

NHTSA Consumer Complaints as of May 23, 2014

1 10413327 FORD FOCUS 2012 STEERING TL* THE CONTACT OWNS A 2012 FORD FOCUS. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 60 MPH, THE VEHICLE WOULD PULL TO THE RIGHT AND SHE WOULD HAVE TO USE EXCESSIVE FORCE TO CONTINUE STEERING STRAIGHT. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER WHERE THE CONTACT WAS INFORMED THAT THE VEHICLE WAS OPERATING AS INTENDED, AND THERE WAS NO REMEDY AVAILABLE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS APPROXIMATELY 75. MILWAUKEE WI
20110628

1 10414894 FORD FOCUS 2012 STEERING WILE DRIVING AT 60 MPH THE STEERING WENT TO MANUAL, WARNING DISPLAY READ "STEERING MALFUNCTION STOP SAFELY" CONTACT AUTHORIZED DEALER. THIS HAS ONLY HAPPEN ONCE AND STILL NOT SURE WHAT FIXES IT. STILL AT DEALER.
*TR PLANT CITY FL 20110723

1 10421413 FORD FOCUS 2012 STEERING IN MY BRAND NEW 2012 FORD FOCUS WHILE DRIVING AT SPEEDS ABOVE 50MPH IT IS INCREDIBLY HARD TO KEEP THE CAR IN IT'S LANE WITHOUT CONSTANT ADJUSTMENT OF THE STEERING WHEEL. IT FEELS LIKE YOU'RE BEING BUFFETED BY STRONG WINDS ON BOTH SIDES OF THE VEHICLE. I'M AFRAID TO DRIVE FASTER THAN 60MPH DUE TO THE FACT THE VEHICLE ACTS LIKE A SNAKE GOING BACK AND FORTH SO MUCH. I'M NOT ALONE IN THIS, THE ONLINE FORD FOCUS COMMUNITY "FOCUSFANATICS.COM" HAS REPORTED MANY CASES OF THIS OCCURRING. THE THREAD OF COMPLAINTS IS HERE [HTTP://WWW.FOCUSFANATICS.COM/FORUM/SHOWTHREAD.PHP?T=261200](http://www.focusfanatics.com/forum/showthread.php?t=261200) THE SOLUTION APPEARS TO BE HAVING THE ENTIRE POWER STEERING RACK REPLACED. I'M WORRIED A PROBLEM SUCH AS THIS COULD CAUSE A SEVERE ACCIDENT IF SOMEONE ISN'T EXPECTING TO FIGHT WITH THEIR STEERING WHEEL. I ALMOST HIT A CAR ADJACENT TO ME BECAUSE OF THIS. IF HE HADN'T BEEN PAYING ATTENTION THINGS COULD HAVE BEEN BAD. I REALIZE YOU ARE VERY BUSY BUT I SINCERELY HOPE YOU TAKE THE TIME TO REVIEW THIS ISSUE AND THE THREAD I POSTED IN ORDER TO PREVENT POSSIBLE

NHTSA Consumer Complaints as of May 23, 2014

INJURY'S OR DEATHS IN THE FUTURE. IT WOULD BE TO THE BENEFIT OF MANY IF FORD WERE TO RECALL AND FIX AFFECTED MODELS. *TR HOCKESSIN
DE 20110709

1 10428782 FORD FOCUS 2012 STEERING THE POWER STEERING FAILED AS I MADE A TURN AT LOW SPEED. THE WARNING LIGHTS CAME ON INDICATING A POWER STEERING FAILURE. I WAS ABLE, WITH GREAT DIFFICULTY, TO STEER THE VEHICLE TO THE SIDE OF THE ROAD. THE VEHICLE IS BRAND NEW. *TR NEW YORK NY 20111004

1 10430612 FORD FOCUS 2012 STEERING I JUST BOUGHT MY BRAND NEW 2012 FORD FOCUS LESS THAN 2 WEEKS AGO. THE FIRST TIME I DROVE IT ON HWY IN SPEEDS EXCESS OF 60MPH, I NOTICED IT WAS VERY DIFFICULT TO KEEP THE CAR DRIVING STRAIGHT WITHOUT CONSTANT ADJUSTMENT TO THE STEERING WHEEL. SINCE IT WAS STORMING THAT NIGHT, I ASSUMED IT WAS THE WIND KNOCKING MY LITTLE CAR AROUND. I WAS VERY WRONG. IT HAPPENED EVERY TIME AFTER THAT...EVEN ON CLEAR, SUNNY DAYS. SEVERAL TIMES I ALMOST SIDE-SWIPED CARS IN OTHER LANES TRYING TO MAINTAIN CONTROL OF MY CAR. THIS IS EXTREMELY UNSAFE AND I'M HOPING A RECALL HAS BEEN MADE ON THE STEERING ISSUE. I'M TAKING THE CAR IN TO THE DEALERSHIP TODAY WITH PRINTOUTS OF NUMEROUS COMPLAINTS FOR THIS EXACT ISSUE. *TR PALM COAST FL
20111008

1 10432411 FORD FOCUS 2012 STEERING I PURCHASED A 2012 FORD FOCUS HATCH. AS SOON AS WE DROVE THE CAR WE NOTICED THE DIFFERENCE IN THE TRANSMISSION. THE SALES MAN SAID HE DIDN'T FEEL IT AND THAT THE CAR HAD TO LEARN OUR DRIVING HABITS. DON'T THINK A CAR LEARNS 2 DIFFERENT DRIVING HABITS AS THERE ARE 2 OF US DRIVING IT. BUT AT LOW SPEEDS EITHER ACCELERATING OR DECELERATING THE CAR SHUTTERS AND SHIMMIES WAY TOO MUCH FOR OUR COMFORT. IT SEEMS THIS IS AN ELECTRONIC PROBLEM BUT WE THOUGHT WE'D BRING IT IN TO HAVE A TRAINED TECH LOOK AT IT. THE FIRST ATTEMPT WAS A NEW MODULE AND THAT SHOULD FIX IT.... IT DIDN'T... SO IN A SECOND TIME FOR A REMAPPING OF

NHTSA Consumer Complaints as of May 23, 2014

THE COMPUTER...DIDN'T HELP.IN FOR A THIRD TIME AND THE TECH SAYS FORD IS NOT ALLOWING ANY FIXES ON THIS CAR... WE HAVE TO WAIT! REALLY? WAIT? I BOUGHT A BRAND NEW \$21,000 CAR..... AN AUTOMATIC CAR! I BEEN TOLD IT HAS TO LEARN HOW I DRIVE... I'VE BEEN TOLD IT NEEDS BROKE IN...IT HAS 5000 MILES ON IT NOW HOW LONG DOES IT TAKE TO BREAK IN? I'M TOLD THAT IT'S AS IF I AM DRIVING A MANUAL AND THIS IS NORMAL.....HELLO!!!! NOT A MANUAL. I'M TOLD THIS IS JUST HOW THIS TRANSMISSION REACTS... AND ALONG WITH THE SHUTTERING IS THE HESITATION UPON ACCELERATING THAT COULD COST ME MY LIFE ON A BUSY HIGHWAY..... THE REMOTE KEY LOCK HAS CONFUSION ISSUES. IT DOESN'T ALWAYS RECOGNIZE THE SIGNAL AND IT HAS TO BE OPENED OR LOCKED MANUALLY. ALL I WANT IS A FIX AND IF THERE IS NO FIX I WANT TO BE ABLE TO IMPLEMENT THE LEMON LAW ON THIS CAR..... I EXPECTED MORE FROM FORD FOR MY 30 PLUS YEARS OF LOYALTY. AFTER ALL ISN'T THAT WHAT HAS KEPT FORD GOING? ALL OF US LOYAL CUSTOMERS THAT STAYED WITH THEM THRU THE HARD TIMES? MY FAMILY HAS BOUGHT OVER \$100,000 IN NEW FORD CARS AND TRUCKS AND PLENTY OF USED ONES AS WELL. I REALLY AM SAD THAT FORD HASN'T STEPPED UP ON THIS ONE AND I AM SO SURE I AM NOT ALONE. LISTEN FORD EXECS..... WE ARE PAYING ATTENTION!!! THANK YOU! *TR CHALK HILL PA 20110704

1 10433905 FORD FOCUS 2012 STEERING INADEQUATE CLEARANCE BETWEEN STEERING WHEEL MOUNTED CONTROLS FOR CRUISE CONTROL AND SYNC AND STALK MOUNTED CONTROLS FOR SIGNALS AND WIPERS RESULT IN FINGERS GETTING CAUGHT BETWEEN WHEEL AND STALKS. DURING A TEST DRIVE, THIS CAUSED ACCIDENTAL FLASHING OF BRIGHT LIGHTS AND WIPER ACTIVATION. IN A WORST CASE SCENARIO, THIS COULD PREVENT TURNING THE STEERING WHEEL AT A CRITICAL MOMENT AND CAUSE A CRASH WITH INJURIES OR FATALITIES. I BELIEVE THIS IS A SERIOUS SAFETY ISSUE. PLEASE INVESTIGATE THIS DESIGN PROBLEM AND CONSIDER MANDATORY RECALL AND REDESIGN OF ALL VEHICLES SO EQUIPPED. *TR ELIDAOH 20111017

NHTSA Consumer Complaints as of May 23, 2014

1 10435541 FORD FOCUS 2012 STEERING POWER STEERING
FAILED WHILE DRIVING NEW FORD FOCUS SE, MAKING IT DIFFICULT TO STEER
THE CAR. FAILURE OF STEERING WAS ACCOMPANIED BY "STEERING ASSIST
FAULT - SERVICE REQUIRED" MESSAGE IN DASH AND WARNING CHIME. ON
RESTART OF CAR, STEERING RETURNS TO NORMAL OPERATION AND FAULT
MESSAGE NO LONGER DISPLAYS. THIS HAS OCCURRED TWICE AT RANDOM
TWO WEEKS AFTER PURCHASE OF CAR. *TR SILVER SPRING
MD 20111107

1 10435672 FORD FOCUS 2012 STEERING POWER STEERING
FAILED, WITH DASHBOARD WARNING MESSAGES. *TR NEW YORK
NY 20111106

1 10438554 FORD FOCUS 2012 STEERING WHILE BACKING OUT OF
A DRIVEWAY THE STEERING SYSTEM FAILED, I ROLLED DOWN A HILL AND INTO
A WOODED AREA. THE SYSTEM GAVE AN INDICATOR LIGHT OF STEERING
SYSTEM FAILURE AND ALSO THE BRAKING SYSTEM DID NOT ENGAGE. I LOST
COMPLETE CONTROL OF THE VEHICLE. *TR HUNTINGTON
WV 20111204

1 10441953 FORD FOCUS 2012 STEERING WHILE DRIVING
STEERING FAULT SERVICE IMMEDIATELY AND AN EXCLAMATION MARK
APPEARED ON THE DASHBORAD. AT THE SAME TIME THE CAR WOULD BARELY
STEER AND I HAD A VERY HARD TIME GETTING IT OFF THE ROAD. I CALLED
FOR ROADSIDE ASSISTANCE AND THEY TOOK IT TO THE DEALERSHIP.
*KB FLOYD VA 20111230

1 10443655 FORD FOCUS 2012 STEERING TL* THE CONTACT
OWNS A 2012 FORD FOCUS. THE CONTACT WAS DRIVING 20 MPH WHEN THE
POWER STEERING FUNCTION FAILED AND THE STEERING WHEEL SEIZED
ABNORMALLY. THE VEHICLE WAS TOWED TO THE DEALER WHO
REPROGRAMMED THE COMPUTER. THE CONTACT STATED THAT SHE NO
LONGER FELT SAFE DRIVING THE VEHICLE. THE MANUFACTURER WAS NOT

NHTSA Consumer Complaints as of May 23, 2014

NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 4,106 AND THE
CURRENT MILEAGE 4,160. CANTON OH 20120107

1 10448127 FORD FOCUS 2012 STEERING THE FORD FOCUS 2012
HAS PROBLEM STARTING AT 556 MILES - THE ENGINE WOULD NOT EVEN TURN
OVER. THE WARNING LIGHT "STEERING ASSIST FAULT SERVICE REQUIRE"
COME ON, AND THE FRONT POWER WINDOWS DO NOT WORK TOO. HOPE THE
DEALER WOULD FIX THIS SOON. *TR FOUNTAIN VALLEY
CA 20120215

1 10448128 FORD FOCUS 2012 STEERING AFTER MAKING RIGHT
TURN OUT OF DRIVEWAY, TRAVELED STRAIGHT FOR APPROXIMATELY 300-400
YARDS AND POWER STEERING FAILED. WARNING LIGHT CAME ON. HAD TO
STOP AT STOP SIGN...COULD NOT STEER CAR - VERY DIFFICULT TO STEER
WITHOUT ASSIST. I MANAGED TO TURN IT AROUND, GOT BACK TO MY
DRIVEWAY. POWER STEERING DID NOT RETURN. CALLED FORD ROADSIDE
ASSISTANCE - TOW TRUCK DRIVER HAD DIFFICULTY STEERING THE CAR TO
GET IT ON TRUCK...POWER ASSIST RETURNED. DEALER WAS NOT ABLE TO
DUPLICATE, RESEARCHED WITH FORD TECHNICAL ASSISTANCE AND FOUND
"NO CAUSE." THEY CALLED IT A FLUKE AND RETURNED CAR TO ME. SECOND
INCIDENT OCCURRED IN SAME FASHION ON FEB. 14, 2012. AFTER RETURNING
TO MY DRIVEWAY THE SECOND TIME, THE POWER ASSIST RETURNED TO
FUNCTION. DEALER IS NOT SURE THAT BRINGING THE CAR IN WILL HELP
THEM FIND OR FIX THE PROBLEM. FORD CUSTOMER SERVICE AGENT STATED
IN EMAIL THAT "IT COULD VERY WELL BE A FLUKE" AND IS NOT OFFERING ANY
FURTHER SOLUTIONS. I NEED HELP IN GETTING THIS FIXED. *TR
COOPERSBURG PA 20120120

1 10450114 FORD FOCUS 2012 STEERING POWER STEERING
FAILED WHILE DRIVING NEW FORD FOCUS SE, MAKING IT DIFFICULT TO STEER
THE CAR. FAILURE OF STEERING WAS ACCOMPANIED BY "STEERING ASSIST
FAULT - SERVICE REQUIRED" MESSAGE IN DASH AND WARNING CHIME. ON
RESTART OF CAR, STEERING RETURNS TO NORMAL OPERATION AND FAULT
MESSAGE NO LONGER DISPLAYS. THIS HAS OCCURRED ONCE AFTER

NHTSA Consumer Complaints as of May 23, 2014

PURCHASE OF CAR. I SEE THERE ARE MANY COMPLAINTS ABOUT THIS BUT NO SOLUTIONS. WILL THERE BE A RECALL ISSUED BEFORE THIS HAPPENS TO SOMEONE AT SPEED AND CAUSES A WRECK RESULTING IN INJURY OR DEATH?

*TR CALLAHAN FL 20120302

1 10461291 FORD FOCUS 2012 STEERING WHENEVER I DRIVE THE CAR AROUND 60 MILES SPEED, THE STEERING WHEEL BECOMES STIFF AND STARTS TO WANDER. IT BECOMES REALLY HARD TO BALANCE THE WHEELS. I NOTICED THIS ON MY BRAND NEW FORD FOCUS SE FOR THE FIRST TIME ON MAY 25TH 2012, WHEN I WAS DRIVING ON A TOLLWAY AT 60 TO 70 MILES SPEED PER HOUR. I BOUGHT THIS CAR ON MAY 24TH 2012. THIS CAR IS NOT GOOD FOR DRIVING ON HIGHWAYS ESPECIALLY FOR DRIVING AROUND THE SPEED 60 MILES PER HOUR. NOW I AM REALLY SCARED TO DRIVE MY CAR ON HIGHWAYS. SO FAR, THERE WERE NO ACCIDENTS. GOING FORWARD IF SOMETHING HAPPENS, I WOULD BLAME FORD AND SUE THE COMPANY. FORD MUST FIX THIS ISSUE OR RECALL THIS MODEL. *TR FRISCO

TX 20120525

1 10462989 FORD FOCUS 2012 STEERING THE VEHICLE WAS PARKED. I STARTED IT UP AND BACKED OUT OF THE PARKING SPACE. I SHIFTED INTO DRIVE AND BEGAN MOVING FORWARD. AFTER GOING APPROXIMATELY 20 FEET THE "I" SIGN ILLUMINATED ON THE INSTRUMENT PANEL AND THE MESSAGE "STEERING MALFUNCTION, NEEDS SERVICE" CAME ON, ALONG WITH THE ALARM JINGLE. I TRIED TO STEER THE CAR OUT OF THE MIDDLE OF THE DRIVE LANE AND MANAGED TO GET IT OVER TO THE SIDE, BUT THE STEERING WAS PRACTICALLY FROZEN. I TURNED OFF THE IGNITION AND LOOKED FOR ANY OBVIOUS SIGNS OF TROUBLE, BUT COULD FIND NONE. AFTER READING THROUGH THE OWNER'S MANUAL AND CHECKING THE ENGINE COMPARTMENT, I RESTARTED THE CAR (ABOUT 20 MINUTES AFTER I SHUT IT OFF) AND NO WARNING SIGN CAME ON. I TEST DROVE IT IN THE PARKING LOT FOR A MINUTE TO SEE IF THE STEERING WOULD FUNCTION PROPERLY AND THEN DROVE HOME AND EXPERIENCED NO FURTHER PROBLEMS. I TOOK IT TO THE FORD AUTOWAY DEALERSHIP FOR INSPECTION

NHTSA Consumer Complaints as of May 23, 2014

AND THEY DIAGNOSED THE PROBLEM AS STEMMING FROM AN ABS "CORRUPTED" PROGRAM. THEY TOLD ME THE EPAS GETS IT POWER THROUGH THE ABS. THEY REBOOTED THE ABS PROGRAM AND I'VE HAD NO FURTHER PROBLEMS. *TR BROOKSVILLE FL 20120619

1 10463388 FORD FOCUS 2012 STEERING AS I WAS TURNING OUT OF A STORE INTO TRAFFIC, THE POWER STEERING WENT OUT...POWER ASSIST FAULT CAME UP ON COMPUTER SCREEN....STEERING BECAME VERY DIFFICULT TURN....ONCE I GOT OFF THE ROAD I TURNED THE CAR OFF AND THEN ON AGAIN AND THE STEERING RETURNED....I TOOK THE CAR TO A DEALERSHIP AND THEY SAID THEY FIXED IT PER SSM 21987 CODE. ONE WEEK LATER IT HAPPENED AGAIN, TWICE WITHIN 6 MILES....FIRST TIME I WAS BACKING UP AND THE SECOND TIME I WAS DRIVING AROUND 40 MILES PER HOUR....IT APPEARS THIS CAN HAPPEN AT ANYTIME AND IN ANY GEAR....I CALLED DEALERSHIP AND IMMEDIATELY HAD IT TOWED TO THEIR SHOP...PRESENT MILEAGE 2076 MILES....I'LL SEE WHAT THEY HAVE TO SAY THIS TIME....I FEAR THIS COULD BE A VERY DANGEROUS SITUATION IF IT CONTINUES. *TR AKRON OH 20120617

1 10465313 FORD FOCUS 2012 STEERING SINCE DAY ONE OF THE PURCHASE OF MY (MARCH) 2012 FORD FOCUS THE STEERING "FEELS" LIKE IT IS CONSTANTLY WANDERING, AFTER AN HOUR DRIVE TIME, YOUR ARM IS GIVE OUT FROM THE STRESS. MY CAR ALSO SEEMS TO HAVE A FLUTTER IN THE TRANSMISSION OR ENGINE DURING TAKE OFF. THE CAR WILL ALSO ROLL BACK WHILE STOPPED ON AN INCLINE. THE DEALER CHECKED STEERING THE 4TH DAY AFTER PURCHASE AND ASSURED ME THE STEERING WAS FINE, THAT IT WAS NEW & TIGHT. I DID RECIEVE A RECALL ON THE TRANSMISSION TO UPGRADE OR MODIFY SOME TYPE OF CHIP. I CANNOT TELL ANY IMPROVMENT SINCE THE UPGRADE. MY WIFE & SON HATE TO DRIVE MY CAR BECAUSE THEY ARE AFRAID OF THE STEERING AND ROLLING BACK....BY THE WAY IT IS AN AUTOMATIC TRANSMISSION---I HAVE NEVER EXPERIENCED THIS ON ANY VEHICLE THAT I HAVE OWNED IN THE PAST. *TR ARKADELPHIA AR 20120329

NHTSA Consumer Complaints as of May 23, 2014

1 10465739 FORD FOCUS 2012 STEERING WHILE SLOWING TO A
STOP, DRIVING IN A STRAIGHT LINE, THE POWER STEERING SUDDENLY FAILED.
THE CAR WAS EXTREMELY DIFFICULT TO STEER. THE DASHBOARD DISPLAYED
"POWER STEERING ASSIST FAULT: SERVICE REQUIRED." THE CAR HAD BEEN
RUNNING FOR APPROXIMATELY 2 MINUTES. AFTER TURNING THE CAR OFF
AND STARTING IT AGAIN, THE POWER STEERING RETURNED. I TOOK THE CAR
TO THE FORD DEALERSHIP, AND THEY DID NOT FIND ANY PROBLEMS WITH THE
POWER STEERING SYSTEM. TWO WEEKS LATER ON JULY 14, AT 1717 MILES,
AS I WAS ACCELERATING FROM A STOP, DRIVING IN A STRAIGHT LINE AT
APPROXIMATELY 10 MILES PER HOUR, THE POWER STEERING FAILED AGAIN
AND THE SAME ERROR MESSAGE WAS DISPLAYED. THE CAR WAS
EXTREMELY DIFFICULT TO STEER. AFTER TURNING THE CAR OFF AND
STARTING IT AGAIN, THE POWER STEERING RETURNED. AGAIN, THE CAR HAD
BEEN RUNNING FOR APPROXIMATELY 2 MINUTES. *TR LINTHICUM
MD 20120629

1 10467901 FORD FOCUS 2012 STEERING GOT THE CAR ON
WEDNESDAY JULY 25TH AFTER A WEEK LONG WAIT FOR KEY....LONG
STORY....THE FIRST INCIDENT HAPPENED 2 HOURS AFTER PICKING UP THE
CAR. SITTING IN A DRIVE THRU. "POWER STEERING ASSIST FAULT,
MAINTENANCE REQUIRED". TURNED CAR OFF AND ON PROBLEM WENT AWAY.
NEXT DAY SITTING IN TRAFFIC, THE PROBLEM RETURNED CALLED FOR
SERVICE AND TAKING THE CAR IN FOR SERVICE. WISH I WOULD HAVE LOOKED
THIS UP PRIOR TO PURCHASE! *TR LEXINGTON PARK MD 20120726

1 10468122 FORD FOCUS 2012 STEERING I HAD AN EARLIER
COMPLAINT ON MY FIRST FOCUS PURCHASED IN MARCH 2012...INCIDENT DATE
JUNE 27 2012...I LOST POWER STEERING ON 3 OCCASIONS...SERVICE WAS
NOT ABLE TO FIX IT SO THEY EXCHANGED MY CAR FOR AN IDENTICAL ONE ON
JULY 25, 2012...THE SECOND DAY I DROVE THE NEW FOCUS, SOMETHING
STRANGE HAPPENED WITH THE STEERING WHILE ON THE EXPRESSWAY...I
WAS GOING ABOUT 60 MPH ON A STRAIGHT ROAD AND THE CAR STARTED TO
WANDER TO THE RIGHT AND IT ALSO DID IT TO THE LEFT...THE STEERING IS

NHTSA Consumer Complaints as of May 23, 2014

VERY TIGHT AND WAS DIFFICULT TO GET THE CAR GOING STRAIGHT...I'VE BEEN TO THE DEALERSHIP AND THEY SAY THAT IS JUST HOW IT DRIVES..IF THIS TRUE, I'LL NEVER BE ABLE TO DRIVE THE EXPRESSWAY...THIS WANDERING WAS DIFFICULT TO CONTROL AND TIRING TO FIGHT THE WHEEL.... 2 NEW CARS IN 4 MONTHS TIME BOTH WITH STEERING PROBLEMS MAKES ME THINK THERE ARE SOME KINKS WITH THE NEW ELECTRIC STEERING ON FORDS....THIS WILL BE MY FIRST AND LAST EXPERIENCE WITH FORDS.

*JS AKRON OH 20120727

1 10474323 FORD FOCUS 2012 STEERING NEW 2012 FOCUS JAN. 18-2012. AFTER 9258 MILES STEERING LOCKED WHILE ENTERING BUSY INTERSECTION. GREAT DIFFICULTLY STEERING CAR OFF ROAD. INCIDENT HAPPENED TWICE THAT DAY (8-6) AND AGAIN 8-7, FOURTH TIME 8-18. WARNING LIGHT "STEERING ASSIST FAULT.". DEALER UNABLE TO DUPLICATE PROBLEM. THEREFORE NOTHING CORRECTED. DEALER OFFERED NO RECOURSE. I FELT CAR UNSAFE TO DRIVE. AFTER FRUSTRATING CONVERSATIONS WITH DEALER REP, A FRIEND DROVE THE CAR TO NEARBY CHEVROLET DEALERSHIP WHERE I PURCHASED A 2012 SONIC. THIS DECISION TO PURCHASE ANOTHER CAR WAS VERY COSTLY. MY SAFETY ON THE HIGHWAY NECESSITATED THE DECISION. VERY DISAPPOINTED WITH FORD CUSTOMER SERVICE. AT TIMES I FELT REP'S REMARKS WERE DEMEANING. *TR

JEFFERSONPA 20120806

1 10475047 FORD FOCUS 2012 STEERING THE ROLLING BACK PROBLEM CAME FIRST. WHEN YOU ARE STOPPED ON ANY INCLINE, BETWEEN TAKING YOUR FOOT OFF OF THE BRAKE AND PLACING IT ON THE ACCELERATOR, THE CAR ROLLS BACK QUITE QUICKLY, AND I HAVE ALMOST HIT THE CAR BEHIND ME. THE STEERING PROBLEMS CAME A LITTLE LATER. THE STEERING REQUIRES BOTH HANDS AT ALL TIMES, AND EVEN THEN IT IS QUITE SHAKY. I FEEL CAR SICK WHEN I AM THE PASSENGER BECAUSE THERE IS SO MUCH SIDE TO SIDE MOVEMENT. DURING TURNS, THE ENGINE FEELS LIKE IT IS CUTTING OUT, IT LOSES SO MUCH POWER, AND I HAVE TO PUSH THE ACCELERATOR EXTREMELY HARD JUST TO GET ENOUGH POWER TO FINISH

NHTSA Consumer Complaints as of May 23, 2014

THE TURN. THE SCARIEST OF ALL OF THE PROBLEMS HAPPENS AT HIGHER SPEEDS. IT HAS HAPPENED TO ME THREE TIMES. WHEN I AM DRIVING ON THE FREEWAY (60-70MPH) AND I BEGIN TO SLOW DOWN, THE STEERING GETS OUT OF CONTROL AND GOES BACK AND FORTH SO RAPIDLY, I HOLD ON FOR DEAR LIFE TRYING TO KEEP IT IN THE LANE, AND THE BRAKING IS NOT AS EFFICIENT AS IT SHOULD BE WHEN THIS HAPPENS, AND I HAVE NEARLY ESCAPED HITTING THE CAR IN FRONT OF ME. WHEN I HAVE BEEN IN THIS SITUATION, I HAVE STARTED TO BRAKE RIGHT WHEN I SEE THE BRAKE LIGHTS AHEAD, AND I HAVE HAD AMPLE SPACE TO STOP GRADUALLY AND SAFELY IF I WERE DRIVING A NORMAL CAR, BUT IN THIS CAR, IT IS OUT OF CONTROL AND THE BRAKES WON'T WORK WELL WHEN THIS IS HAPPENING. THIS HAS HAPPENED ON DRY ROADS. THIS CAR TERRIFIES ME AND THE RAIN AND ICE HAVEN'T EVEN HIT YET. AFTER I EXPERIENCED THESE PROBLEMS, I LOOKED ON THE INTERNET AND WAS SURPRISED TO SEE HOW MANY OTHERS ARE HAVING THEM TOO. THE SHOP HAD MY CAR FOR 13 DAYS AND THEY CALLED ME AND SAID THAT IT IS "PERFECT" AND THEY DIDN'T FIX ANYTHING AND TO COME PICK IT UP. I BOUGHT THIS CAR IN JUNE, IT IS NOW SEPTEMBER, IT HAD 1074 MILES WHEN I TOOK IT TO THE SHOP. I LEFT IT THERE FOR NOW, I AM TERRIFIED OF THIS CAR AND UNFORTUNATELY I OWN IT. *TR ..UPDATED 09-26-12 *BF UPDATED 10/01/2012 *JS TROUTDALE OR 20120611

1 10475687 FORD FOCUS 2012 STEERING IN JUNE 2012, MY DAUGHTER WAS DRIVING AND HER FRONT PASSENGER TIRE EXPLODED. THIS WAS THE 3RD SET OF NEW TIRES WE HAD PLACED ON THIS VEHICLE (BY 30,000 MILES - AVERAGING 10,000 MILES PER SET OF TIRES). THEN IN JULY 2012, SHE WAS DRIVING HOME AND STARTED TO SKID. SHE WAS NOT ABLE TO RECOVER FROM THE SKID AND HIT A TREE HEAD-ON. THE FRONT OF HER CAR WAS DESTROYED. THE TREE CENTERED HER CAR AND THE FRONT END LOOKED LIKE A VOLKSWAGEN BUG. THE AIR BAGS DID NOT DEPLOY. WE HAD THIS VEHICLE INTO THE DEALERSHIP 3 TIMES FOR PROBLEMS WITH THE FRONT END. EACH TIME THEY SAID THEY COULD NOT FIND ANYTHING WRONG WITH IT. HOWEVER, THE DRIVER AND PASSENGERS COULD FEEL THE CAR SWAY WHEN RIDING IT IN. THE VEHICLE WAS TOTALED BY THE INSURANCE

NHTSA Consumer Complaints as of May 23, 2014

COMPANY (\$17,000 CHECK SENT TO FORD) AND WE STILL OWE \$1700 THAT WE HAVE AGREED TO PAY TO FORD TO KEEP FROM RUINING OUR CREDIT. THANK GOD SHE WAS WEARING A SEAT BELT THAT ACTUALLY WORKED - OTHERWISE WE WOULD HAVE HAD TO PLAN OUR DAUGHTERS FUNERAL. WE PURCHASED THIS CAR BECAUSE IT WAS ADVERTISED AS BEING A VERY SAFE CAR WITH THE INTERIOR WRAPPED IN AIR BAGS. WRAPPING THE INTERIOR WITH AIR BAGS DOES NOT HELP IF THEY DO NOT WORK. I HAVE BEEN BUYING FORD AUTOMOBILES FOR 30 YEARS BUT, RIGHT NOW I AM WONDERING HOW SAFE MY FORD F-150 IS. WE ARE NOW CONSIDERING HIRING AN ATTORNEY.

*TR ROBBINSVILLE NC 20120714

1 10478577 FORD FOCUS 2012 STEERING TL* THE CONTACT OWNS A 2012 FORD FOCUS. THE CONTACT STATED THAT WHILE PARKED HE NOTICED THE STEERING WHEEL BECAME DIFFICULT TO MANEUVER. THE CONTACT STATED THE POWER STEERING FAILED. THE STEERING DEFAULT WARNING LIGHT ILLUMINATED ON THE INSTRUMENT PANEL. THE FAILURE OCCURRED INTERMITTENTLY. THE VEHICLE WAS TAKEN TO THE DEALER WHO WAS UNABLE TO DIAGNOSE THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE VIN WAS NOT AVAILABLE. THE APPROXIMATE FAILURE MILEAGE WAS 300.

GRANITE FALLS NC 20120615

1 10478685 FORD FOCUS 2012 STEERING AFTER GETTING MY CAR BACK FROM DEALERSHIP WHERE THEY REPROGRAMMED THE TRANSMISSION THE CAR WOULD WANDER FROM LEFT TO RIGHT AT FREEWAY SPEEDS AND THE STEERING FELT UNSTABLE. *TR MARTINEZ

CA 20120924

1 10483523 FORD FOCUS 2012 STEERING THIS IS THE SECOND INCIDENT WHERE THE STEERING WHEEL LOCKED UP AND THE ERROR MESSAGE "POWER STEERING ASSIST FAULT" APPEARED ON THE INSTRUMENT PANEL. DURING THIS INCIDENT, I WAS DRIVING THE CAR THROUGH A PARKING LOT AT APPROX 10MPH WHEN THE STEERING MALFUNCTION OCCURRED. THE FIRST INCIDENT WAS APPROX 2 WEEKS PRIOR TO THIS BUT I HAD JUST STARTED THE VEHICLE IN MY DRIVEWAY WHEN THE SAME SYMPTOMS

NHTSA Consumer Complaints as of May 23, 2014

OCCURRED. IN BOTH CASES, THE STEERING WHEEL BECAME EXTREMELY DIFFICULT TO TURN AND THE WARNING MESSAGE APPEARED ON THE INSTRUMENT PANEL. IN BOTH CASES, THE VEHICLE HAD TO BE SHUT OFF THEN RESTARTED TO GET THE STEERING WORKING AGAIN. I TOOK THE CAR TO A FORD DEALER FOR SERVICE AND OPENED A CASE WITH FORD MOTOR COMPANY ON THIS MALFUNCTION, BUT AFTER BEING AT THE DEALERSHIP OVER A WEEK, THEY SAY THEY CANNOT FIND ANY ISSUE. *TR

WYLIE TX 20121015

1 10486191 FORD FOCUS 2012 STEERING THE VEHICLE HAS HAD STRANGE STEERING ISSUES AS FOLLOWS. 60MPH LIGHT RAIN, ROAD BARELY WET - VEHICLE STARTS MOVING AROUND LIKE IN A 100MPH CROSS WIND, EXCEPT THERE IS NO WIND. TRACTION CONTROL COMES ON, VEHICLE NEARLY LOOSES CONTROL. THIS WAS ON STRAIGHT ROAD. NEXT 5 MPH DRY, IN PARKING LOT, STEERING LOSS, WARNING OF POWER ASSIST STEERING FAILURE. STOP CAR. TURNED OFF AND BACK ON, ALL OK. NEXT 30MPH, 1 MINUTE AFTER START UP, DRIVING ON ROAD, STEERING LOSS, WARNING OF POWER ASSIST STEERING FAILURE. I WAS GETTING READY TO MAKE A TURN. THIS COULD HAVE CAUSED AN ACCIDENT. NEX 60 MPH DRY ROAD, NO WIND, VEHICLE STARTS MOVING ALL AROUND LIKE ITS AGAIN IN A 100MPH CROSSWIND. THIS HAS HAPPENED NUMEROUS TIMES. NEXT SEARCH OF GOOGLE SHOWS THIS IS A KNOWN ISSUE AND HAS BEEN REPORTED BY SEVERAL. THIS IS A SERIOUS SAFETY HAZARD THAT RIVALS STUCK ACCELERATORS *TR LAKE OZARK MO 20121015

1 10486384 FORD FOCUS 2012 STEERING AT HIGHWAY SPEEDS THE STEERING APPEARS TO LOCK WHEN MAKING A LANE CHANGE OR WHEN FOLLOWING A CURVE IN THE ROAD. ADDITIONAL EFFORT WILL FREE THE STEERING BUT THIS CAUSES THE VEHICLE TO DART IN THE DIRECTION OF THE TURN. IT TAKES SEVERAL STEERING ADJUSTMENTS TO BRING THE VEHICLE UNDER CONTROL. THE STEERING GEAR HAS BEEN REPLACED BUT THE PROBLEM PERSISTS. *TR FENTON MI 20120401

NHTSA Consumer Complaints as of May 23, 2014

1 10503918 FORD FOCUS 2012 STEERING CHROME PEELING
AWAY FROM PLASTIC LEAVING SHARP EDGES WHERE FINGERS ARE ON
STEERING WHEEL PEELING IS BI LATERAL ON THE TOP PART OF THE AREA
WHERE THE CONTROLS ARE FOR THE SYNC AND VEHICLE DATA CONTROLS.
RUNNING HAND ACROSS THIS SECTION OF THE STEERING WHEEL CAN
RESULT IN JERKING THE HAND AWAY BECAUSE OF THE SHARP EDGE.

*TR VIRGINIA BEACH VA 20130307

1 10503993 FORD FOCUS 2012 STEERING THE CHROME TRIM ON
MY STEERING WHEEL HAS BEGUN TO CRACK AND FLAKE OFF. I DID NOT
NOTICE AT FIRST AND HAD MY FINGER RUN ALONG IT. THE TRIM IS CRACKED
MEDAL AND IS VERY SHARP. I HAVE NOT YET CUT MYSELF ENOUGH TO DRAW
BLOOD BUT HAVE STUCK, STABBED, AND CAUGHT MY FINGER ON IT
EMBEDDING A PIECE OF CHROME TRIM IN MY FINGER LIKE A SLIVER. THIS IS A
WIDESPREAD ISSUE DOCUMENTED ON MULTIPLE FOCUS FORUMS, AND BY
OTHER 2012+ FORD FOCUS OWNERS. THIS SEEMS TO ONLY BE AN ISSUE
THAT IS ON 2012+ SE SPORT PACKAGES. THIS IS VERY FRUSTRATING, IT
MAKES DRIVING THE CAR DIFFICULT BECAUSE IN MY CASE IT IS RIGHT ABOVE
MY STEERING WHEEL MOUNTED RADIO BUTTONS AND CATCHES MY HAND
EASILY. FORD IS DOING NOTHING ABOUT THIS IN MY CASE AND ACTUALLY
BLAMING ME FOR IT, BUT IN OTHER CASES HAS BOTH REPLACED OTHER
OWNERS PIECES AND IN SOME CASES LIKE MINE DONE NOTHING. THIS IS
VERY DANGEROUS AS MANY PEOPLE IN THE FORUMS HAVE STATED THEY
CUT THEMSELVES GOOD ENOUGH TO BLEED. ONE EVEN SAID HIS WIFE NOW
REFUSES TO DRIVE THE CAR. FORD REFUSES TO FIX THIS BECAUSE IT
WOULD REQUIRE THEM TO WARRANTY AN AIRBAG SINCE THEY DECIDED TO
MAKE THE AIRBAG AND TRIM ONE PIECE. BECAUSE OF THIS MYSELF AND
OTHERS WILL CONTINUE TO CUT OUR FINGERS, HOPEFULLY NOT VERY
SERIOUSLY. THANK YOU FOR READING THIS. *TR FAYETTEVILLE

NY 20130314

1 10504502 FORD FOCUS 2012 STEERING I WAS ON THE FREEWAY
AND HAD MY HAND ON THE STEERING WHEEL . I MOVED MY HAND AND THE

NHTSA Consumer Complaints as of May 23, 2014

CHROME ON MY STEERING WHEEL CUT AND TOOK OFF A CHUCK OF MY PINKY FINGER . MY SKIN WAS STRUCK ON THE CHROME ON MY STEERING WHEEL , I HAD TO PUT PRESSURE ON MY FINGER TO STOP IT FROM BLEEDING ALL OVER THE DRIVER SEAT . I PULLED OVER TO GET MY FIRST AID KITS TO GET A GAUGES ON IT. *TR FONTANA CA 20130323

1 10508577 FORD FOCUS 2012 STEERING METALLIC STEERING WHEEL TRIM IS PEELING AT THE TOP LEFT SIDE OF STEERING WHEEL. PEELING MATERIAL IS VERY SHARP AND CAN EASILY CUT SKIN, AS IT DID TO ME AND MANY OTHERS AS SEEN ONLINE AFTER DOING A SIMPLE SEARCH FOR "FORD FOCUS PEELING STEERING WHEEL TRIM". I'M ALSO CONCERNED THAT IN RARE CIRCUMSTANCES THE AIRBAG ITSELF COULD BE CUT BY THE SHARP TRIM WHEN DEPLOYING. *TR GEORGETOWN TX 20130417

1 10515133 FORD FOCUS 2012 STEERING WHEN DRIVER ENTERED VEHICLE, STARTED IT, AND BEGAN TO STEER, THE SILVER FINISH ON THE RIGHT SIDE, TOP OF THE STEERING WHEEL CROSSBEAM HAD SPLIT AND CURLLED UP, WHICH CAUSED LACERATIONS ACROSS TWO FINGERS. THE CAR HAD BEEN FINE ON PREVIOUS USE, AND HAD BEEN UNUSED FOR SEVERAL DAYS PRIOR TO THE INCIDENT. THIS APPEARS TO BE A DEFECT IN THE FINISH ITSELF. *TR CHESAPEAKE BEACH MD 20130530

1 10516134 FORD FOCUS 2012 STEERING THIS HAPPENED TWICE WITHIN ONE HOUR. I PULLED OUR OF MY COMPANY PARKING LOT ONTO A BUSY HIGHWAY AND MY POWER STEERING WENT COMPLETELY OUT.ON DASH IT READ, "STEERING MALFUNCTION. SERVICE NEEDED." IT WAS VERY DIFFICULT BUT I MANAGED TO PULL OVER TO THE SIDE. I TURNED THE CAR OFF AND SAT FOR A FEW MINUTES. HOPING IT WAS A FLUKE, I STARTED THE CAR UP AGAIN AND PULLED ONTO THE HIGHWAY. I MADE IT ABOUT TWO BLOCKS BEFORE IT HAPPENED AGAIN. I PULLED OVER AND HAD THE CAR TOWED TO A FORD DEALERSHIP. I AM CURRENTLY AWAITING AN EXPLANATION AND A FIX. MY CAR ALSO HESITATED AND SHUDDERS WHEN AT A STOP AND STARTING TO GO. THE CHROME IS COMING OFF OF THE STEERING WHEEL AND IS QUITE SHARP. I BOUGHT THIS CAR USED (IT HAD BEEN A RENTAL).

NHTSA Consumer Complaints as of May 23, 2014

AFRAID I MAY BE STUCK WITH A LEMON. *TR WARRIOR AL
20130607

1 10523209 FORD FOCUS 2012 STEERING MY FIRST INCIDENT
WAS DRIVING OUT OF A PARKING LOT, THE POWER STEERING MESSAGE
APPEARED WITH A STRANGE BEEPING NOISE FOLLOWED BY AN EXTREMELY
DIFFICULT TO MOVE STEERING WHEEL. WHEN I TURNED OFF MY CAR AND
GOT IT BACK ON, THE POWER STEERING WAS BACK TO ITS NORMAL LEVELS.
LATER THE NEXT DAY, THE CAR WAS IN MOVEMENT OVER 30MPH WHILE
DRIVING THROUGH THE HIGHWAY AND THE POWER STEERING MESSAGE
CAME ON AGAIN MAKING MY CAR TOTALLY UNRESPONSIVE CAUSING ME TO
ALMOST CRASH. IT WAS VERY DIFFICULT TO GET THE CAR OUT OF THE HIGH
WAY IN ORDER TO HAVE THE STEERING LEVELS BACK BY TURN IT OFF AND
BACK ON AGAIN. TODAY I TOOK MY CAR TO THE FORD SERVICE COMPLAINING
ABOUT THIS IN ORDER TO GET MY CAR CHECKED BUT THE SERVICE MANAGER
INDICATED THAT THERE WAS NOTHING HE COULD DO ABOUT THIS INCIDENT
FOR WHAT SUGGESTED ME TO CONTACT ROADSIDE ASSISTANCE DURING THE
NEXT INCIDENT AND HAVE THEM TAKE IN MY CAR TO THERE SERVICE TO FIX
IT AT THE MOMENT. I MENTIONED THAT IF THAT WAS TO BE DONE MY CAR
WOULD OBVIOUSLY HAVE TO BE TURNED OFF AND ON IN THE PROCESS
CAUSING THE ISSUE TO MOMENTARILY DISAPPEAR FOR WHAT HE WOULD
STILL NOT BE ABLE TO WITNESS THE INCIDENT AS HE REQUEST, JUST LIKE
TODAY. HE REFUSED TO MAKE ANY FURTHER COMMENTS INDICATING THAT
WAS THE BEST THING HE COULD DO. *TR TOA ALTA PR 20130625

1 10526054 FORD FOCUS 2012 STEERING THE CHROME METALLIC
TRIM ON THE STEERING WHEEL BEGAN PEELING OFF AROUND THE EDGE.
PIECES OF SHARP METAL CUT INTO MY FINGERTIPS ON A NUMBER OF
OCCASIONS. *TR ELKINS WV 20130719

1 10532108 FORD FOCUS 2012 STEERING THE POWER STEERING
ASSIST FAILS WHILE DRIVING AT SPEED. IT JUST CUTS OFF AND STEERING
BECOMES EXTREMELY DIFFICULT. RESTARTING THE CAR SEEMS TO RESET
THE PSA AND I CAN DRIVE AGAIN. BUT THIS HAS HAPPENED 7-8 TIMES OVER

NHTSA Consumer Complaints as of May 23, 2014

THE PAST YEAR. I'VE GONE TO THE FORD DEALERSHIP 3 TIMES, AND EACH TIME THEY ACKNOWLEDGE THE ERROR, BUT CANNOT REPLICATE IT AND THEY DO NOT MAKE ANY CORRECTIVE REPAIRS OR ACTION. THEY JUST EXPECT ME TO DRIVE OFF WITH THE CAR WITH THE UNDERLYING PROBLEM STILL IN EXISTENCE - AND THEY'RE AWARE OF THE PROBLEM! AND THEY DO NOT APPEAR TO BE RESEARCHING IT. THIS IS MY FAMILY CAR, AND THIS IS JUST IRRESPONSIBLE OF FORD. PSA IS NOT AN OPTIONAL FEATURE THAT WE CAN LIVE WITHOUT. WE'VE BEEN FORTUNATE THAT THESE FAILURES HAVE OCCURRED UNDER 45MPH AND ON MOSTLY STRAIGHT RESIDENTIAL ROADS. WHAT ABOUT HIGHWAY SPEEDS OR AT A SHARP BEND? WILL IT TAKE LIVES LOST BEFORE THEY EVEN BEGIN TO FIX THE PROBLEM? AND GOOGLE SEARCHES SHOW THAT THIS IS NOT AN ISOLATED PROBLEM AND MANY OTHERS ARE GIVEN THE SHRU G OFF. FORD KNOWS THIS IS A PROBLEM, BUT ARE NOT ADDRESSING IT PROPERLY. PLEASE HELP. *TR

ELKRIDGE MD 20120407

1 10535852 FORD FOCUS 2012 STEERING WHEN DRIVING HOME I HEARD A LOUD POP NOISE, THE STEERING BECAME HARD TO CONTROL AND WHEN I MADE A SLOW RIGHT HAND TURN THE RIGHT FRONT TIRE FELL OFF THE CAR. APPLE FORD IS TRYING TO TELL ME I HIT SOMETHING. I WOULD KNOW IF I HIT SOMETHING AND FOR ME TO HIT SOMETHING THAT LARGE I WOULD HAVE SEEN IT, IF THERE WAS A LARGE POT HOLE I WOULD HAVE SEEN IT... THERE IS NO BODY DAMAGE TO THE FRONT END BUMPER OF MY CAR.. I JUST HAD THE TRANSMISSION REPLACED IN THIS CAR, THE SYNC MODULE HAD TO BE REPLACE SINCE I HAD IT.. THE TOW TRUCK DRIVER THAT PICKED UP MY CAR EVEN SAID HE HAD JUST PICKED UP A 2013 FORD FUSION THAT HAD THE EXACT SAME PROBLEM.. AND THE DEALERSHIPS ARE TELLING PEOPLE THEY ARE HITTING SOMETHING!!!! *TR SILVER SPRING

MD 20130816

1 10537395 FORD FOCUS 2012 STEERING WHILE DRIVING POWER STEERING ASSIST WARNING CAME ON AND LOST ABILITY TO STEER VEHICLE WHILE DRIVING. TOOK CAR TO DEALERSHIP AND THEY SEEM TO HAVE NO

NHTSA Consumer Complaints as of May 23, 2014

EXPLANATION. VEHICLE IS STILL NOT STEERABLE AT THIS TIME WITH NO
RESOLUTION. *TR WISNER LA 20130818

1 10542377 FORD FOCUS 2012 STEERING STARTED UP CAR AND
PUT TRANSMISSION INTO REVERSE. STEERING WAS VERY DIFFICULT. I WAS
ABLE TO PULL BACK INTO DRIVEWAY. ERROR MESSAGE INDICATED STEERING
ASSIST FAILURE AND THAT SERVICE WAS REQUIRED. I SHUT OFF THE CAR,
RESTARTED IT, AND THE STEERING SEEMED BACK TO NORMAL.

GREER SC 20130906

1 10544466 FORD FOCUS 2012 STEERING CHROME STEERING
WHEEL TRIM BEGAN TO PEEL OFF. CUT MY FINGER A FEW DIFFERENT TIMES
TO WHERE I WAS BLEEDING. *TR ROYSE CITY TX 20130902

1 10548991 FORD FOCUS 2012 STEERING DRIVING FROM
DETROIT TO PENNSYLVANIA, CAR WAS TURNED OFF FOR 10 MINUTES. WHEN
STARTED, A MESSAGE SAID THE POWER STEERING WAS NO LONGER
OPERABLE AND INDEED IT WASN'T. CAR WAS TOWED TO DEALERSHIP AND
POWER STEERING RACK WAS REPLACED AT THEIR EXPENSE. *TR

HIGHLAND MI 20120930

1 10552682 FORD FOCUS 2012 STEERING THE CHROME METALLIC
TRIM ON THE STEERING WHEEL PEELING OFF AROUND THE EDGE. SHARP
METAL HAS CAUSED NUMEROUS CUTS TO THE DRIVER'S HANDS. *TR

WASHINGTON TWP MI 20130710

1 10552840 FORD FOCUS 2012 STEERING WHILE DRIVING THIS
2012 FORD FOCUS SEL, THE STEERING HAS INTERMITTENT ISSUES. AT
HIGHWAY SPEEDS AT 65 MPH THE CAR WANDERS TO BOTH SIDES OF YOUR
LANE, SOMETIMES ALMOST SIDESWIPING OTHER VEHICLES. THE STEERING
WHEEL BECOMES STIFF AS THOUGH THE POWER STEERING IS GONE. OTHER
TIMES IT FEELS LIKE IT'S GOING THROUGH A WINDSTORM AND FEELS OUT OF
CONTROL. DEALER HASN'T BEEN ABLE TO "REPLICATE" THEREFORE, NO
CORRECTIONS MADE FROM FORD. THIS IS A DANGEROUS AND VERY SCARY

NHTSA Consumer Complaints as of May 23, 2014

VEHICLE. I'M AFRAID TO DRIVE IT AT HIGHWAY SPEEDS.PLEASE INVESTIGATE.
LIVES COULD BE LOST BECAUSE OF THIS. *TR FAIRVIEW MI
20120307

1 10554096 FORD FOCUS 2012 STEERING WHILE TURNING THE
STEERING WHEEL, MY LEFT HAND MIDDLE FINGER WAS SLICED OPEN BY A
SILVER TRIM PIECE AROUND THE HORN/RADIO CONTROL AREA. SPECIFICALLY,
THE SILVER PIECE IS LIKE A FOIL TYPE COVERING WITH A RAISED EDGE WHICH
IS SHARP LIKE A RAZOR BLADE. ONCE I WAS CUT, I PULLED OVER TO SEE
WHAT HAD CUT ME AND I REALIZED IT WAS THE SILVER TRIM. UPON FURTHER
INSPECTION, I WAS ABLE TO PEEL THE SILVER PIECE BACK SINCE IT IS LIKE TIN
FOIL AND REMOVE IT. UPON FURTHER INSPECTION, I NOTICED OTHER AREAS
AROUND THE STEERING WHEEL WITH THE SAME ISSUE FOR THE SILVER PIECE
BEING RAISED. FURTHER SEARCH ON THE INTERNET REVEALED THIS IS A
COMMON COMPLAINT. I AM BRINGING MY CAR TO THE DEALER TODAY
(11-29-13) TO TAKE A LOOK AT THE STEERING WHEEL. *TR
MIDDLETOWN DE 20131128

1 10559644 FORD FOCUS 2012 STEERING THE ALUMINUM TRIM
ON THE STEERING WHEEL WHERE THE DRIVER CAN REST HANDS IS
SPLINTERING OFF. IT IS SHARP AND JAGGED METAL. IT CUT THREE OF MY
FINGERS DEEPLY. FORD WILL NOT WARRANTY THIS EVEN THOUGH MANY
MANY OWNERS ARE COMPLAINING OF THE DEFECT. *TR GRASSY
KEY FL 20131122

1 10563169 FORD FOCUS 2012 STEERING I PURCHASED FORD
FOCUS USED- ONE YEAR OLD- WITH 16500 MILES. THREE TIMES IT STOPPED
AS I WAS TURNING LEFT IN ONCOMING TRAFFIC. ONE TIME I BACKED UP AND
IT WOULD NOT GO INTO GEAR. OTHER TIMES IT WOULD NOT SHIFT GEARS ON
HILLS OR ON RAMPS TWO TIMES ON MY STEEP DRIVEWAY IT CAME OUT OF
GEAR. BROUGHT TO SHOP NUMEROUS TIMES - TOLD NOTHING WAS WRONG
REPEATEDLY. I GOT RID OF CAR AFTER 13 MONTHS AND TOOK A FINANCIAL
HIT BUT NOW I AM DRIVING A SAFE CAR. THE DIFFERENCE IS AMAZING AND I
AM SIMPLY DRIVING A CHEVY CRUZE SO NOT AN EXPENSIVE CAR IN

NHTSA Consumer Complaints as of May 23, 2014

COMPARISON. FOCUS IS DANGEROUS TO DRIVE!

BEAVERCREEK OH 20121128

1 10565556 FORD FOCUS 2012 STEERING TL* THE CONTACT OWNS A 2012 FORD FOCUS. THE CONTACT STATED THAT WHILE REVERSING, THE STEERING WHEEL FAILED WITHOUT WARNING AND BECAME HARD TO TURN. THE POWER STEERING WARNING LIGHT ILLUMINATED AFTER THE FAILURE OCCURRED. THE VEHICLE WAS TAKEN TO THE DEALER TO HAVE A DIAGNOSTIC PERFORMED. THE VEHICLE WAS NOT REPAIRED. THE VIN WAS NOT AVAILABLE. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE AND CURRENT MILEAGE WAS 41,000. WASHINGTON PA 20140221

1 10576427 FORD FOCUS 2012 STEERING ON MARCH 13TH, I WAS DRIVING AT APPROXIMATELY 55 MILES PER HOUR. ALL OF THE SUDDEN I LOST COMPLETE POWER IN MY CAR. THE RPMS REVVED UP EXTREMELY HIGH AND I GAINED NO POWER WHEN PUSHING ON THE ACCELERATOR. I LOST ALL SPEED IN A MATTER OF SECONDS AND WAS FORCED TO PULL OVER. I WAS ALMOST HIT BY ANOTHER CAR AS I WAS ATTEMPTING TO GET OUT OF THE WAY. STEERING BECAME HARD AND IT TOOK MORE EFFORT TO BREAK AND SLOW THE CAR. I TURNED THE CAR OFF AS SOON AS I CAME TO REST. I ATTEMPTED TO RESTART THE CAR AND THE CAR WOULD NOT EVEN TURN OVER. I CALLED A TOW TRUCK AND HAD MY CAR TOWED TO FORD. THEY HAD THE CAR FOR 4 DAYS AND REPLACED THE TRANSMISSION CONTROL MODULE (TCM). THE PART WAS COVERED UNDER THE EMISSIONS WARRANTY ACCORDING TO FORD. I WAS TOLD THE CAR WAS FIXED AND SENT ON MY WAY. ON MARCH 24TH THE CAR BROKE DOWN AGAIN. THE CAR DID THE SAME THING AS THE FIRST TIME AND AGAIN ALMOST CAUSED A CAR ACCIDENT IN WHICH SERIOUS INJURY COULD HAVE RESULTED. I SAT WITH THE CAR TURNED OFF FOR APPROXIMATELY 5 MINUTES AND THEN TRIED TO RESTART THE CAR. THE CAR RESTARTED ON THE 4TH TIME. I CALLED MY LOCAL FORD AND ASKED IF IT WAS SAFE TO ATTEMPT TO DRIVE OVER, THEY SAID IT WAS. THEY HAVE NOW HAD THE CAR FOR ONE WEEK AND ARE UNABLE TO LOCATE AN ISSUE. I

NHTSA Consumer Complaints as of May 23, 2014

WAS GIVEN A LOANER VEHICLE WHICH THEY HAVE NOW DEMANDED THEY GET BACK. I BEEN TOLD THE PROCESS OF FORD DECIDING WHAT TO DO CAN TAKE UP TO 2 MONTHS. I AM NO LEFT WITH NO CAR AND FORD IS CLAIMING NO RESPONSIBILITY AND PROVIDING NO CUSTOMER SERVICE. FORD NEEDS TO FIX THIS ISSUE AND REFUND THOSE AFFECTED. BUELLTON CA 20140313