



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue, SE
Washington, DC 20590

October 19, 2018

[REDACTED]
[REDACTED]
Denver, IA [REDACTED]

NEF-109 nlm
Ref. No. 11105396

Dear [REDACTED]:

Thank you for your correspondence concerning your model year (MY) 2011 Ford Taurus vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for NHTSA. We received a previous report from you regarding your vehicle problem through our Vehicle Safety Hotline on July 3, 2018. Please note that when a motorist contacts NHTSA, their complaint does not automatically open a formal investigation by our agency. The information from your report was entered into our complaint database and reviewed by our staff to determine if a safety defect trend exists that may require our attention. NHTSA staff may follow up and contact a vehicle owner who submitted a complaint if we require additional information. Also, contacts initiated by our agency to obtain additional information do not automatically open a formal investigation.

The recall you reference is NHTSA Safety Recall Campaign No. 15V-340. This recall addresses a problem with electric power steering assist in certain MY 2011 through MY 2012 Ford Taurus vehicles equipped with 3.5 L gasoline turbo direct injected (GTDI) engines. The affected vehicles have electric power steering assist systems that may shut down as a result of a steering motor sensor fault. If the vehicle experiences a loss of power steering assist, extra steering effort will be required at lower speeds, increasing the risk of a vehicle crash.

Please note that recalls are very specific in regards to vehicle build dates, affected vehicle identification numbers (VIN), assembly plants, remedy procedures, and defective components. We know that under Recall 15V-340, the affected Taurus vehicles were produced between September 7, 2010 and February 28, 2012. Ford advised that vehicles manufactured prior to and after these dates are not affected. According your VIN, your Taurus was produced in July 2010 and is not eligible for a free remedy under the Recall 15V-340. Also, your vehicle has a standard 3.5L engine; however, the recall is limited to vehicles equipped with the 3.5 L GTDI engine.

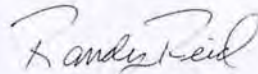
We recommend that you continue to work with Ford or your dealer for an amicable resolution to your problem. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. For your information, explanation of NHTSA's investigation and recall process is on our website at www-odi.nhtsa.dot.gov/recalls/recallprocess.

You may consider contacting your local Consumer Protection Agency or the Iowa Office of the Attorney General regarding your problem and rights under the State laws. You may also ask your dealership for a meeting with a Ford district manager regarding your problem. In addition, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways to contact the FTC: by toll free telephone at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our website.

Sincerely,



Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement