

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

**From:** [DataQuality, DataQuality \(NHTSA\)](#)  
**To:** [EVOQ \(NHTSA\)](#)  
**Subject:** FW: ODI Complaint- 11485702 Additional information  
**Date:** Wednesday, January 4, 2023 8:33:43 AM  
**Attachments:** [REDACTED]

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**From:** [REDACTED]  
**Sent:** Tuesday, January 3, 2023 5:36 PM  
**To:** DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>  
**Subject:** ODI Complaint- 11485702 Additional information

**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 am sending the conversation that I had with Ford telling me about the recall and the receipt that I paid to fix it. Thank you.

[REDACTED]

Get [Outlook for iOS](#)

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**From:** EVOQ (NHTSA) <[EVOQ@dot.gov](mailto:EVOQ@dot.gov)>  
**Sent:** Thursday, December 22, 2022 10:41:57 AM  
**To:** [REDACTED]  
**Subject:** Follow up to ODI Complaint- 11485702

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to [dataquality@dot.gov](mailto: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

21-SEP-2022

Repository Reference No.  
11485702

## OWNER INFORMATION (Type or Print)

Name

Address

City

San Mateo

State

CA

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

1FMHK7F99CC

MAKE  
FORDModel  
EXPLORERModel Year  
2012

Date Purchased

Dealer's Name and Telephone Number

Engine:  
No: Cylinders

Fuel Type:

Original Owner  

Dealer's City San Mateo

STATE  
CAZIP Code  
94401

Transmission Type

 Antilock Brakes  
 Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)  
20-SEP-2022

## FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 010000 STEERING

Failure Mileage  
105000.0Failure Speed  
30

## 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: DOTMAL 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's wife owns a 2012 Ford Explorer. The contact stated while his wife was driving 30-35 MPH, the steering wheel seized and the message "Power Steering Assist Fault" was displayed. The contact was able to veer to the side of the roadway. The contact stated that upon turning off and restarting the vehicle several times, the steering wheel regained power steering functionality. The contact's wife was able to drive to the residence; however, the failure reoccurred the next day. The dealer was notified of the failure and informed the contact's wife that she had to pay a repair fee as the vehicle had previously received the one-time free repair under NHTSA Campaign Number: 14V286000 (Steering). The manufacturer was notified of the failure but provided no assistance. The failure mileage was approximately 105,000.

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.



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

Dear Consumer:

NEF-160

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failures(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement

Enclosure: VOQ



## Your chat transcript

From: 0c2e0945-daef-4fb8-81c4-b2150bdddec4 gccnaadm@ford.com

To: [REDACTED]

Date: Wed, Sep 21, 2022, 11:07 AM

The following is a record of your online chat.

General Info	
Chat start time	Wed, 21 Sep 2022 17:22:41 -0700 GMT
Chat end time	Wed, 21 Sep 2022 18:06:51 -0700 GMT
Duration (actual chatting time)	00:44:10
Operator	Syrita

### Chat Transcript

Info: Thank you for choosing to chat with us. We will be with you shortly. You are currently 30 waiting in queue.  
Info: All agents are currently assisting others. Your estimated wait time is 14 minutes and 13 seconds. Thank you for your patience.  
Info: All agents are currently assisting others. Your estimated wait time is 10 minutes and 35 seconds. Thank you for your patience.  
Info: All agents are currently assisting others. Your estimated wait time is 7 minutes and 59 seconds. Thank you for your patience.  
Info: All agents are currently assisting others. Your estimated wait time is 7 minutes and 33 seconds. Thank you for your patience.  
Info: All agents are currently assisting others. Your estimated wait time is 7 minutes and 18 seconds. Thank you for your patience.  
Info: All agents are currently assisting others. Your estimated wait time is 5 minutes and 13 seconds. Thank you for your patience.  
Info: All agents are currently assisting others. Your estimated wait time is 2 minutes and 41 seconds. Thank you for your patience.  
Info: All agents are currently assisting others. Your estimated wait time is 1 minutes and 32 seconds. Thank you for your patience.  
Info: All agents are currently assisting others. Your estimated wait time is 1 minutes and 32 seconds. Thank you for your patience.  
Info: You are now chatting with Syrita. Please do not enter any sensitive personal data such as social security number or credit card numbers.  
Syrita: [REDACTED]! Thank you so much for your patience with our longer than normal hold time. My name is, Syrita. How may I help you today?  
[REDACTED]: Hi  
[REDACTED]: Good morning My car had this worming today: 'Power steering assist fault'  
[REDACTED]: Just want to check if there is recall about that  
Syrita: I am happy to assist you with Recall information, [REDACTED]. Please allow me 2-3 minutes to access the vehicle profile. What is the current mileage of the vehicle?  
[REDACTED]: 105k  
Syrita: I am not locating any information with the VIN provided. Could you please confirm the VIN?  
[REDACTED]: Ok  
[REDACTED]: 1fmhk7f99c6c [REDACTED]  
[REDACTED]: 1FMHKF99CG [REDACTED]  
Syrita: Thank you, please continue and I'll be with you shortly

[REDACTED]: Thank you

**Syrita:** The VIN must be 17 characters.

[REDACTED]: Omg

[REDACTED]: ok

[REDACTED]: 1FMHK7F99CG [REDACTED]

[REDACTED]: now it's right sorry

**Syrita:** No worries. I'm locating a 2012 Explorer. Is that correct?

[REDACTED]: Yes

**Syrita:** Perfect! I am locating Safety Recall Notice 14S06 through Customer Satisfaction Program 15N01 . On your vehicle, the power steering system may revert to manual steering mode while driving due to a steering system sensor fault. If this condition should occur, a message will display in the Instrument Cluster Message Center, a chime will sound, and the steering effort may be greater at low speeds, which may increase the risk of accident. Ford Motor Company has authorized your dealer to update the Power Steering Control Module to prevent loss of steering assist while driving due to a motor position sensor fault. Alternatively, the dealer may need to replace the steering gear. This service will be performed free of charge (parts and labor)

**Syrita:** You will need to schedule an appointment for service with your Ford dealer.

**Syrita:** That may be why you are receiving the warning light. The vehicle definitely needs to be inspected.

**Syrita:** Do you have a Ford dealer to work with?

[REDACTED]: Can you send me one

[REDACTED]: I might need a tool the wheels doesn't turn

**Syrita:** Absolutely! May I use zip code [REDACTED] to locate?

[REDACTED]: Yes

**Syrita:** Awesome! Please allow me just a moment to research for you.

[REDACTED]: Thank you

**Syrita:** While I'm researching, you can request a copy of this chat by clicking on the "+" sign at the bottom of this window and submitting your email, and a transcript of this chat will be emailed to you shortly!

[REDACTED]: Okay

**Syrita:** That way you have a record. You may also view this information here: [REDACTED]

[REDACTED]: 1FMHK7F99CG [REDACTED]

**Info:** The chat transcript will be sent to: [REDACTED] at the end of your chat.

**Syrita:** I have located Putnam Ford 885 N. San Mateo Dr.  
San Mateo, CA 94401 (833) 898-5976.

**Syrita:** Their service hours are 7:00AM - 5:00PM M-F.

[REDACTED]: They are still open?

**Syrita:** I am seeing that they have online appointment scheduling here: [REDACTED]

[REDACTED]: [REDACTED]

[REDACTED]: i am fonna call

**Syrita:** Should you choose to schedule an appointment online, I would recommend contacting them by phone to confirm.

**Syrita:** Is there anything else I can assist you with today?

[REDACTED]: That's all thanks

**Syrita:** Thank you for contacting Ford Motor Company. At the end of this chat, there will be a survey that appears regarding your experience with my performance today. We appreciate any feedback you may have. Have a great day!



Podium Auto Center  
 1299 San Mateo Avenue  
 San Bruno, CA 94066  
 (650) 457-9596  
 info@podiumauto.center  
 www.podiumautocenter.com

Estimate # [REDACTED]

Created: 12/5/2022 12:13 PM PST  
 Payment Term: On Receipt  
 Service Writer: Alexandre Silva

2012 Ford Explorer Limited  
 VIN: 1FMHK7F99CG [REDACTED]

Transmission Replacement				
Description	Price	QTY	HRS	Subtotal
1 Transmission 1 Year Warranty	\$2,000.00	1		\$2,000.00
2 Labor			10.34	\$1,500.00
			Tax (9%):	\$180.00
			<b>Total:</b>	<b>\$3,680.00</b>

Rack n Pinion Replacement				
Description	Price	QTY	HRS	Subtotal
1 Rack and Pinion Assembly <i>Note: Rack and Pinion Assembly.</i>	\$1,235.00	1		\$1,235.00
2 Reprograming			2.07	\$300.00
3 Rack & Pinion Assembly R&R			3.6	\$522.00
			Tax (9%):	\$111.15
			<b>Total:</b>	<b>\$2,168.15</b>

Estimates provided are an approximation of timing and charges to you for the services requested. They are based on the anticipated work to be done. It is possible for unexpected complications to cause some deviation from the original quote. You hereby authorize the repair work described in this estimate to be done along with the procurement of the necessary material(s), including permission to operate the vehicle for on-road testing or inspection. If any additional repairs are required, we will prepare a revised work order providing the cost of additional parts and labor and total revised cost. All parts are new unless specified otherwise.

Deposits are non-refundable. No returns or refunds on special ordered items or electrical parts. There is no warranty for used parts or customer supplied parts.

You agree that we are not responsible for loss or damage to your vehicle, including loss of articles left in the vehicle, including, without limitation, in case of fire, theft, or any other cause(s) beyond our control.

We are not responsible for any delays caused by unavailability of parts or delays in delivery of parts by the supplier or transporter. You have the right to know before authorizing any additional repairs what those repairs will be and what they will cost. If required repairs exceed the authorized estimated amount, we must obtain your approval to perform the repairs. We will keep you informed and perform only repairs authorized by you.

Parts .....	\$3,235.00
Labor .....	\$2,322.00
Subtotal .....	\$5,557.00
Tax .....	\$291.15
<b>Grand Total .....</b>	<b>\$5,848.15</b>
Paid To Date .....	(\$5,070.00)

**REMAINING BALANCE \$778.15**

Signature \_\_\_\_\_

Payments			
12/7/2022	Credit card ending in [REDACTED]		\$1,770.00
12/7/2022	Other	Snap Finance	\$3,300.00