

[REDACTED]

Subject: FW: Follow up to ODI Complaint: ----ODI 11143727-----
Attachments: Vehicle steering issue.pdf

From: [REDACTED]
Sent: Tuesday, November 20, 2018 5:26 PM
To: EVOQ (NHTSA) <EVOQ@dot.gov>
Subject: Re: Follow up to ODI Complaint: ----ODI 11143727-----

Attached is the copy of the revised and edited response to your e-mail.

If there is need for further please advise

[REDACTED]

-----Original Message-----
From: EVOQ (NHTSA) <EVOQ@dot.gov>
To: [REDACTED] >
Sent: Mon, Nov 19, 2018 7:18 am
Subject: FW: Follow up to ODI Complaint: ----ODI 11143727-----

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation



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 <input type="checkbox"/>
29-OCT-2018	Reference No. 11143727

OWNER INFORMATION (Type or Print)

Name	Daytime Telephone Number	E-mail Address
Address		
City LOS ANGEES	State CA	Zip Code
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 63971 (Sep 3 2004)

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 3FA6P0RU9HR	Make FORD	Model FUSION HYBRID	Model Year 2017
Date Purchased August 20 2018	Dealer's Name and Telephone Number Enterprise rent a car 5462 Holt Blvd Montclair ca 91763		Engine: No: Cylinders
Original Owner <input type="checkbox"/>	Dealer's City Montclair	State Ca	Zip Code 91763
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 15-OCT-2018

FAILED COMPONENT(S)/ PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING	Failure Mileage 39800	Failure Speed 30
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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: DOTM19ABC036)	<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	Number of Deaths	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 2017 FORD FUSION HYBRID. THE CONTACT STATED THAT WHILE DRIVING ABOUT 30 MPH, THE STEERING WHEEL SHOOK AND APPEARED TO BE FALLING OFF. THE "CHECK SAFETY" LIGHT ILLUMINATED. THE CONTACT CALLED AIRPORT MARINA FORD (310-574-2641, 5880 W CENTINELA AVE, LOS ANGELES, CA 90045) AND WAS TOLD TO BRING THE VEHICLE IN FOR A CHECK-UP. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND STATED THAT THERE WAS NO RECALL. THE VEHICLE WAS NOT REPAIRED, THE FAILURE MILEAGE WAS 39,800.

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 Administration 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. 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.