



U.S. Department of Transportation  
**National Highway Traffic Safety Administration**

# ODI RESUME

OFFICE OF DEFECTS INVESTIGATION



**Investigation:** EA17004  
**Prompted By:** PE16011  
**Date Opened:** 11/20/2017      **Date Closed:** 02/09/2024  
**Investigator:** Michael Lee      **Reviewer:** Peter Kivett  
**Approver:** Tanya Topka  
**Subject:** Power Steering Failure

## MANUFACTURER & PRODUCT INFORMATION

**Manufacturer:** Ford Motor Company  
**Products:** MY 2010 Ford Fusion and Ford Fusion Hybrid  
**Population:** 262,599 (Estimated)

**Problem Description:** Sudden loss of power assist to steering.

## FAILURE REPORT SUMMARY

	ODI	Manufacturer	EWR D&I	Other	Total	EWR Field Reports
<b>All Incidents:</b>	1,233	2,273	0	2,170	5,676	CONF
<b>Crashes/Fires:</b>	44	15	0	0	59	0
<b>Injury Incidents:</b>	11	2	0	0	13	0
<b>Number of Injuries:</b>	21	2	0	0	23	0
<b>Fatality Incidents:</b>	0	0	0	0	0	0
<b>Number of Fatalities:</b>	0	0	0	0	0	0

**Description of Other:** Warranty Claims

## ACTION/SUMMARY INFORMATION

**Action:** This (EA) Engineering Analysis is closed without a manufacturer action.

**Summary:**

On September 28, 2016, the Office of Defects Investigation (ODI) opened a Preliminary Evaluation (PE16-011) to investigate claims of power steering assist loss on model year (MY) 2010 Ford Fusion vehicles. During the PE, ODI received 718 unique claims related to the alleged problem with 598 reports indicating the power steering assist failed while driving at various speeds with no warning. Ford Motor Company (Ford) provided 1,851 unique reports and 1,720 warranty claims related to the alleged problem. It should be noted that as the result of investigation PE14-030, Ford conducted a safety recall (15V-340) of MY 2011-2012 Ford Fusion and other vehicles using the same electric power assist steering unit to rectify incidents of loss of power steering assist.

On November 20, 2017, PE16-011 was upgraded to this Engineering Analysis (EA17-004) to further assess the scope, frequency, and consequence of this failure. This was based on an analysis of the subject vehicle complaint data that had indicated an increased likelihood of failure as the vehicles age. At the time, the rate of occurrence of this failure was comparable to previous investigations involving loss of power steering assist including the previously mentioned PE14-030.

During the EA, ODI's analysis of the alleged defect in the subject vehicles identified the following: testing showed minor steering effort changes between "assist" and "no assist", no root cause identified, a declining failure trend, the ramp-down or reduced assist provided when a DTC is set, a lower failure rate than the recalled Fusion vehicles, and the high age of the vehicles.

A safety-related defect trend has not been identified. Accordingly, this Engineering Analysis is closed. See the attached Engineering Analysis Closing Report for details. The closing of this investigation does not constitute a finding by NHTSA that a safety defect does not exist, and ODI will take further actions if warranted by future circumstances. To review the reports cited in the Closing Resume ODI Report Identification Number document, go to [NHTSA.gov](http://NHTSA.gov).