

 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 ☐
			25-NOV-2019 MAR 04 2020	Reference No. 11282346
OWNER INFORMATION (Type or Print)				
Name		Daytime Telephone Number		E-mail Address
Address		Evening Telephone Number		
City	State	IL	Zip Code	
ROMEOVILLE				
<i>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).</i>				
VEHICLE INFORMATION				
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model	Model Year
3FAHP0HAXBR		FORD	FUSION	2011
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:
	Ron Tirapelli Ford Inc		No: Cylinders	
Original Owner	Dealer's City	State	Zip Code	
☐	Shorewood	IL	60404	
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)
	☐ Cruise Control			20-NOV-2019
FAILED COMPONENT(S)/PART(S) INFORMATION				
Vehicle Component Code: 010000 STEERING			Failure Mileage	Failure Speed
			186000	25
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	Failure Location:		
	☐ Prior Repair			
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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			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 DRIVING 25 MPH, THE STEERING WHEEL SEIZED AND THE SERVICE POWER STEERING NOW WARNING INDICATOR ILLUMINATED. THE CONTACT STATED THAT EXTRA STRENGTH WAS NEEDED TO STEER THE VEHICLE. THE VEHICLE WAS NOT TAKEN TO A DEALER OR INDEPENDENT MECHANIC FOR DIAGNOSTIC TESTING OR REPAIRS. RON TIRAPELLI FORD (4355 W JEFFERSON ST, SHOREWOOD, IL 60431, (815) 725-3033) AND ROD BAKER FORD SALES INC. (16101 S LINCOLN HWY, PLAINFIELD, IL 60586, (815) 436-5681) WERE NOTIFIED AND INFORMED THE CONTACT TO BRING THE VEHICLE IN TO BE DIAGNOSED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 186,000.				
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.				

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

HI, My Name is [REDACTED]
My 2011 Ford Fusion Power Steering
Electronic Steering Gear, Was hard to
Steer the wheel it was very hard to move the car.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE,
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



Reza's Auto Repair & Detail Center
2386 Jorie Ct #4
Crest Hill, IL. 60403
Phone: 815-782-8000 Fax: 815-782-6950
The One Stop Shop For All Your Auto Repair Needs

INVOICE

Org. Est. [REDACTED]

INVOICE

Date: 12/05/2019

2011 Ford - Fusion SE - 2.5L, In-Line4 (152CI) VIN(A)

Lic # [REDACTED]

Odometer In : 0

VIN # : 3FAHP0HAX BR [REDACTED]

Romeoville, IL [REDACTED]

Home [REDACTED] - Cell [REDACTED]

Part Description / Number	Qty	Sale	Ext	Labor Description	Ext
ELECTRIC RACK AND PINION ASSEMBLY BE1A-2003	1.00	771.69	771.69	TOW	55.00
ROAD HUGGER ALL SEASON TIRE 215/50R17 TIRES	4.00	130.50	522.00	POWER STEERING	n/c
Shop Supplies			50.00	ELECTRONIC STEERING GEAR ASSEMBLY - Remove & Replace - Electronic Hazardous Materials	445.50 12.94

Org. Estimate 1,964.63 Revisions 0.00 Current Estimate 1,964.63

Labor:	445.50
Parts:	1,343.69
Sublet:	55.00
HazMat:	12.94
SubTotal:	1,857.13
Tax:	107.50
Total:	1,964.63
Bal Due:	\$0.00

Payments - MasterCard - \$1,964.63

Vehicle Received: 12/4/2019

Customer Number [REDACTED]

An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one years or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair. THANK YOU FOR YOUR BUSINESS.

Visit us on the web : www.rezasautorepair.com

Our Email Address: REZASAUTOREPAIR@HOTMAIL.COM