

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

From: [REDACTED]
To: [EVOQ \(NHTSA\); DataQuality, DataQuality \(NHTSA\)](#)
Subject: Re: FW: Follow up to ODI Complaint -----11372767 -----
Date: Friday, December 11, 2020 4:55:17 PM
Attachments: [REDACTED]

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Hi,

I'd like to follow up with the fact that I did bring my vehicle to the dealer and had it repaired. Please see attached for the diagnosis. I wonder whether I can get reimbursed for the out-of-pocket repair fee.

Thanks,
[REDACTED]

On Fri, Dec 11, 2020 at 4:07 PM 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

02-NOV-2020

Repository Reference No.
11372767

OWNER INFORMATION (Type or Print)

Name
Address
City NEWTON HIGHLANDS 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 3FA6P0D98HF <input type="checkbox"/>		MAKE FORD	Model FUSION	Model Year 2017
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) 30-OCT-2020

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 010000 STEERING	Failure Mileage 14256.0	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: DOTM19ABC036)	<input type="checkbox"/> Original Requirement <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), 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), 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 2017 FORD FUSION. THE CONTACT STATED THAT THE STEERING WHEEL ASSIST FAULT LIGHT ILLUMINATED ON THE INSTRUMENTAL PANEL WHEN THE CONTACT DROVE BELOW 20MPH, AND THE STEERING WHEEL BECAME HARD TO TURN. THE CONTACT WAS ABLE TO DRIVE THE VEHICLE HOME. THE VEHICLE WAS NOT TAKEN TO THE DEALER TO HAVE A DIAGNOSTIC PERFORMED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER ADVISED THE CONTACT THAT THE VEHICLE WAS NOT INCLUDED IN NHTSA'S CAMPAIGN NUMBER 19V632000 (STEERING). THE FAILURE MILEAGE WAS 14,000. LI

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.



wash world
COMPLETE CAR CARE

MUZI MOTORS INC.

557 HIGHLAND AVENUE
ROUTE 128 • EXIT 19B
NEEDHAM HEIGHTS, MA 02494
(781) 453-3248 • FAX: (781) 453-1829

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR NEAL STEINKRAUSS 6983	TAG NO. [REDACTED]	INVOICE DATE 11/05/20	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	COLOR	STOCK NO.
[REDACTED]	YEAR / MAKE / MODEL 17/FORD/FUSION/4DR SDN AWD	MILEAGE 14,015 /	DELIVERY DATE	DELIVERY MILES
NEWTON HIGHLANDS, MA [REDACTED]	VEHICLE I.D. NO. 3FA6P0D98HR [REDACTED]		SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS	R.O. DATE 11/03/20	

LABOR & PARTS
1 28FOZ STEERING + SUSPENSION TECH(S):6976 0.00
CS POWER STEERING ASSIST IS NOT WORKING.
CUSTOMER REQUEST A FULL DIAG PLEASE CALL WHEN YOU GET STATUS
verified customer complaint, no power steering scanned for dtc and found c200b for the torque sensor in the rack, performed a visual inspection and found the wires from steering module to rack broken due to a mouse eat the wire, sensor is part of the steering rack, recommend replacement of rack see quote.
JOB # 1 TOTAL LABOR & PARTS 0.00

**FOR YOUR CONVENIENCE
FORD SERVICE
DEPT. HOURS**
MON. - FRI. 7:15 AM - 6:00 PM
SAT. 8:00 AM - 4:00 PM
DIRECT LINE (781) 453-3248

COMMENTS-
TOWING
TOTALS-
THANK YOU FOR CHOOSING MUZI FORD AS YOUR FACTORY AUTHORIZED DEALER FOR MAINTENANCE AND REPAIR.

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00
TOTAL INVOICE \$ 0.00

FORD PARTS HOURS
MON. - FRI. 7:15 AM - 6:00 PM
SAT. 8:00 AM - 4:00 PM
DIRECT LINE (781) 453-3258

BODY SHOP HOURS
MON. - FRI. 8:00 AM - 5:00 PM
DIRECT LINE (781) 292-3444

CUSTOMER SIGNATURE

[REDACTED SIGNATURE]

**ALL PARTS
NEW
UNLESS
SPECIFIED
OTHERWISE**

All special order parts must be prepaid on date of order and will be held in parts dept for 30 days.

VISIT OUR WEB
www.muzimotors.com

PREFERRED PRODUCTS, INC. • (207) 465-7189