

MAY 25 2023

U.S. Department of Transportation National Highway Traffic Safety Administration	OT Auto Safety Hotline 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 10014E	
	Date Received: 10-09-2023		Repository: <input type="checkbox"/>	
Reference No: 11517912		Daytime Telephone Number: [REDACTED]		
Evening Telephone Number: [REDACTED]		E-mail Address: [REDACTED]		

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
 Address: [REDACTED]
 City: [REDACTED] State: [REDACTED] MI ZIP Code: [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 notice that is described in the agency's Privacy Act notice, 301 of 311 25371 (Rev. 5, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on drivers side: [REDACTED]

Make: FORD Model: FUSION Model Year: 2017

Date Purchased: [REDACTED] Dealer's Name and Telephone Number: LaFontaine Ford of Flushing 8106255059

Engine: [REDACTED] Cylinders: [REDACTED] Fuel Type: [REDACTED]

Original Owner: Dealer's City: Rushing STATE: MI ZIP Code: 48483

Transmission Type: Automatic Brakes: Anti-lock Brakes Cruise Control Powertrain: [REDACTED] Multiple Failures: [REDACTED] Incident Details: 10-09-2023

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 030000 SERVICE BRAKES, HYDRAULIC, 020000 TRACTION CONTROL SYSTEM, 116713 ELECTRICAL SYSTEMS/ADAS/HILL START ASSIST SOFTWARE

Failure Mileage: 142245 Failure Report: 12

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]

DOT No. (Example DOTNMLPABC09M): [REDACTED] Original Requirement Prior Repair Failure Location: [REDACTED]

Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]

Seat Type: [REDACTED] Installation System: [REDACTED]

Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

APPLICABLE INCIDENT INFORMATION
(Please describe in detail the incident(s), failure(s), crashing, injury/loss.)

Crash: Yes No R/S Yes No

Number of Persons Injured: [REDACTED] Number of Deaths: [REDACTED] Reported to Police: N

Narrative Description of Incident(s), Crashes, Injuries:
 Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure (e.g., parts replaced or repaired) and if old part is available.

The contact owns a 2017 Ford Fusion. The contact received notification of NHTSA Campaign Number: 23V162000 (Service Brakes, Hydraulic) however, the parts to do the recall repair was unavailable. The contact stated that the manufacturer had exceeded a reasonable amount of time for the recall repair. The contact stated while driving approximately 15 MPH, she heard an abnormal clanging noise as she depressed the brake pedal. The contact stated that the vehicle kept moving forward. The contact started pumping the brake and suddenly the vehicle lost power steering assist and became very stiff. The contact stated that the brakes, traction control, and Hill Start Assist warning lights were illuminated. The contact let the vehicle coast to a stop and turned the vehicle off and on and the power steering returned. The contact stated that the brake failure had become constant. The contact had taken the vehicle to a local dealer, where it was diagnosed and determined that the failure was related to NHTSA Campaign Number: 23V162000 (Service Brakes, Hydraulic) and parts were not yet available. The vehicle had not been repaired. The manufacturer had not been informed of the failure. The failure mileage was 142,245.

Include, if available: Police/Fire Department Reports, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974 (Public Law 93-502). 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 enable the NHTSA to determine 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 responses, 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 failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other documents 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 driver's door or the driver's door jamb. 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, 1-888-327-4216.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defect Investigation
Enforcement

Enclosure: VOQ

