

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

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Follow up to ODI Complaint -----11440652 -----
Date: Tuesday, February 1, 2022 8:12:49 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Monday, January 31, 2022 8:07 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Follow up to ODI Complaint -----11440652 -----

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 have made some edits to the document you sent me and also attached the document I sent with the original report. It has important information regarding the matter.

Thanks, [REDACTED]
[REDACTED]

From: EVOQ (NHTSA) <EVOQ@dot.gov>
Sent: Wednesday, January 26, 2022 1:31 PM
To: [REDACTED]
Subject: FW: Follow up to ODI Complaint -----11440652 -----

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
16-NOV-2021

Repository

Reference No.
11440652

OWNER INFORMATION (Type or Print)

Name [Redacted]
Address [Redacted]
City santa ana State CA ZIP Code [Redacted]

Daytime Telephone Number [Redacted]
Evening Telephone Number

E-mail Address [Redacted]

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
1FADP5AU2EL [Redacted] MAKE FORD Model C-MAX Model Year 2014
Date Purchased 10-21-17 Dealer's Name and Telephone Number Chino Hills Ford 909 342-7466 Engine: No: Cylinders 4 Fuel Type: (Hybrid) Gas
Original Owner Dealer's City Chino Hills STATE CA ZIP Code 91710
Transmission Type Auto Antilock Brakes Cruise Control Powertrain Multiple Failure: Incident Date(s) 16-NOV-2021

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 980000 UNKNOWN OR OTHER
Electronic Steering rack and Pinion Assembly part # MV623504E Q Failure Mileage 177842.0 Failure Speed 10

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 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).

The contact owns a 2014 Ford C-Max Hybrid. The contact stated while driving approximately 10 MPH, the steering wheel became difficult to turn. The contact stated that the service power steering message was displayed on the instrument panel. The vehicle was not taken to a dealer. The manufacturer was informed of the failure and informed the contact that the VIN was not included in a recall. The failure mileage was 177,842.

(For additional information see attached)

locked

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.

11-20-21

I purchased my 2014 Ford C-max Hybrid Se vin 1FADP5AU2EL [REDACTED] on 10-21-17 as a certified used vehicle from Chino Hills Ford in CA.

It's hard to pinpoint when I first noticed the problem with the steering wheel but it's been this way for a couple years or longer. The problem was intermittent and would only occur when starting the car. The steering wheel would feel locked and if you wiggled it then it would free up and perform normally. On 11-16-21 the problem worsened. This time when I started the car the wheel was locked like I described above but this time as I drove forward it remain locked and I couldn't turn it. Luckily, I was in a parking lot and not on the street because I could not steer the car. Also, this was the first time a sensor light on my dash lite up to have the power steering serviced. I shut the car off and started it again and this time it was fine. I made another stop and when I started the car, I got the sensor light again and so it was time to get it locked it.

Before I contacted a repair shop, I searched the internet and found all kinds of reports with customers with both the Cmax and Ford Focus (a car with similar components) who reported the same problems as mine. I've attached several documents found on the web and many of these reports are from this year. I called Ford and they said there was no recall on my vehicle. I took my car to a shop and they ran a diagnostic on the car which revealed a code of U3000-49 (steering control module-internal electronic failure) present. Diagnostic testing found internal component failure with the power steering motor and control module which is part of the electronic power steering rack and pinion gear assembly. Recommendations replace entire rack which cost me approx. \$2200. I also called a ford dealer and was quoted a similar price.

So as you can see this is not an isolated event and how knows who many cars are affected but failures are happening as I write this. My car currently has 177,000 miles but many of the cars in these reports have much fewer. Hopefully this information will trigger a large investigation into Ford's Electronic Power Steering issues which are a clearly a safety issue and causing consumers a lot of money to get repaired. The Ford part number for the power steering rack they installed in my car is HV6Z3504EQ (Electronic Steering Rack and Pinion Assembly).

Thank you for looking into this matter and if you need additional contact me at the info below.

[REDACTED]
[REDACTED]
Santa Ana, CA [REDACTED]
[REDACTED]



All Cars > Ford > C-max > Steering > Steering

Steering Problems of Ford C-max

Ford C-max owners have reported 29 problems related to *steering* (under the steering category). The most recently reported issues are listed below. Also please check out the statistics and reliability analysis of Ford C-max based on all problems reported for the C-max.

1 Steering problem of the 2014 Ford C-max

Failure Date: 09/28/2021

The issue is related to steering. My Ford C-max steering system would become very stiff and gets locked. The warning "service power steering" would pop up and the steering wheel would become inoperable. This has happened a couple instances and creating a huge panic. When this happens the steering cannot be moved. I have to stop the engine and restart after a couple mins. The issue is intermittent and does not give any warnings before this situation occurs creating anxiety and huge risk to drive. I took the car to Ford dealership at georgetown texas. They investigated the issue and reverted that the problem is with steering gear and has to be replaced to fix the issue. Upon checking on internet I see Ford had reported out similar issue in Sep 2014 and had tried to address the issue. Details below. . Read more...

See all problems of the 2014 Ford C-max

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2 Steering problem of the 2014 Ford C-max

Failure Date: 09/21/2021

Sudden loss of power to steering. . . . Noted that many others have had this problem.

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See all problems of the 2016 Ford C-max 🔍.

4 Steering problem of the 2013 Ford C-max

Failure Date: 07/20/2021

After making a stop at a rest stop traveling from portland, or to the dalles, or, when we got back into the car and started it, a warning light came on saying "service power steering. See your dealer. " from that point forward, we had no power steering and had to drive home that way. We know after doing research that Ford has a recall (15s18) for this exact problem but because there weren't as many cmax vehicles sold, they did not include it. We had to drive home almost 60 miles at highway speed to get home.

See all problems of the 2013 Ford C-max 🔍.

5 Steering problem of the 2014 Ford C-max

Failure Date: 06/08/2021

During last trip with car, parked car while shopping. When leaving store car lost steering and warning light came on in dash indicating power steering assist fault. Car was extremely difficult to drive after that. Waiting for appointment with dealer. Had this happened while turning at a busy intersection it could have been a problem. Car has 100,000 miles so I expect some problems, but I think this could be a safety issue.

6 Steering problem of the 2013 Ford C-max

Failure Date: 08/30/2020

As with many complaints listed in forums outside of the NHTSA my 2013 c max is experiencing the same steering issues that have been resolved in other Ford models under recall 15s18. The electric steering rack needs to be replaced at an approximate cost of \$2,000. Issues are scraping and minor seizing steering intermittently when turning and progressively worsening. Currently noting noise when leaving turning the steering wheel. No issues driving straight, at this time. Many state their steering seizes completely and clearly I do not wish this to happen, particularly with kids in the car. I have no on board screen errors illuminating at this point and have valid fear of driving the vehicle. This car and others should be covered under the 15s18 recall and why others are complaining outside of NHTSA I don't know but this affects many more cars than listed in the original recall. I am requesting this vehicle be included in recall 15s18 before death occurs. This issue began in winter and has progressed. 40,000 miles on car.



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7 Steering problem of the 2013 Ford C-max

Failure Date: 07/31/2020

Backed out of driveway to drive to a spot on the cul DE sac. Started to pull up to the curb and could not turn the wheel. Saw a light that said service power steering soon. No warning until power steering stopped completely. Got stopped just a couple of feet from the light post. Ford charged \$2200. 00 to fix. Car has just over 50,000 miles.

8 Steering problem of the 2015 Ford C-max

Failure Date: 07/18/2020

TI the contact owns a 2015 Ford C-max. The contact stated while driving 10 mph and making a right turn, the vehicle loss power steering assist and became difficult to steer. The contact stated that steering system error - steering fault service now warning light was illuminated. The vehicle was taken to haley Ford richmond located at 10724 jefferson davis hwy, richmond, va 23237, (804) 748-2253, where the vehicle was diagnosed. The contact was informed that the steering rack needed to be replaced. The vehicle was not repaired. The manufacturer was informed of failure. The failure mileage was 33,370.

[See all problems of the 2015 Ford C-max](#)

9 Steering problem of the 2013 Ford C-max

Failure Date: 05/17/2020

My vehicle has approximately 105,000 miles on it. I got in my vehicle to leave and a red message appeared saying, "service power steering system". The steering wheel became very hard to turn left or right. In fact, I wasn't able to turn it at all. I shut off the car and then restarted it. It appeared to be working again and I drove it for an hour without any issue. When I returned home I looked on a few forums and this is a very common problem in the cmax and other Ford cmax systems. A lot of people in the forums say it happened in the middle of them driving. Apparently this

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general problems of the 2014 Ford Focus - part 1

108 problems related to *steering* have been reported for the 2014 Ford Focus. The most recently reported issues are listed below. Please also check out the statistics and reliability analysis of the 2014 Ford Focus based on all problems reported for the 2014 Focus.

1 Steering problem

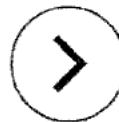
Failure Date: 11/11/2021

The power steering went out. This most likely is related to the known issue like other Ford vehicles with power steering issues or power steering going out while driving.

2 Steering problem

Failure Date: 11/03/2021

The contact owns a 2014 Ford Focus. The contact stated while driving 50 mph, the steering wheel became difficult to turn. The contact stated that the power steering fault warning light was illuminated. The contact was able to drive to a near gas station. The vehicle was not drivable. The contact towed the vehicle to an independent mechanic and was informed that the master control for the electronic system needed to be replaced. The vehicle was repaired. The contact called and made the local dealer aware of the failure. Upon investigation, the contact associated the failure with NHTSA campaign number: 14v514000 (steering) however, the VIN was not included. The manufacturer had not been informed of the failure. The failure mileage was approximately 167,000.



3 Steering problem

Failure Date: 10/15/2021

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The contact owns a 2014 Ford Focus. The contact stated while his wife was driving at an undisclosed speed and making a left turn, the vehicle lost power steering functionality. The driver continued to drive the vehicle manually without power steering functionality back to the residence. The vehicle was not diagnosed or repaired. The manufacturer was not made aware of the failure. The failure mileage was approximately 58,003.

5 Steering problem

Failure Date: 03/29/2021

My cars steering wheel default warning came up and my whole car froze. It was un drivable. There was absolutely no power steering I was l'm motion when this happened.

6 Steering problem

Failure Date: 03/08/2021

Power steering went completely out while driving. No accidents occurred but I almost drove off the road due to not being able to control steering wheel. Warning screen on dash notified me after power steering went out. . Took vehicle to my local Ford dealership for diagnosis; code u3000. Steering gear assembly was bad. Vehicle had 64,352 miles on it at the time.

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7 Steering problem

Failure Date: 02/02/2021

I had just left my house driving on the road and the power steering stopped working. Luckily there were no other cars on the road . I was unable to turn the steering wheel so I stopped got out and my boyfriend was able to get the car turned around and drove it back the short distance to my home where it has been parked since that day. I wrote a letter to Ford asking for financial assistance in getting the car repaired are repurchase it from me they replied stating that they understood but could not offer any assistance.

Call Immediately.
American Tire Depot - Santa Ana



2014 Ford Focus, C-Max Recalled for Potential Steering Gear Problem

by [REDACTED]
August 22nd, 2014

Share:



Just the Facts:

- **Ford is recalling 616 2014 Ford Focus and C-Max vehicles in North America for a potential problem with the steering gear assembly.**
- **Ford ordered its dealers to stop delivering, demonstrating and driving the cars until they are fixed.**
- **"We are not aware of any vehicles that have been delivered to customers," wrote Kelli Felker, a Ford spokesman.**

DEARBORN, Michigan — Ford is recalling 616 2014 Ford Focus and C-Max vehicles in North America for a potential problem with the steering gear assembly, the automaker told *Edmunds* on Thursday.

Ford ordered its dealers to stop delivering, demonstrating and driving the cars until they are fixed.

"We are not aware of any vehicles that have been delivered to customers," wrote Kelli Felker, a Ford spokesman.

As of August 21, 2014, 32 of the vehicles were delivered to dealerships, Ford said in a statement. The remainder are in transit to dealerships.

"Ford contacted the dealers that currently have one of the affected vehicles," Ford said. "No accidents or injuries are attributed to this condition."

To view a full list of affected Focus and C-Max vehicles, click [here](#).



The affected vehicles were built at the Michigan Assembly Plant from August 8, 2014 to August 15, 2014.

Ford dealers will replace the steering gear. The recall is expected to begin the week of September 8. Concerned customers can call 1-800-392-3673.

No information about the recall has been posted on the Web site of the National Highway Traffic Safety Administration, which oversees vehicles safety in the U.S.

Edmunds says: Ford says it is confident that none of these cars made it into the hands of consumers at this point. It is telling dealers that if the vehicles must be moved prior to repair, they should not be driven over 5 mph.

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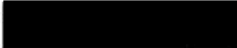
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Year



by 
August 22nd, 2014



Summary

Ford Motor Company (Ford) is recalling certain model year 2014 Focus and C-Max vehicles manufactured August 8, 2014, to August 15, 2014. The affected vehicles may have steering gears that were incorrectly assembled.

Consequence


The incorrectly manufactured steering gears may cause impaired steering, including the loss of steering control, increasing the risk of a crash.

Solution

Ford will notify owners, and dealers will replace the steering gears, free of charge. The recall began on November 11, 2014. Owners may contact Ford customer service at 1-800-392-3673. Ford's number for this recall is 14S18.

Learn more

To learn more, contact the National Highway Traffic Safety Administration (NHTSA).

 1-888-327-4236

 www.safercar.gov

Ford Focus recalls by category

Recent Recalls

Exhaust &
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Drive Train 