



11190565

Date:

Thursday, April 11, 2019 3:35:50 PM

Attachments:

[Steering Investigation.pdf](#)

From: DataQuality, DataQuality (NHTSA)

Sent: Thursday, April 11, 2019 2:55 PM

Subject: FW: Follow up to ODI Complaint ----- 11190565

Questionnaire



Sent: Wednesday, April 10, 2019 4:27 PM

To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>

Subject: Follow up to ODI Complaint ----- 11190565

NHTSA/Office of Defects Investigation complaint attached.



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

21-MAR-2019

Repository ☐

Reference No.
11190565

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City STAFFORD

State VA

Zip Code [REDACTED]

Daytime Telephone Number

[REDACTED]

E-mail Address

[REDACTED]

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

3FAHP0HG6BR [REDACTED]

Make

FORD

Model

FUSION

Model Year

2011

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Multiple Failure:

Incident Date(s)

18-MAR-2019

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING

Failure Mileage

115000

Failure Speed

50

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 FUSION. WHILE THE CONTACT'S DAUGHTER WAS DRIVING 50 MPH, THE STEERING WHEEL BEGAN TO MOVE ON ITS OWN. THE CONTACT'S DAUGHTER ALMOST CRASHED. WHEN THE BRAKE PEDAL WAS DEPRESSED, THE STEERING WHEEL RETURNED TO NORMAL AND THE POWER STEERING DEFAULT INDICATOR ILLUMINATED. THE VEHICLE WAS TOWED TO LEVITTOWN FORD (3195 HEMPSTEAD TURNPIKE, LEVITTOWN, NY 11756), BUT THEY REFUSED TO SERVICE THE VEHICLE BECAUSE THERE WERE NO RECALLS LISTED FOR THE VIN. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE CONTACT STATED THAT THE VEHICLE WAS EXPERIENCING THE SAME FAILURE LISTED IN NHTSA CAMPAIGN NUMBER: 15V340000 (STEERING). THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 115,000.

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.