

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [REDACTED]
Subject: FW: FW: Follow up to ODI Complaint ----- 11230338-----
Date: Friday, August 9, 2019 8:54:58 AM
Attachments: [11230338.pdf](#)

questionnaire

From: [REDACTED]
Sent: Thursday, August 08, 2019 12:40 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Re: FW: Follow up to ODI Complaint ----- 11230338-----

Hello,

Attached is my updated form. I have also been going through various forums and through your website and have noted numerous complaints about power steering failure of 2011-2013 Taurus' that Ford has claimed is not part of the recall. This appears to be a more widespread issue than defective parts coming out of just one factory. It seems it is more likely to be a design flaw.

Thank you for your time,
[REDACTED]

On Thu, Aug 8, 2019 at 11:13 AM EVOQ (NHTSA) <EVOQ@dot.gov> wrote:

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"/>
09-JUL-2019	Reference No. 11230338

OWNER INFORMATION (Type or Print)

Name	Daytime Telephone Number	E-mail Address
Address 1FAHP2KT9DC		
City DUDLEY State MA 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 53971 (Sep 3 2004)

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1FAHP2KT9DC	Make FORD	Model TAURUS	Model Year 2013
Date Purchased	Dealer's Name and Telephone Number	Engine: 3.5L Ecoboost No: Cylinders 6	Fuel Type: Gasoline
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type 6 Speed Automatic	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain A Wheel Drive	Multiple Failure: Incident Date(s) 05-JUL-2019

FAILED COMPONENT(S)/ PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING	Failure Mileage 133000	Failure Speed 35 MPH
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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 2013 FORD TAURUS. WHILE DRIVING AT 35 MILES PER HOUR, THE STEERING WHEEL SEIZED AND BECAME DIFFICULT TO TURN. IN ADDITION, THE POWER STEERING ASSIST WARNING INDICATOR ILLUMINATED. THE CONTACT COASTED THE VEHICLE OVER TO THE SIDE OF THE ROAD AND POWERED OFF THE ENGINE. THE VEHICLE WAS RESTARTED, BUT THE FAILURE RECURRED. THE CONTACT CONTINUED TO DRIVE WITHOUT POWER STEERING ABILITY TO HIS RESIDENCE. THE VEHICLE WAS NOT TAKEN TO A DEALER OR AN INDEPENDENT MECHANIC FOR DIAGNOSTIC TESTING. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 133,000.

The vehicle is currently at a Ford dealership (Place Motors in Webster MA) awaiting repair. Dealership has informed me that the power steering rack/motor need to be replaced. Ford was notified but stated that this vehicle's VIN number does not match the very similar recall (NHTSA#15V340000). Codes found in the computer were U3000 96 U3000 49.

This issue occurred on an off ramp and had this failure occurred with someone not as strong or with an elderly person this would have most certainly caused an accident. The steering wheel takes an extreme amount of effort to turn.

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) gives you the right to know how your 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.