

NHTSA Consumer Complaints as of July 21, 2014

1 10611194 2012 FORD FOCUS STEERING ON TWO OCCASIONS THE VEHICLE STOPPED RUNNING WHILE IN MOTION. IN INCIDENT 1, THIS OCCURRED AT HIGHWAY SPEED (65 MPH) AND INCIDENT #2 IN LOCAL TRAFFIC (15 MPH). IN BOTH CASES ALL POWER WAS LOST INCLUDING THE ACCELERATION, POWER STEERING, ETC. AFTER INCIDENT 1, THE CAR RESTARTED AND DRIVEN TO THE DEALER - EXTENSIVE REPAIRS WERE MADE "TO THE TRANSMISSION" (PER THE DEALER). IN THE SECOND INCIDENT AFTER DEALER REPAIRS AFTER INCIDENT 1, THE CAR COMPLETELY STOPPED AT HIGHWAY SPEED AND WOULD NOT RESTART - TOWED TO DEALER. AGAIN LOSS OF ALL POWER INCLUDING ACCELERATION, POWER STEERING, ETC. AFTER INCIDENT 2 THE DEALER REPLACED THE "MASTER CONTROL UNIT". WHILE BOTH INCIDENTS WERE COVERED BY FORD UNDER THE "DRIVE TRAIN" ORIGINAL WARRANTY I AM CONCERNED ABOUT THE LOSS OF POWER IN TWO INCIDENTS SEPARATED BY ABOUT ONE MONTH. FORT MYERS
FL Failure Date: 06/14/2014

1 10609681 2012 FORD FOCUS STEERING AFTER SITTING IN NEUTRAL WAITING FOR CONSTRUCTION TO ALLOW US TO PROCEED, STARTED OUT AND THEN POWER STEERING WENT OUT. TURNED OFF AT NEXT RED LIGHT AND STARTED AGAIN AND BEGAN WORKING. A FEW MILES LATER STOPPED FOR GAS AND WHEN STARTED VEHICLE, NO POWER STEERING AND IS STILL OUT. WARREN PA Failure Date: 07/09/2014

1 10609492 2012 FORD FOCUS STEERING I BOUGHT A 2012 FOCUS AS A CERTIFIED USED CAR, TRUSTING FORD AND HAVING PEACE OF MIND WITH A WARRANTY. WITHIN A FEW MONTHS OF OWNERSHIP I STARTED THE CAR AND A MESSAGE SAYING "STEERING ASSIST MALFUNCTION" DISPLAYED. AFTER TURNING THE CAR OFF AND BACK ON IT WENT AWAY. I HAVE COMPLAINED ABOUT IT ABOUT 3-4 TIMES WHILE AT DEALERS FOR TRANSMISSION "FIXES". EVERY TIME THEY SAID THEY COULD NOT DUPLICATE THE PROBLEM SO EVEN THOUGH THERE IS A TECHNICAL SERVICE BULLETIN, IT NEVER GOT FIXED. NOW EVEN IF I RESTART THE CAR, THE STEERING IS OUT. IT IS COMPLETELY GONE AND THEY REFUSE TO FIX IT WITHOUT CHARGE

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BECAUSE IT IS NOT THEIR FAULT THEY COULDN'T PULL ANY CODES BEFORE. SO I'M LEFT TO DECIDE, SHOULD I FIGHT THEM FOR THIS AND THE TRANSMISSION, OR JUST GIVE THEM ANOTHER \$100 FOR A WARRANTY REPAIR WHEN I ALREADY GAVE THEM \$2000 FOR A WARRANTY.

JAMESTOWN OH Failure Date: 07/10/2014

1 10606877 2012 FORD FOCUS STEERING THE STEERING WHEEL HAS SHARP METAL EDGES PROTRUDING FROM THE TOP OF THE WHEEL. WHILE DRIVING ON THE HIGHWAY, I SLICED MY FINGER ON THE EDGE. NOT A MAJOR INCIDENT... BUT UPON REVIEWING THE INTERNET THIS IS APPARENTLY A COMMON ISSUE WITH THE FORD FOCUS. I HAVE READ ON THE INTERNET THAT THE METAL EDGES CAN SLICE THE AIRBAG UPON DEPLOYMENT. I AM NOT SURE IF THIS IS TRUE BUT FOR THE SAKE OF MY SLICED FINGER AND MY AIR BAG I WOULD LIKE SOMEONE TO INVESTIGATE! MY HOPE IS THAT FORD WILL REPAIR OR REPLACE THE METAL ON THE WHEEL SO IT IS NO LONGER A DANGER WHILE DRIVING. CLAYTON OH Failure Date: 06/18/2014

1 10598438 2012 FORD FOCUS STEERING THE STEERING WHEEL WOULD NOT MOVE, THERE IS AN ERROR MESSAGE, STEERING ASSIST FAULT. IT HAPPENED BEFORE, BUT I TURNED THE CAR OFF AND BACK ON AGAIN AND IT WOULD TURN. BEFORE THIS INCIDENT THERE WOULD BE TIMES WHEN THE A/C FAN WOULD ADJUST ITSELF, BY GOING HIGHER OR LOWER AND THE RADIO VOLUME WOULD INCREASE OR DECREASE WITHOUT ANY HELP FROM ME. THIS PARTICULAR TIME IT WOULD NOT MOVE AND I WAS FORCED TO LEAVE IT IN A PARKING GARAGE OVERNIGHT. WHILE ATTEMPTING TO GET IT TO WORK BY TURNING THE OFF AND ON THE BRAKES WENT ALL THE WAY TO THE FLOOR, SUGGESTING THE WOULD NOT WORK PROPERLY IF I WERE DRIVING THE CAR. WELL, THE CAR SHUT COMPLETELY DOWN AND STARTED TO TRY TO TURN ITSELF ON WITHOUT THE KEY BEING IN THE IGNITION. AFTER WHICH IT WOULD NOT START AT ALL. I HAD IT TOWED IN AND OF COURSE IT IS NO LONGER UNDER WARRANTY. HOUSTON TX Failure Date: 06/14/2014

1 10597982 2012 FORD FOCUS STEERING UPON STARTING THE CAR A MESSAGE APPEARED THAT STATED 'STEERING MALFUNCTION ASSIST';

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THEN DRIVING/STEERING WAS ALMOST IMPOSSIBLE. SHUT THE CAR OFF;
THEN RE-STARTED AND IT WAS OK. NEXT DAY THE MESSAGE APPEARED
AGAIN. THE CAR IS NOW PARKED WITH PLANS TO TAKE IT IN.

HILLIARD FL Failure Date: 06/09/2014

1 10597718 2012 FORD FOCUS STEERING WAS LEAVING MY
DESTINATION WHEN THE STEERING WHEEL LOCKED AND SENSOR LIGHT
CAME ON STATING STEERING ASSIST FAULT SERVICE REQUIRED. BROUGHT
CAR TO GUS MACHADO FORD OF KENDALL WAS TOLD NEEDED NEW POWER
STEERING GEAR AND THAT I WOULD HAVE TO PAY \$1778.81 TO REPLACE.
AFTER RESEARCHING COMPLAINTS ABOUT THE 2012 FORD FOCUS, I COULD
NOT BELIEVE HOW MANY CONSUMERS HAD THE SAME PROBLEM. OBVIOUSLY
THERE MUST BE A DEFECT IN THIS PARTICULAR PART. THANK GOODNESS I
WAS NOT IN THE MIDDLE OF DRIVING WHEN THIS OCCURRED, I COULD HAVE
CAUSED A FATAL ACCIDENT. THIS SHOULD REALLY BE INVESTIGATED IN
ORDER TO AVOID A FATAL ACCIDENT FROM HAPPENING. I HAVE CONTACTED
FORD WITH THIS ISSUE TO GET MY COST COVERED IN ORDER FOR THEM TO
REPAIR IT. APPARENTLY THIS IS NOT UNDER WARRANTY. CUTLER
BAY FL Failure Date: 06/07/2014

1 10576427 2012 FORD FOCUS 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 RPM'S 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

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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 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 Failure Date: 03/13/2014

1 10565556 2012 FORD FOCUS 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 Failure Date: 02/21/2014

1 10563169 2012 FORD FOCUS 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

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COMPARISON. FOCUS IS DANGEROUS TO DRIVE! *TR

BEAVERCREEK OH Failure Date: 11/28/2012

1 10559644 2012 FORD FOCUS 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 Failure Date: 11/22/2013

1 10554096 2012 FORD FOCUS 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 Failure Date: 11/28/2013

1 10552840 2012 FORD FOCUS 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 VEHICLE. I'M AFRAID TO DRIVE IT AT HIGHWAY SPEEDS.PLEASE INVESTIGATE.

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LIVES COULD BE LOST BECAUSE OF THIS. *TR FAIRVIEW MI

Failure Date: 03/07/2012

1 10552682 2012 FORD FOCUS 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 Failure Date: 07/10/2013

1 10548991 2012 FORD FOCUS 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 Failure Date: 09/30/2012

1 10544466 2012 FORD FOCUS 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 Failure Date:

09/02/2013

1 10542377 2012 FORD FOCUS 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 Failure Date: 09/06/2013

1 10537395 2012 FORD FOCUS 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 EXPLANATION. VEHICLE IS STILL NOT STEERABLE AT THIS TIME WITH NO RESOLUTION. *TR WISNER LA Failure Date: 08/18/2013

1 10535852 2012 FORD FOCUS STEERING WHEN DRIVING HOME I HEARD A LOUD POP NOISE, THE STEERING BECAME HARD TO CONTROL AND

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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 Failure Date: 08/16/2013

1 10532108 2012 FORD FOCUS 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 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 ELKBRIDGE MD Failure Date: 04/07/2012

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1 10526054 2012 FORD FOCUS 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 Failure Date: 07/19/2013

1 10523209 2012 FORD FOCUS 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 HIGHWAY 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 Failure Date: 06/25/2013

1 10516134 2012 FORD FOCUS 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

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

Failure Date: 06/07/2013

1 10515133 2012 FORD FOCUS 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 CURLED 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 Failure Date: 05/30/2013

1 10508577 2012 FORD FOCUS 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 Failure Date: 04/17/2013

1 10504502 2012 FORD FOCUS STEERING I WAS ON THE FREEWAY AND HAD MY HAND ON THE STEERING WHEEL . I MOVED MY HAND AND THE 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 Failure Date: 03/23/2013

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1 10503993 2012 FORD FOCUS 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 Failure Date: 03/14/2013

1 10503918 2012 FORD FOCUS 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 Failure Date: 03/07/2013

1 10486384 2012 FORD FOCUS STEERING AT HIGHWAY SPEEDS THE STEERING APPEARS TO LOCK WHEN MAKING A LANE CHANGE OR WHEN

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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 Failure Date: 04/01/2012

1 10486191 2012 FORD FOCUS 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 Failure Date: 10/15/2012

1 10483523 2012 FORD FOCUS 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 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

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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 Failure Date: 10/15/2012

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

CA Failure Date: 09/24/2012

1 10478577 2012 FORD FOCUS 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 Failure Date: 06/15/2012

1 10475687 2012 FORD FOCUS 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 COMPANY (\$17,000 CHECK SENT TO FORD) AND WE STILL OWE \$1700 THAT WE

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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 Failure Date: 07/14/2012

1 10475047 2012 FORD FOCUS 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 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

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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 Failure Date: 06/11/2012

1 10474323 2012 FORD FOCUS 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 Failure Date: 08/06/2012

1 10468122 2012 FORD FOCUS 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 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

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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 Failure Date: 07/27/2012

1 10467901 2012 FORD FOCUS 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 Failure Date:
07/26/2012

1 10465739 2012 FORD FOCUS 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 Failure Date: 06/29/2012

1 10465313 2012 FORD FOCUS STEERING SINCE DAY ONE OF THE
PURCHASE OF MY (MARCH) 2012 FORD FOCUS THE STEERING "FEELS" LIKE IT

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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 Failure Date: 03/29/2012

1 10463388 2012 FORD FOCUS 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 Failure Date: 06/17/2012

1 10462989 2012 FORD FOCUS 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

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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 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 Failure Date: 06/19/2012

1 10461291 2012 FORD FOCUS 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 Failure Date: 05/25/2012

1 10450114 2012 FORD FOCUS 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

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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 Failure Date: 03/02/2012

1 10448128 2012 FORD FOCUS 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 Failure Date: 01/20/2012

1 10448127 2012 FORD FOCUS 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 Failure Date: 02/15/2012

1 10443655 2012 FORD FOCUS 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

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REPROGRAMMED THE COMPUTER. THE CONTACT STATED THAT SHE NO LONGER FELT SAFE DRIVING THE VEHICLE. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 4,106 AND THE CURRENT MILEAGE 4,160. CANTON OH Failure Date: 01/07/2012

1 10441953 2012 FORD FOCUS 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 Failure Date: 12/30/2011

1 10438554 2012 FORD FOCUS 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 Failure Date: 12/04/2011

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

NY Failure Date: 11/06/2011

1 10435541 2012 FORD FOCUS 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 Failure Date: 11/07/2011

1 10433905 2012 FORD FOCUS STEERING INADEQUATE CLEARANCE BETWEEN STEERING WHEEL MOUNTED CONTROLS FOR CRUISE

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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 Failure Date: 10/17/2011

1 10432411 2012 FORD FOCUS 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 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

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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 Failure Date: 07/04/2011

1 10430612 2012 FORD FOCUS 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 Failure Date: 10/08/2011

1 10428782 2012 FORD FOCUS 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 Failure Date: 10/04/2011

1 10421413 2012 FORD FOCUS 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

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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 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 Failure Date: 07/09/2011

1 10414894 2012 FORD FOCUS 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 Failure Date: 07/23/2011

1 10413327 2012 FORD FOCUS 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

Failure Date: 06/28/2011