



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

ODI RESUME

Investigation: EA 17-004
Prompted by:
Date Opened: 11/20/2017
Investigator: Evan Frings **Reviewer:** Paul Simmons
Approver: Stephen Ridella
Subject: Power Steering Failure

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Ford Motor Company
Products: 2010 Ford Fusion
Population: 262,599
Problem Description: Sudden loss of power assist to steering.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	718	1,851	2217**
Crashes/Fires:	13	12	13**
Injury Incidents:	5	1	5**
Number of Injuries:	7	1	7**
Fatality Incidents:	0	0	0
Other*:	0	1,720	1,720

*Description of Other: Warranty complaints on affected vehicles.

** Total eliminates duplicates received by ODI and manufacturer.

ACTION / SUMMARY INFORMATION

Action: Open an Engineering Analysis.

Summary:

On September 28th, 2016, the Office of Defects Investigation (ODI) opened Preliminary Evaluation PE16-011 to investigate claims of power steering assist loss on model year 2010 Ford Fusion vehicles. ODI has received 718 unique claims related to the alleged problem with 598 reports indicating the power steering assist failed while driving at speed with no warning. During the PE16-011 investigation, Ford Motor Company (Ford) provided 1851 unique reports and 1720 warranty claims related to the alleged problem. As the result of investigation PE14-030, Ford previously conducted a recall (15V-340) of the 2011-2012 Ford Fusion and other vehicles using the same electric power assist steering unit to rectify incidents of loss of power steering assist.

An analysis of the subject vehicle complaint data indicates an increased likelihood of failure as the vehicles age. The rate of occurrence of this failure is comparable to previous investigations involving loss of power steering assist including the previously mentioned PE14-030. Therefore, the Preliminary Evaluation (PE16-011) has been upgraded to an Engineering Analysis to further assess the scope, frequency and consequence of this failure.

ODI reports cited above can be reviewed at <https://www.nhtsa.gov/recalls#vehicle> under the identification (NHTSA ID) numbers found in the attached list.

10363555, 10373154, 10427502, 10460240, 10468154, 10475281, 10475717, 10478781, 10479689, 10481506, 10481999, 10482479, 10483356, 10484572, 10485824, 10486128, 10487934, 10489139, 10490689, 10493146, 10493552, 10498328, 10503609, 10504461, 10507476, 10508967, 10509103, 10509717, 10510661, 10511476, 10511654, 10513606, 10514771, 10516153, 10520151, 10522041, 10525462, 10525903, 10531890, 10533433, 10534555, 10534918, 10535200, 10537398, 10537917, 10538247, 10538257, 10544508, 10544986, 10545140, 10547238, 10549310, 10551896, 10551922, 10552631, 10553209, 10555431, 10555668, 10555771, 10556040, 10556421, 10557014, 10557230, 10557363, 10557456, 10557630, 10557974, 10558252, 10559955, 10560311, 10560462, 10560596, 10560630, 10561528, 10561706, 10562527, 10562963, 10563255, 10565505, 10566279, 10566664, 10566747, 10566995, 10567132, 10568752, 10569075, 10573250, 10573661, 10574111, 10576452, 10577265, 10577826, 10578765, 10583528, 10584905, 10594891, 10597786, 10604987, 10605019, 10605142, 10607930, 10610178, 10611328, 10615580, 10615953, 10617426, 10617470, 10618389, 10618538, 10620760, 10620981, 10621302, 10622020, 10622112, 10622312, 10626494, 10627331, 10631064, 10631129, 10631370, 10631584, 10632719, 10633212, 10633488, 10637728, 10638519, 10638751, 10638905, 10639269, 10639956, 10641210, 10641559, 10641733, 10641791, 10641804, 10641895, 10641897, 10641917, 10641990, 10643344, 10643490, 10643556, 10643606, 10643682, 10643765, 10644268, 10644276, 10644294, 10644921, 10648209, 10648832, 10649409, 10649496, 10649663, 10650294, 10650437, 10650619, 10650694, 10650700, 10650859, 10651267, 10651543, 10651642, 10651870, 10652039, 10652186, 10652210, 10652248, 10652532, 10652699, 10653160, 10653790, 10654017, 10654042, 10654183, 10654799, 10654870, 10655390, 10658549, 10658811, 10658953, 10658969, 10659110, 10659147, 10659938, 10660118, 10660172, 10660351, 10660721, 10661998, 10662561, 10663012, 10663022, 10663167, 10663578, 10664735, 10667129, 10667371, 10667450, 10667548, 10668592, 10668627, 10668971, 10670040, 10671480, 10671835, 10676786, 10676879, 10678707, 10678739, 10678896, 10679410, 10679607, 10679761, 10679822, 10681196, 10682195, 10683214, 10683398, 10690720, 10690989, 10692463, 10692168, 10692868, 10693198, 10693793, 10693916, 10694065, 10694132, 10694179, 10694343, 10695388, 10700776, 10701364, 10702810, 10702832, 10703820, 10703860, 10704200, 10705748, 10706186, 10711761, 10712029, 10712382, 10712882, 10712986, 10713829, 10713929, 10713966, 10714210, 10715498, 10715777, 10716269, 10716864, 10721400, 10721431, 10721501, 10721643, 10721860, 10721907, 10721919, 10722033, 10722041, 10722081, 10722307, 10722390, 10722438, 10722495, 10722529, 10722938, 10723427, 10724083, 10724381, 10725130, 10725177, 10725359, 10725715, 10730405, 10730771, 10732360, 10733479, 10733785, 10733887, 10735047, 10735143, 10735677, 10735804, 10736014, 10736062, 10744101, 10744358, 10745564, 10745852, 10745917, 10746756, 10747839, 10747995, 10748281, 10748379, 10749133, 10749150, 10749234, 10749389, 10749482, 10750190, 10750327, 10750384, 10759031, 10759281, 10759392, 10759938, 10760179, 10761147, 10761440, 10761824, 10761896, 10761957, 10762616, 10762464, 10762654, 10762991, 10763126, 10763417, 10763486, 10763556, 10764606, 10764992, 10766306, 10775464, 10775945, 10787726, 10776003, 10776421, 10776442, 10777884, 10778268, 10778494, 10778811, 10779352, 10780241, 10780938, 10781086, 10781377, 10783274, 10783522, 10785144, 10785357, 10785643, 10786170, 10786732, 10787090, 10787362, 10788245, 10789423, 10789458, 10789889, 10790417, 10790447, 10790472, 10794320, 10794366, 10794469, 10794697, 10794797, 10794800, 10794949, 10806251, 10806715, 10807415, 10808032, 10808172, 10808213, 10808330, 10808798, 10809139, 10809575, 10809825, 10810000,

10810669, 10810753, 10810818, 10811944, 10816325, 10816546, 10816924, 10817190, 10817233, 10817373, 10817715, 10817738, 10818016, 10818513, 10818615, 10818802, 10819543, 10819928, 10820062, 10821695, 10821869, 10822143, 10822302, 10822434, 10822945, 10823166, 10823226, 10823703, 10823862, 10824491, 10825036, 10825053, 10825113, 10825306, 10826091, 10836517, 10836584, 10837004, 10837949, 10838534, 10838610, 10838911, 10840052, 10846274, 10846324, 10846409, 10850403, 10850480, 10850562, 10850929, 10851563, 10851882, 10854254, 10854795, 10854868, 10855194, 10861504, 10861676, 10861896, 10862835, 10862965, 10863910, 10864027, 10865752, 10870063, 10870223, 10870267, 10870874, 10871118, 10871217, 10871928, 10872869, 10872899, 10873542, 10875190, 10876564, 10876568, 10883094, 10883596, 10883632, 10883908, 10884240, 10884623, 10884796, 10885540, 10886043, 10887972, 10888146, 10888477, 10888827, 10889236, 10891651, 10892148, 10893279, 10893297, 10895266, 10895750, 10896056, 10896768, 10896865, 10898224, 10898963, 10904688, 10905497, 10905613, 10905853, 10907579, 10907956, 10908553, 10909490, 10909529, 10909662, 10909733, 10910014, 10910605, 10910975, 10911209, 10913559, 10913690, 10913697, 10913829, 10913882, 10913920, 10913938, 10913981, 10914038, 10914071, 10914127, 10914242, 10914876, 10915085, 10915101, 10915282, 10915417, 10915466, 10915593, 10915741, 10915955, 10916086, 10916238, 10916486, 10917239, 10917357, 10917572, 10918460, 10918681, 10918872, 10918915, 10918926, 10919724, 10920087, 10920443, 10923870, 10924381, 10924409, 10924611, 10925057, 10925240, 10925329, 10926064, 10926254, 10926435, 10926440, 10927138, 10927177, 10927238, 10927298, 10927750, 10927922, 10928045, 10928232, 10928262, 10928423, 10929445, 10929692, 10929786, 10929961, 10933951, 10933971, 10934159, 10934594, 10934687, 10934777, 10934935, 10935074, 10935377, 10935503, 10936548, 10937446, 10937741, 10939171, 10939617, 10939681, 10939786, 10939910, 10940259, 10943743, 10943820, 10943932, 10944093, 10944632, 10945444, 10946401, 10946433, 10946603, 10947085, 10947419, 10947454, 10947749, 10947856, 10947905, 10948336, 10948451, 10948469, 10948536, 10949098, 10954382, 10955514, 10955536, 10956945, 10956950, 10957347, 10957594, 10957659, 10958618, 10958677, 10958996, 10959528, 10960053, 10960062, 10965992, 10966002, 10966016, 10966261, 10966651, 10967371, 10967550, 10967990, 10969124, 10969396, 10970523, 10971266, 10971568, 10978634, 10978765, 10979617, 10981219, 10981552, 10981762, 10983292, 10983342, 10984337, 10984343, 10984495, 10984686, 10985568, 10985613, 10985626, 10990952, 10991136, 10991844, 10992135, 10992640, 10993399, 10993465, 10993921, 10994014, 10994218, 10994507, 10995051, 10995158, 10995644, 10995725, 10995737, 10995895, 11000601, 11000748, 11000833, 11000977, 11001420, 11001789, 11002337, 11003910, 11004148, 11004204, 11004946, 11004978, 11005189, 11005808, 11006082, 11006226, 11006675, 11010413, 11011241, 11011318, 11011521, 11011691, 11011798, 11011973, 11012423, 11012880, 11013780, 11013928, 11015224, 11016168, 11016356, 11019046, 11019835, 11020156, 11021151, 11021386, 11021522, 11021661, 11022182, 11022314, 11022763, 11022964, 11023947, 11023999, 11024730, 11029922, 11030012, 11030094, 11030346, 11030613, 11030707, 11031654, 11031807, 11031852, 11031965, 11032069, 11032246, 11032249, 11032642, 11032780, 11032913, 11033015, 11033287, 11034191, 11034365