

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

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National Highway Traffic Safety Administration		1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
Date Received		15-OCT-2021		Repository ☐	
Reference No.		11436936			
OWNER INFORMATION (Type or Print)				Daytime Telephone Number	
Name				E-mail Address	
Address					
City		State		ZIP Code	
ARGONIA		KS			
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			MAKE		Model
3FAHP0HABBR			FORD		FUSION
Date Purchased		Dealer's Name and Telephone Number		Engine:	
2010 new		Midwest Ford		No: Cylinders	
Original Owner		Dealer's City Hutchinson		Fuel Type:	
☒		STATE		4 Gas	
		KS		67502	
Transmission Type		Powertrain		Incident Date(s)	
Auto				01-JAN-2013 Oct 2021	
☐ Antilock Brakes		☐ Cruise Control			
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: DOTM1 9ABC036)		☐ Original Requirement		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), Injury(ies).)					
Crash		Fire		Number of Persons Injured	
☐ Yes ☒ No		☐ Yes ☒ No			
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).					
The contact owns a 2011 Ford Fusion. The contact stated that while operating the vehicle, the power steering fault message displayed on the instrument panel and the steering wheel was very difficult to turn in either direction. The vehicle was taken to the local dealer to be diagnosed. The contact was informed that the steering column was faulty and needed to be replaced. The vehicle was not yet repaired. The manufacturer was notified of the failure. The failure mileage was 100,000.					
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.					

RECEIVED FEB 28 AM

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

I bought the car new, we were never notified of a recall concerning this issue. We live at the same address since purchase.

Elderly people can't handle a vehicle with this problem.

We had it fixed as what we were advised to do. Enclosing a copy of receipt.

After this I'm scared to buy a Ford again. Have always bought Ford.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US 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

WICHITA KS 670

8 FEB 2023 PM 2 L



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



National Highway Traffic Safety Administration
U.S. Department of Transportation
www.safercar.gov



Vehicle Repair Log

Pauly Automotive LLC

INVOICE #

Year	2011
Make	Ford
Model	Fusion 2.5
VIN	3FAHP0HA8B8
Mileage	220,247
Customer Name	
Customer Telephone	

**106 N. 5th or
740 N. Conway Springs Rd
Conway Springs, KS 67031
(620) 456-2251 Town
(620) 456-3543 South**

Thank you for your business!

Date	Description of Work	Labor Cost	Parts Cost	Quantity/Hours	Total Cost
10/20/2021	Labor	\$60.00		4.4	\$264.00
	No power steering				
	DTC U3000, unable to communicate				
	with steering control module. Replace				
	steering gear, test drove, verified repair.				
	Sublet for alignment.				
	AE5Z-3504-DE Steering Gear		\$1,223.00	1	\$1,223.00
	Alignment (Sublet)		\$85.00	1	\$85.00
	Module Programming		\$90.00	1	\$90.00
	DOR 611-306 Lug Nut		\$6.57	20	\$131.34

Customer Address:

Argonia, Ks

A finance charge of 1.5% will be applied to any outstanding balance until paid in full.

Please remit all payments to: 106 N. 5th Conway Springs, KS 67031

SubTotal

\$1,793.34

Sales Tax 7.50%

\$134.50

Finance Charge

Total

\$1,927.84

Due:

ASB 4132
10-14-21