

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

National Highway
Traffic Safety
Administration1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

07-FEB-2023

MAY 04 2023

Reference No.
11506044

OWNER INFORMATION (Type or Print)

Name

Address

City

New Kensington

State

PA

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

1FAHP2D87E0

MAKE

FORD

Model

TAURUS

Model Year

2014

Date Purchased

11-26-2014

Dealer's Name and Telephone Number

BLUE KNOB AUTO SALES INC. 1-814-695-2266
A-695-1387

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

2860 Rt 764
DUNCANSVILLE

STATE

TN

ZIP Code

PA 16635

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

24-JAN-2023

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 010000 STEERING

Failure Mileage
32600.0Failure Speed
35

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 Taurus. The contact stated while driving 35-40 MPH, the steering wheel became stiff. There was no warning light illuminated. The contact was able to continue driving. The vehicle was taken to an independent mechanic, where it was diagnosed that the steering gear box had failed and needed to be replaced. The dealer was not notified of the failure. The vehicle was not repaired. The manufacturer was notified of the failure and a case was opened; however, the manufacturer offered no assistance. The manufacturer referred the contact to the NHTSA hotline. The contact related the failure to an unknown recall. The failure mileage was approximately 32,600.

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.

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

I am asking that you strongly consider some sort of compensation based on the low miles on my vehicle and the manufacturers date 11/2013. I feel that my vehicle technology falls under the 2011-2013 recall for the electronic steering. With the low mileage and the care on which I maintain my vehicle, this should not have been a financial burden I should have to endure just yet - if ever.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. 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



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**



Vehicle Owner's Questionnaire (VOC)
U.S. Department of Transportation
National Highway Traffic Safety Administration



Aber Autoworks Inc.
821 S Leechburg Hill
Leechburg, PA 15656 US
+1 7248452093
Aberauto@yahoo.com

BILL TO

INVOICE # [REDACTED]
DATE 02/21/2023
DUE DATE 02/21/2023
TERMS Due on receipt

DESCRIPTION	QTY	RATE	AMOUNT
Part Steering rack	1	1,820.00	1,820.00
Labor Install	3.60	85.00	306.00

2014 Ford Taurus
VIN#1FAHP2D87EG [REDACTED]
Mileage: 42,600

PAYMENT
BALANCE DUE

2,126.00
\$0.00

PAID

#1 Cochran Ford Service

110 Route 908
Natrona Heights, PA 15065
4123733333

3/02/23 10:01:40 AM

Ref #

Authorization Code: 00239Y

R.O. #

Debit/Credit:

Total: \$179.38 USD

Card Number: XXXXXXXXXXXX

Card Holder

Card Brand: MASTERCARD

AID: A0000000041010

IAD: 1710A040012200000000000000000000FF

TVR: 0000008000

Application Label: Mastercard

Entry Method: Chip Read

Authorization Mode: Issuer

Signature

Aber Autoworks Inc.
821 S Leechburg Hill
Leechburg, PA 15656 US
+1 7248452093
Aberauto@yahoo.com

2014
Ford Taurus

ABERS
11 after programming

FLASH
for
steering
column

BILL TO

[REDACTED]

INVOICE # [REDACTED]
DATE 03/03/2023
DUE DATE 03/03/2023
TERMS Due on receipt

DESCRIPTION	QTY	RATE	AMOUNT
Part	1	499.20	499.20
Steering shaft			
Labor	1	85.00	85.00
Install			

2014 Ford Taurus

BALANCE DUE

\$584.20

Aber Autoworks Inc.
821 S Leechburg Hill Rd
Leechburg, PA 15656
(724) 845-2093

CC Sale

BRIC: 07GKBQJZB7HPAFL1PG
Batch # [REDACTED] Item 0001
03/07/23 10:29:32
APPR CODE: 00723P
MasterCard EMV
***** [REDACTED] *****
Amount \$584.20

APPROVED

Mastercard
AID: A0000000041010
TVR: 0000008000
TSI: E800

CUSTOMER COPY

CUSTOMER #: [REDACTED]

INVOICE



NEW KENNSINGTON, PA [REDACTED]

PAGE 2

110-112 RT. 908
NATRONA HEIGHTS, PA 15065
FORD (724) 294-2000
CHRYSLER JEEP DODGE (724) 295-5000
www.cochran.comHOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 996572 AMANDA ANDERSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	14	FORD Taurus	1FAHP2D87EG [REDACTED]		43715/43716	T9250	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14 IS							
01JAN14 DD			WAIT 02MAR23			MCV	02MAR23
R.O. OPENED	READY	OPTIONS:	DLR: [REDACTED]				
07:44 02MAR23	09:56 02MAR23						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

*****THE FOLLOWING WORK WAS RECOMMENDED BUT NOT PERFORMED*****
,,SUMMARY FS001 Miscellaneous Front Suspension and Steering - Repair

Thank you!

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 MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

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

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	162.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	5.64
TOTAL CHARGES	167.64
LESS INSURANCE	0.00
SALES TAX	11.74
PLEASE PAY THIS AMOUNT	179.38

CUSTOMER COPY

CUSTOMER #:

INVOICE

110-112 RT. 908
NATRONA HEIGHTS, PA 15065
FORD (724) 294-2000
CHRYSLER JEEP DODGE (724) 295-5000
www.cochran.com

NEW KENNSINGTON, PA

PAGE 1

HOME: CONT:

BUS: CELL:

SERVICE ADVISOR: 996572 AMANDA ANDERSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	14	FORD Taurus	1FAHP2D87EG		43715/43716	T9250

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14 IS							
01JAN14 DD			WAIT 02MAR23			MCV	02MAR23

R.O. OPENED	READY	OPTIONS:	DLR:07320
07:44 02MAR23	09:56 02MAR23		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER NEEDS THE ELECTRONIC SYSTEM REPROGRAMMED, SHE STATES SOME
TOLD HER THAT HER CAR NEEDED FLASH?- CUSTOMER STATED THAT THE
POWER STEERING WAS REPLACED AND NEEDS TO BE PROGRAMMED -

CAUSE: General Repair Operation

RE7000 TIME TO FLASH THE POWER STEERING -

CUSTOMER HAD RACK AND PINION INSTALL AT
LOCAL SHOP - VEHICLE NEEDS LOWER STEERING
SHAFT - DECLINED SERVIC

6159 Robinson, Daniel LIC#: N

CPR

PARTS: 0.00 LABOR: 162.00 OTHER: 0.00 TOTAL LINE A: 162.00

B PERFORM VEHICLE CHECK UP

CAUSE: PERFORM VEHICLE CHECK UP

99P PERFORM VEHICLE CHECK UP

6159 Robinson, Daniel LIC#: N

ISDP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00 (N/C)

C** Miscellaneous Electrical System - Repair

EL001 SEE LINE A FOR THE CUSTOMER CONCERN AND
REPROGRAM

6159 Robinson, Daniel LIC#: N

ISDP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00 (N/C)

Performed PMI for PSCM

ESTIMATE: 0.00. 02MAR23 07:44 SA: 996572

CONTACT:

CUSTOMER PAY SVC MAT & SUPPLY FOR REPAIR ORDER

5.64

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 MANUFACTURER'S REPRESENTATIVE.		STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)		The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	LABOR AMOUNT	
			PARTS AMOUNT	
			GAS, OIL, LUBE	
			SUBLET AMOUNT	
			MISC. CHARGES	
			TOTAL CHARGES	
			LESS INSURANCE	
		CUSTOMER SIGNATURE	SALES TAX	
			PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

CUSTOMER #: [REDACTED]

PRE-WORKORDER



Page 1 of 1

NEW KENNSINGTON, PA [REDACTED]

110-112 RT. 908
NATRONA HEIGHTS, PA 15065
FORD (724) 294-2000
CHRYSLER JEEP DODGE (724) 295-5000
www.cochran.com

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: *Amanda Anderson

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	2014	FORD Taurus	1FAHP2D87EG		43715	9250	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01/01/0001							03/02/2023

R.O. OPENED	READY	OPTIONS:
03/02/2023		

LINE	OP CODE	DESCRIPTION	DURATION	ESTIMATE
# A	RE7000	CUSTOMER NEEDS THE ELECTRONIC SYSTEM REPROGRAMMED, SHE STATES SOME TOLD HER THAT HER CAR NEEDED FLASH?- CUSTOMER STATED THAT THE POWER STEERING WAS REPLACED AND NEEDS TO BE PROGRAMMED -		0.00
# B	99P	PERFORM VEHICLE CHECK UP		0.00
		ADDITIONAL SERVICE RECOMMENDATIONS		
# C	EL001	Miscellaneous Electrical System - Repair		0.00
		DECLINED SERVICES		
	FS001	Miscellaneous Front Suspension and Steering - Repair		975.98

Subtotal 0.00

Shop Charges 3.46

Sales Tax 0.00

Total 3.46

Printed On 03/02/2023 9:57 AM

Estimate Expires on 03/02/2023

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE \$ 3.46

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

New Kensington, PA



RDC 99

20077

U.S. POSTAGE PAID
FCM LG ENV
NEW KENSINGTON, PA
15068
APR 24, 23
AMOUNT

\$1.74

R2304M114957-33

US Department of Transportation
National Highway Traffic Safety Admin.
Office of Defect & Investigation (NEF-100)
1200 New Jersey Ave SE.
Washington, D.C. ~~20077-9382~~
20590