

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: 11286810
Date: Tuesday, January 28, 2020 4:18:04 PM
Attachments: [REDACTED]

Questionnaire

From: [REDACTED]
Sent: Tuesday, January 28, 2020 2:49 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: 11286810

No changes necessary to this document

[Sent from Yahoo Mail for iPhone](#)



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"/>
04-DEC-2019	Reference No. 11286810

OWNER INFORMATION (Type or Print)

Name	Daytime Telephone Number	E-mail Address
Address		
City MERIDEN	State CT	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 1ZVP8EM5D5	Make FORD	Model MUSTANG	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) 15-NOV-2019

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING	Failure Mileage 88000	Failure Speed 55
-----------------------------------------	--------------------------	---------------------

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 checked="" type="checkbox"/> Yes <input 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 MUSTANG. WHILE DRIVING APPROXIMATELY 55 MPH, THE POWER STEERING SUDDENLY MALFUNCTIONED. AS A RESULT, THE DRIVER LOST CONTROL OF THE VEHICLE AND CRASHED INTO A CURB. THERE WAS MINOR DAMAGE TO THE FRONT PASSENGER SIDE WHEEL. THERE WERE NO INJURIES AND A POLICE REPORT WAS NOT FILED. AFTER RESTARTING THE VEHICLE, THE STEERING WHEEL WAS DIFFICULT TO TURN IN EITHER DIRECTION AND THE MESSAGE "POWER STEERING SYSTEM MALFUNCTION" WAS DISPLAYED. APPROXIMATELY ONE WEEK LATER, THE STEERING WHEEL SEIZED AND COULD NOT BE TURNED AT ALL. DOWLING FORD (1011 S. MAIN ST, CHESHIRE, CT) WAS INFORMED OF THE FAILURES. THE MANUFACTURER PROVIDED CASE NUMBER: [REDACTED]. THE CONTACT ALSO STATED THAT THE WINDSHIELD WIPERS MALFUNCTIONED AND WOULD ONLY OPERATE IN THE HIGH SETTING. THE CAUSE OF THE FAILURES WAS NOT DETERMINED. THE FAILURE MILEAGE WAS 88,000.

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.