

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: DOT Auto Safety Questionnaire
Date: Tuesday, December 10, 2019 2:41:53 PM
Attachments: [DOT Auto Safety Hotline Form.pdf](#)

Questionnaire

From: [REDACTED]
Sent: Tuesday, December 10, 2019 2:33 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: DOT Auto Safety Questionnaire



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"/>
08-OCT-2019	Reference No. 11266991

OWNER INFORMATION (Type or Print)

Name	Daytime Telephone Number	E-mail Address
Address		
City	State	Zip Code
GOODVIEW	VA	
	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 1FAHP2E82DC	Make FORD	Model TAURUS	Model Year 2013
Date Purchased 08/30/2013	Dealer's Name and Telephone Number Magic City Motor Corp. 540-345-0911		Engine: No: Cylinders
Original Owner <input checked="" type="checkbox"/>	Dealer's City Roanoke	State VA	Zip Code 24016
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 08-OCT-2018

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING	Failure Mileage 123619	Failure Speed
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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: DOTMAL9ABC036)	<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 0	Number of Deaths 0	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'S HUSBAND OWNS A 2013 FORD TAURUS. WHEN THE DRIVER STARTED THE VEHICLE AND BEGAN TO PULL OUT OF THE DRIVEWAY, THE POWER STEERING ASSIST FAULT WARNING INDICATOR ILLUMINATED AND THE POWER STEERING FAILED. THE DRIVER STOPPED, TURNED OFF THE VEHICLE, AND WAITED A FEW MINUTES BEFORE RESTARTING THE VEHICLE. ONCE THE VEHICLE WAS RESTARTED, THE POWER STEERING RESUMED NORMAL OPERATION. THE CONTACT STATED THAT THE FAILURE OCCURRED MULTIPLE TIMES WHEN STARTING THE VEHICLE AND A FEW TIMES ONCE THE VEHICLE HAD BEEN DRIVEN FOR A FEW MINUTES. THE CONTACT CALLED MAGIC CITY FORD LINCOLN (LOCATED AT 809 WILLIAMS RD NE, ROANOKE, VA 24016, 540-345-0911) AND WAS INFORMED THAT THE VEHICLE WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 15V340000 (STEERING). THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED; HOWEVER, AN APPOINTMENT WAS SCHEDULED TO HAVE THE VEHICLE DIAGNOSED WITHIN A FEW DAYS WITH A CERTIFIED MECHANIC. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND CONFIRMED THAT THE VEHICLE WAS NOT INCLUDED IN THE RECALL. THE CONTACT WAS REFERRED TO NHTSA TO FILE A COMPLAINT. THE APPROXIMATE FAILURE MILEAGE WAS 123,619.

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.