

 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: 14-NOV-2022 Repository ☐ Reference No. 11493443	
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address					
City	The Villages	State	FL	ZIP Code	
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	
3FAHPCHASB...		FORD		FUSION	
Date Purchased	Dealer's Name and Telephone Number			Engine No. Cylinders	Fuel Type
	KEY SCALES FORD			4	
Original Owner ☐	Dealer's City		STATE	ZIP Code	
	Leesburg		FL	34748	
Transmission Type	☐ Automatic Brakes	Powertrain	Multiple Failures	Incident Date(s)	
	☐ Cruise Control			04-NOV-2022	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 010000 STEERING			Failure Mileage		Failure Speed
			70111.0		
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: DOTWAL 94SC035)	☐ 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 ☐ 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 2011 Ford Fusion. The contact stated that after starting the vehicle, the Advantrac and power steering assist warning lights illuminated as the steering wheel seized. The vehicle was then towed to a local dealer, where the Power Steering Control Module (PSCM) was reprogrammed, the steering gear was replaced, and an alignment was completed. The vehicle was repaired. The manufacturer was made aware of the failure and advised the contact to file a complaint with the NHTSA Hotline. The failure mileage was 70,111.					
NEITHER MYSELF OR THE TOW TRUCK DRIVER COULD GET THE STEERING WHEEL TO MOVE, MAKING AN UNSAFE VEHICLE VERY DANGEROUS, AND A "DO NOT DRIVE UNTIL REPAIRED" RECALL FOR THESE CARS AS SOON AS POSSIBLE NECESSARY.					
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					



1719 CITRUS BLVD.
LEESBURG, FLORIDA 34748
PHONE (352) 787-3511
STATE OF FLORIDA REGISTRATION # MV - 06352



SHOP SALES & SERVICE 24/7 AT WWW.KEYSCALESFORD.COM

SERVICE INVOICE

CUSTOMER NO. [REDACTED]	ADVISOR BRIAN RICCARD	TAG NO. 682 3211	INVOICE DATE 11/04/22	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 70,111	COLOR /
[REDACTED]	YEAR / MAKE / MODEL 11/FORD/FUSION/4DR SDN SE FWD	DELIVERY DATE		DELIVERY MILES
THE VILLAGES, FL [REDACTED]	VEHICLE I.D. NO. 3 F A H P O H A 5 B R 2	SELLING DEALER NO.		PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 11/02/22	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS		

MO: 70111

1 CHARGES

LABOR
J# 1 99F0Z RECALL BASE TECH(S):1022 WARRANTY
CUSTOMER REQUESTS PERFORM RECALL 21S12 DRIVER AIRBAG INFLATOR REPLACEMENT recall 21s12 performed recall 21s12 as stated removed and replaced drivers side air bag, new serial number 31zz284f22611

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	8E5Z-54043B13-C	MODULE - AIR B		0.00
TOTAL - PARTS					0.00

JOB# 1 TOTALS
JOB# 1 JOURNAL PREFIX FOCB JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2 87F0Z99P MULTI-POINT INSPECT TECH(S):1022 0.00
PERFORM A THOROUGH INSPECTION OF YOU VEHICLE AND PROVIDE A DETAILED VEHICLE REPORT CARD. CHECK FLUID LEVELS, INSPECT WIPER BLADES, TEST BATTERY, INSPECT TIRES AND BRAKE WEAR, INSPECT SAFETY SYSTEMS AND COMPONENTS FOR LEAKS AND DAMAGE. PERFORM MULTI-POINT VEHICLE INSPECTION AND RECORD RESULTS ON VEHICLE REPORT CARD.

JOB# 2 TOTALS
JOB# 2 JOURNAL PREFIX FOCB JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
J# 3 00F0MBLOTH REPAIR AS DESIGNATED TECH(S):1022 480.00
C/S POWER STEERING LOCKED UP MESSAGE POPPED UP ADVANCE TRAC CHECK FOR CODES WITH IDS COMPUTER, FOUND PSCM FAULT CODES AND STEERING ANGLE SENSOR CODES, REPLACED P/S RACK AND PINION ASSEMBLY, AND PERFORMED ALIGNMENT. CHECK FOR CODES WITH IDS COMPUTER, FOUND PSCM FAULT CODES AND STEERING ANGLE SENSOR CODES, REPLACED P/S RACK AND PINION ASSEMBLY, AND PERFORMED ALIGNMENT.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	AE5Z-3504-DE	GEAR ASY - STE	2222.72	2222.72
	-1	AE5Z-3504-DE	CORE RETURN	400.00	-400.00
	1	-W712961-S439	BOLT	2.30	2.30
TOTAL - PARTS					1825.02

JOB# 3 TOTALS
LABOR 480.00
PARTS 1825.02

JOB# 3 JOURNAL PREFIX FOCB JOB# 3 TOTAL 2305.02

ALL PARTS NEW UNLESS OTHERWISE SPECIFIED.
SEE REVERSE SIDE FOR WARRANTY

NEW Service Part Warranty
on
Ford Genuine & Motorcraft Parts
2-Years/
UNLIMITED Miles
Includes Labor*
NO Commercial Exceptions!!

See your Ford or Lincoln Dealership or Ford Authorized Distributor for additional details.
SPV-002013



ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE, UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE, OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

(SIGNED) SERVICE MANAGER

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)



1719 CITRUS BLVD.
LEESBURG, FLORIDA 34748
PHONE (352) 787-3511
STATE OF FLORIDA REGISTRATION # MV - 05352

service@key
scalesford.com

SHOP SALES & SERVICE 24/7 AT WWW.KEYSCALESFORD.COM

SERVICE INVOICE

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
	BRIAN RICCARD	682 3211	11/04/22	
	LABOR RATE	LICENSE NO.	COLOR	STOCK NO.
	YEAR/MAKE/MODEL	DELIVERY DATE	DELIVERY MILES	
THE VILLAGES, FL	11/FORD/FUSION/4DR SDN SE FWD	SELLING DEALER NO.	PRODUCTION DATE	
	VEHICLE ID. NO.	R.O. DATE		
	3FAHP0HA5BR	11/02/22		
	F.T.E. NO.			
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 70111

JOB# 4 CHARGES-----

LABOR-----
J# 4.00FOZHMILES DISCLAIMER TECH(S):1022 0.00
CUSTOMER ACKNOWLEDGES THAT KEY SCALES FORD WILL NOT BE
FINANCIALLY RESPONSIBLE FOR ANY PARTS AND/OR HARDWARE THAT
MAY BREAK IN THE PROCESS OF DIAGNOSING AND/OR REPAIRING
THIS VEHICLE

JOB# 4 TOTALS-----

JOB# 4 JOURNAL PREFIX FOCB JOB# 4 TOTAL 0.00

JOB# 5 CHARGES-----

LABOR-----
J# 5+00FO17ALIGN4 ALIGN 4 WHEEL TECH(S):1022 159.95
VEHICLE HAS TIRE WEAR
VEHICLE NEEDS ALIGN
PERFORM 4 WHEEL ALIGN

JOB# 5 TOTALS-----

LABOR 159.95

JOB# 5 JOURNAL PREFIX FOCB JOB# 5 TOTAL 159.95

JOB# 6 CHARGES-----

LABOR-----
J# 6+87FOZYBK YELLOW BRAKE INSP TECH(S):1022 0.00
BRAKE INSPECTION COMPLETED
WILL REQUIRE FURTHER ATTENTION
20% TO 50% REMAINING
YELLOW

JOB# 6 TOTALS-----

JOB# 6 JOURNAL PREFIX FOCB JOB# 6 TOTAL 0.00

JOB# 7 CHARGES-----

LABOR-----
J# 7+87FOZGBATT GREEN BATTERY TECH(S):1022 0.00
BATTERY INSPECTION COMPLETED
INSPECTION RESULTS - OK
BATTERY CONDITION GOOD
GREEN

JOB# 7 TOTALS-----

JOB# 7 JOURNAL PREFIX FOCB JOB# 7 TOTAL 0.00

JOB# 8 CHARGES-----

LABOR-----

ALL PARTS NEW UNLESS
OTHERWISE SPECIFIED.
SEE REVERSE SIDE FOR WARRANTY

KEY SCALES FORD
1719 CITRUS BLVD
LEESBURG, FL 34748
352-787-3511

11/05/2022 07:44:06
Merchant ID: *****5997
Device ID: 0229
Terminal ID: PPX1.

Credit Sale:

Transaction #: 3
Card Type: Visa
Amount: *****
Entry: Chip

Amount: \$2,674.97

STAN: 003
Auth Code: 005945
Response: AUTH/TKI
ACI Code: E
TRANS ID:

TC: CE82F97904008969
TVR: 0000000000
AID: 0000000031010
TSI: 6800
ATC: 009B
APPLAB: VISA CREDIT

I AGREE TO PAY ABOVE TOTAL
AMOUNT ACCORDING TO CARD ISSUER
AGREEMENT (MERCHANT AGREEMENT
OR CREDIT VOUCHER)

MERCHANT COPY

(SIGNED) SERVICE MANAGER

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)



NEF

ORLANDO FL 328

30 JAN 2023 PM 6 L



U.S. DEPT. OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
1200 NEW JERSEY AVE. SE
WASHINGTON, D.C.
20590

20590-

