

This is continuation and summary of my recent complaint about [REDACTED] 2011 Ford Taurus. The complaint was filled out on the phone with the NHTSA by [REDACTED] father [REDACTED], on or about July 3rd, 2018.

The power steering pump and steering gear failed without warning on or about June 22nd, 2018 on this vehicle. When we looked into the problem on Ford's website we saw that a recall was in effect for this very problem, on certain other 2011 Ford Taurus vehicles, but not this one. It seems that the original recall did not include our VIN.

[REDACTED] had a certified Ford Dealer check, and ultimately repair her vehicle, accordingly, as it was not safe to drive. [REDACTED] was billed for, and paid the \$1472 for the repairs. The repair was performed by Junge Ford of North Liberty Iowa. All of those receipts and notations are included here today in this very email.

It is the opinion of [REDACTED] and her father [REDACTED], that [REDACTED] 2011 Ford Taurus exhibited the exact problems that other 2011 Ford Taurus vehicles experienced, and that were the subject of recall.

Accordingly, we ask that the recall be expanded to include the [REDACTED] Ford Taurus VIN, and we ask that the NHTSA see fit to inform Ford Motor Company that [REDACTED] should be reimbursed for the repairs that she paid on her subject 2011 Ford Taurus.

Respectfully submitted,

[REDACTED] telephone [REDACTED] [REDACTED]  
[REDACTED] - telephone [REDACTED] [REDACTED]