

 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	
Name		Address		Date Received 17-MAY-2023 JUN 20 2023	Repository ☐ Reference No. 11522429
City Rochester		State NY	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 1FA6P0H78E5		MAKE FORD	Model FUSION	Model Year 2014	
Date Purchased	Dealer's Name and Telephone Number			Engine: No. Cylinders	Fuel Type:
Original Owner ☐	Dealer's City	STATE	ZIP Code		
Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 17-MAY-2023	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Components Codes: 010000 STEERING			Failure Mileage 81000.0	Failure Speed ALL	
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: DOTM1AL9ABCD36)	☐ 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 Fusion. The contact stated that while making left or right turns, the steering wheel jerked. No warning lights were illuminated. The vehicle was taken to a service station where it was diagnosed that the rack and pinion was binding, causing a loss of power steering assist. Additionally, the steering gear was corroded and needed to be replaced. The dealer was notified of the failure and the contact was informed that the VIN was not included in a recall. The vehicle was not repaired. The manufacturer was notified of the failure and the contact was provided a case number and advised to call the NHTSA Hotline. The failure mileage was approximately 81,000. <i>Note- took 3 weeks to get the part - Obviously there are a lot of other cars with same issue - I had to pay \$3,000 to get my car fixed while others who are covered under recall are FREE Not Fair!</i>					
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 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.					

Staub's Automotive LLC
1060 West Ridge Road
Rochester, NY. 14615
Phone: 585-663-8270 Fax: 585-621-3718

INVOICE

Org. Est. [REDACTED]

INVOICE

Printed Date: 06/12/2023 Work Completed: 05/17/2023

2014 Ford - Fusion SE - 2.5L, In-Line4 (152CI) VIN(7)
Lic #: [REDACTED] Odometer In : 81158

Cellular [REDACTED] VIN# : 1FA6P0H78 E5 [REDACTED]

Part Description / Number	Qty	Sale	Ext	Labor Description	Hours	Ext
Rack and pinion	1.00	1,400.00	1,400.00	Steering jerks on turns		
RH outer tie rod end	1.00	70.00	70.00	Rack and pinion binding and looses power assist Ok while sitting but binds while driving		
				R&R rack and pinion	4.50	562.50
				Four Wheel Alignment	1.00	90.00

Org. Estimate 0.00 Revisions 0.00 Current Estimate 0.00

Labor:	652.50
Parts:	1,470.00
SubTotal:	2,122.50
Tax:	169.80
Total:	2,292.30
Bal Due:	\$2,292.30

[Payments -]

Vehicle Received: 5/17/2023

Customer Number: [REDACTED]

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 or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one year or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Signature _____ Date _____

Email Address: joe@staubsauto.com



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 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

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

U.S. Dept of Trans National Highway Traffic Safety Adm
Office of Defects
(NVS-210)
1200 New Jersey Ave SE
West Bldg
Washington DC
Enclosure: VOQ

20590





[REDACTED]
Rochester, NY [REDACTED]

ROCHESTER NY 144

12 JUN 2023 PM 1 L



US Dept. of Trans Natl
Highway Traffic Safety adm

Office of Defects
(NVS-210)

1200 N Jersey Ave SE
West Bldg

Washington DC 20590