



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

Date Received	Repository
28-JUN-2019	Reference No. 11228260

OWNER INFORMATION (Type or Print)			
Name	Address		City
Daytime Telephone Number	E-mail Address		State
Evening Telephone Number	Zip Code	LA	GRETNA

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 1FAHP2M89DC	Make FORD	Model TAURUS	Model Year 2013
Date Purchased	Dealer's Name and Telephone Number	Engine: No: Cylinders	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 26-JUN-2019

FAILED COMPONENT(S)/PART(S) INFORMATION		
Vehicle Component Code: 010000 STEERING	Failure Mileage 181352	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)	<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				
<i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>				
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

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 2013 FORD TAURUS. WHILE DRIVING AND MAKING A RIGHT TURN, THE STEERING WHEEL BECAME DIFFICULT TO TURN. IN ADDITION, THE POWER STEERING ASSIST AND TRACTION CONTROL WARNING INDICATORS ILLUMINATED. THE CONTACT WAS ABLE TO COAST THE VEHICLE OVER TO THE SIDE OF THE ROAD AND POWERED OFF THE ENGINE. THE VEHICLE WAS RESTARTED AND WAS ABLE TO BE DRIVEN SAFELY TO THE CONTACT'S RESIDENCE. THE CONTACT STATED THAT THE FAILURE RECURRED. WHILE AT HOME, THE CONTACT POWERED OFF AND RESTARTED THE VEHICLE; HOWEVER, THE POWER STEERING ASSIST WARNING INDICATOR REMAINED ILLUMINATED. THE VEHICLE WAS LATER TAKEN TO LAMARQUE FORD (LOCATED AT 3101 WILLIAMS BLVD, SUITE F, KENNER, LA 70065, (504) 443-2500) WHERE IT WAS DIAGNOSED THAT THE STEERING GEAR NEEDED TO BE REPLACED AND THE SOFTWARE NEEDED TO BE UPDATED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND REFERRED THE CONTACT TO NHTSA. THE APPROXIMATE FAILURE MILEAGE WAS 181,352.

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.