

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: FW: Follow up to ODI Complaint ----- 11365454-----
Date: Monday, November 30, 2020 1:21:55 PM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Tuesday, November 24, 2020 12:19 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Fwd: FW: Follow up to ODI Complaint ----- 11365454-----

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----- Forwarded message -----

From: EVOQ (NHTSA) <EVOQ@dot.gov>
Date: Tue, Nov 24, 2020 at 12:14 PM
Subject: FW: Follow up to ODI Complaint ----- 11365454-----
To: [REDACTED]

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 TransportationNational 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

20-OCT-2020

Repository ☐Reference No.
11365454**OWNER INFORMATION (Type or Print)**

Name

Address

City QUINCY State MA ZIP Code

Daytime Telephone Number

E-mail Address

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
 3FAHP0HG6BF

MAKE
FORDModel
FUSIONModel Year
2011

Date Purchased

Dealer's Name and Telephone Number
Superior Ford 4795249581Engine:
No: Cy inders

Fuel Type:

Original Owner
☐

Dealer's City Siloam Springs

STATE

ZIP Code
72761

Transmission Type

☐ Antilock Brakes
☐ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)
18-OCT-2020**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Components Codes: 010000 STEERING

Failure Mileage
100000.0

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) ☐ Original Requirement ☐ 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), Injury(ies).)

Crash ☐ Yes ☒ No Fire ☐ Yes ☒ No Number of Persons Injured Number of Deaths Reported to Police N

Narrative Description of Incident(s), Crash(es), 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. THE CONTACT STATED THAT THE VEHICLE WAS AT STAND STILL AT A GAS STATION, WHEN STARTING THE IGNITION WHEN THE POWER STEERING ASSIST FAULT WARNING LIGHT WAS ILLUMINATED AND THE STEERING WHEEL BECAME DIFFICULT TO TURN. THE CONTACT STATED SHE TURNED OFF THE IGNITION AND WANTED SOME TIME BEFORE RESTARTING THE IGNITION AND STATED THE STEERING WHEEL WAS ABLE TO FUNCTION PROPERLY. THE CONTACT STATED SHE CONTINUED TO EXPERIENCE THE FAILURE DURING THE DAY. THE CONTACT CALLED LOCAL DEALER QUIRK FORD (540 SOUTHERN ARTERY, QUINCY, MA 02169, (617) 770-0070) AND WAS MADE AWARE OF THE FAILURE. THE VEHICLE HAD NOT BEEN DIAGNOSED OR REPAIRED AS OF YET. THE MANUFACTURER HAD BEEN INFORMED OF FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 100,000. DP

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 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.