

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Reference No. 1153036
Date: Monday, August 14, 2023 9:24:40 AM
Attachments: [REDACTED]

From: [REDACTED] >
Sent: Saturday, August 12, 2023 2:38 PM
To: Vehicle Safety Hotline <vsh@dot.gov>; DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Cc: [REDACTED]
Subject: Reference No. 1153036

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Here is the updated and corrected documentation for Reference No. 1153036. All updates and corrections were made in red. Please reply for more information or questions.

Thanks,

[REDACTED]

[REDACTED]

[REDACTED]

U.S. Department
of TransportationNational 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-MAR-2023

Repository ☐Reference No.
11513036**OWNER INFORMATION (Type or Print)**

Name

Address

City

Green Bay

State

WI

ZIP Code

Daytime Telephone Number

E-mail Address
bboucher@parker.com

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 INFORMATION17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
3FA6P0G72FRMAKE
FORDModel
FUSIONModel Year
2015

Date Purchased

Dealer's Name and Telephone Number

Engine:
No: Cylinders

Fuel Type:

Original Owner
☐

Dealer's City Green Bay

STATE
WIZIP Code
54311

Transmission Type

☐ Antilock Brakes
☐ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)
16-MAR-2023**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Components Codes: 010000 STEERING

Failure Mileage
150000.0Failure Speed
70**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 owns a 2015 Ford Fusion. The contact stated while driving 70 MPH, the vehicle lost power steering functionality. The contact stated that he was able to veer to the side of the road although the steering wheel was extremely difficult to turn. The contact turned off and restarted the vehicle; however, the failure persisted. The traction control and the hill park assist warning lights were illuminated. The contact was able to drive to his destination. The contact stated that upon inspecting the vehicle, he noticed that one of the steering gear motor bolts was missing and another one was fractured. The dealer was notified of the failure and informed the contact that the vehicle could not be repaired under NHTSA Campaign Number: 19V632000 (Steering) since the VIN was not included. The vehicle was not diagnosed or repaired. The manufacturer was notified of the failure, but no assistance was provided. The failure mileage was approximately 150,000.

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.





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Mastertech Auto Repair, LLC

1302 Sal CL

Green Bay, WI 54302

920-469-7997

LICENSE
[REDACTED]

ENGINE
2.5

INVOICE

ODOMETER IN
152136

ODOMETER OUT
152136

Date
4/7/2023

Invoice #
[REDACTED]

Billed To
[REDACTED]

VEHICLE
2018 Ford Fusion

VIN
3FA6P0H77JF [REDACTED]

Quantity	Description	Rate	Amount
	Check power steering	0.00	0.00
4.2	Replaced power steering gear	119.95	503.79
1	Rebuilt power steering gear	1,184.35	1,184.35
	Four wheel alignment	81.99	81.99
10	New lug nuts	5.88	58.80
	Programming	99.99	99.99
paid check # [REDACTED]			

Subtotal	\$1,931.92
Sales Tax (5.5%)	\$106.26
Total	\$2,038.18

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car, truck or 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 car, truck or vehicle to secure the amount of repairs thereto.

Authorized by _____ Date _____

"Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911."