

NHTSA Consumer Complaints as of October 18, 2016

14 10915966 2011 FORD FUSION Steering PURCHASED CAR  
8/01/15. FOUND OUT ABOUT(PENDING) RECALL AFTER THE FACT. READOUT ON  
DASH READ RE-PROGRAM STEERING. TOOK CAR BACK, RE-PROGRAMED N/C.  
3-DAYS LATER DISPLAY MESSAGE READ, SERVICE POWER STEERING NOW.  
NEXT DAY BACKED OUT OF GARAGE BUT HAD NO STEERING TOWED TO  
DEALERSHIP COST ME \$115./REPAIR N/C. TWO WEEKS LATER MESSAGE READ  
SERVICE POWER STEERING NOW. SHUT CAR OFF, THEN STARTED BAM NO  
STEERING. CALLED TOW TRUCK TAKE BACK TO DEALERSHIP \$115. PLUS  
\$1145.67. 03/15/16. NOW SITTING GARAGE CANNOT DRIVE. MESSAGE READS  
SERVICE POWER STEERING NOW. RIGHT NOW WE SIMPLY CAN'T AFFORD TO  
HAVE THE CAR FIXED. RECALL #15S18 LAST FAILURE DATE 10/13/16 A.M.

LITTLETON CO Failure Date: 10/12/2016

14 10910534 2011 FORD FUSION Steering DRIVING DOWN ROAD  
AND POWER STEERING CUTS OUT DASH SAYS POWER STEERING ASSIST  
FAULT HONEY BROOK PA Failure Date: 09/20/2016

14 10907355 2011 FORD FUSION Steering STEERING WEEL.  
DALTON GA Failure Date: 09/14/2016

14 10905710 2011 FORD FUSION Steering TL\* THE CONTACT  
OWNS A 2011 FORD FUSION. THE CONTACT STATED THAT THE POWER  
STEERING WARNING INDICATOR ILLUMINATED. THE VEHICLE WAS TAKEN TO  
THE DEALER WHERE IT WAS DIAGNOSED THAT THE STEERING ASSEMBLY  
NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE  
MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE  
WAS APPROXIMATELY 60,000. RIVES JUNCTION MI Failure Date:  
09/10/2016

14 10909753 2011 FORD FUSION Steering TL\* THE CONTACT  
OWNS A 2011 FORD FUSION. THE CONTACT STATED THAT THE POWER  
STEERING WAS NOT FUNCTIONAL AND THE POWER STEERING WARNING  
INDICATOR ILLUMINATED. THE VEHICLE WAS TAKEN TO THE DEALER WHERE  
THEY DIAGNOSED THAT THE POWER STEERING CONTROL MODULE NEEDED

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TO BE REPLACED. THE VEHICLE'S SOFTWARE WAS UPDATED PER NHTSA CAMPAIGN NUMBER: 15V340000 (STEERING); HOWEVER, THE FAILURE WAS NOT REPAIRED. THE CONTACT STATED THAT THE VERBIAGE IN THE RECALL NOTICE STATED THAT THE STEERING GEAR WOULD BE REPLACED IF ANY DTC WAS FOUND RELATED TO THE POWER STEERING; HOWEVER, THE DEALER DID NOT REPLACE THE PART. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. DUE TO THE VEHICLE BEING OVER 150,000 MILES, THE RECALL WAS NOT HONORED. THE FAILURE MILEAGE WAS APPROXIMATELY 230,000.

VADAILA OH Failure Date: 09/05/2016

14 10903019 2011 FORD FUSION Steering FAULTY STEERING LIGHT CAME ON SEVERAL TIMES AND THEN TURN OFF WHILE DRIVING.... AND TODAY 09/01/2016 THE STEERING COLUMN LOCKED UP AND UNABLE TO USE EVEN IF THE CAR IS TURNED OFF AND ON. THE CAR WAS IN REVERSE WHEN IT LOCKED. LYTLETX Failure Date: 09/01/2016

14 10899626 2011 FORD FUSION Steering I ENTERED MY VIN NUMBER KNOWING MY CAR HAS THE TAKATA RECALL BUT WANTING IT FIXED SOMETIME BEFORE "THE FUTURE", AND I FOUND THAT MY CAR HAD A POWER STEERING RECALL FROM 2015 THAT I WAS NEVER NOTIFIED OF.

HOUSTON TX Failure Date: 08/30/2016

14 10899024 2011 FORD FUSION Steering DRIVING ALONG ON A BUSY STREET AND A SERVICE POWER STEERING SOON APPEARED AND AFTER MAKING A LEFT TURN THE STEERING STOPPED I IMMEDIATELY PULLED OVER AS I WAS UNABLE TO DRIVE IT HAD TO GET CAR TOWED. WAS NOT ON A HIGHWAY WAS DRIVING ALONG ABOUT 40MPH. OXFORD NC

Failure Date: 08/26/2016

14 10901964 2011 FORD FUSION Steering THE POWER STEERING KEEPS FAILING WHILE DRIVING. WE GET A POWER STEERING ASSIST FAULT CAR IS VERY HARD TO STEER AND CONTROL. THIS IS VERY

DANGEROUS. ALEXANDRIA KY Failure Date: 08/26/2016

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14 10906224 2011 FORD FUSION Steering TAKATA INFLATORS I RECOVERED A LETTER 3 MONTS AGO SAYING MY AIRBAG NEEDED TO BE REPLACED. THE LETTER STATED THAT I WOULD GET A CALL OR EMAIL TELLING ME WHEN TO TAKY CARE FOR REPAIRS I HAVE NOT HEARD ANYTHING ELSE.ALSO MY STEERING HAS GONE OUT IN MY CAR I CAN NOT GET ANYONE TO TELL ME WHY THEY JUST KEEP SAYING I CAN FIX IT. ITS BECOMING TO THE POINT WERE I CAN'T DRIVE. WHAT DO I NEED TO DO VINCENT  
AL Failure Date: 08/11/2016

14 10895187 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. WHILE ATTEMPTING TO ACCELERATE WITH THE GEAR SHIFTER IN THE DRIVE POSITION, THE POWER STEERING FAULT ASSIST WARNING LIGHT ILLUMINATED. THE STEERING WHEEL SEIZED. THE VEHICLE WAS TOWED TO A DEALER WHERE IT WAS DIAGNOSED THAT THE GEAR BOX FAILED AND NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE VIN WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 15V340000 (STEERING). THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 63,000. LAMOORE CA Failure Date: 08/09/2016

14 10902988 2011 FORD FUSION Steering THERE'S A CREAKING SOUND THAT IS COMING FROM THE RIGHT SIDE OF THE VEHICLE HEN YOU'RE DRIVING. THE CREAKING SOUND COMES TO PLAY WHEN YOU'RE DRIVING 5 MINUTES INTO YOUR TRAVEL. THE SOUND TENDS TO COME AND GO BUT AT TIMES, IT GETS REALLY BAD. I'VE HAD OTHER PEOPLE COMMENT ON THE SOUND AND HAVE SEEN ON FORD FORUMS THAT THIS HAS BEEN A COMMON ISSUE WITH THIS VEHICLE. FALLS CHURCH VA Failure Date: 08/01/2016

14 10904758 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. WHILE DRIVING 30 MPH, THE POWER STEERING FAILED WITHOUT WARNING AND BECAME DIFFICULT TO OPERATE. THE VEHICLE WAS TAKEN TO THE DEALER TO BE DIAGNOSED. THE CONTACT WAS INFORMED THAT THE POWER STEERING PUMP NEEDED TO BE REPLACED. THE

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VEHICLE WAS REPAIRED, BUT THE FAILURE RECURRED TWICE. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 62,702. CLEARWATER FL Failure Date: 07/28/2016

14 10894119 2011 FORD FUSION Steering POWER STEERING WENT OUT BIRCH RUN MI Failure Date: 07/26/2016

14 10885921 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. WHILE REVERSING OUT OF A PARKING SPACE, THE POWER STEERING MALFUNCTIONED, AND THE STEERING WHEEL LOCKED AND BECAME EXTREMELY HARD TO MANEUVER. THE VEHICLE RESUMED NORMAL OPERATION AFTER TURNING OFF AND RESTARTING THE ENGINE. THE VEHICLE WAS NOT TAKEN TO THE DEALER. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 16,000. UPDATED 09/08/16\*LJ LAUREL MD Failure Date: 07/18/2016

14 10886115 2011 FORD FUSION Steering HAVE THE POWER STEERING ASSIST FAILURE AND SERVICE ADVANCETRAC MESSAGES. VIN NOT UNDER RECALL FOR SOME REASON EVEN THOUGH IT'S A 2011 FORD FOCUS MANUFACTURED IN MEXICO. TURNING IGNITION OFF AND BACK ON DOES NOT FIX THE ISSUE. COLDWATER OH Failure Date: 07/18/2016

14 10886242 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. WHILE DRIVING AT AN UNKNOWN SPEED, THE STEERING WHEEL SEIZED WITHOUT WARNING. THE VEHICLE WAS TOWED TO A DEALER WHERE IT WAS DIAGNOSED THAT THE POWER STEERING RACK FAILED AND NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE VIN WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 15V340000 (STEERING). THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 140,000. GREER SC Failure Date: 07/18/2016

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14 10888459 2011 FORD FUSION Steering I WAS DRIVING MY CAR WHEN ALL OF A SUDDEN I GO TO MAKE A RIGHT TURN IN MY STEERING WHEEL LOCKED UP ON ME COMPLETELY I INSTANTLY RAN OVER THE SIDEWALK ALMOST HITTING ANOTHER VEHICLE AND A PERSON. I THEN CALLED MY BROTHER TO PUSH MY VEHICLE OFF THE SIDEWALK BACK INTO THE STREET. I THEN HAD MY BROTHER TRYING TO DRIVE IT TO A FORD DEALERSHIP IN HAGERSTOWN MARYLAND WHICH THEN IT WAS SO HARD TO DO THE STEERING WHEEL WAS SO HARD TO TURN BUT HE IS A STRONG GUY SO HE MANAGED TO GET IT TO THE DEALERSHIP ALSO WE WAS ONLY A MILE AWAY FROM THAT DEALERSHIP. I THEN WENT INSIDE IN WAS TOLD THAT THERE WAS A RECALL ON THE POWERSTEERING BUT FROM MY VIN NUMBER MINES WASNT COVERED??? IM NOT UNDERSTANDING WHY BECAUSE I LOOKED IT UP ONLINE AND IT CLEARLY STATES ON EVERY WEBSITE THAT I HAVE CHECKED THAT A 2011 FORD FUSION SEL WITHOUT A 3.5 ENGINE IS COVERED IN THE RECALL. MY CAR IS STILL AT THE DEALERSHIP BECAUSE I DONT HAVE THE MONEY TO PAY FOR THIS AND NEED SOMEONE TO EXPLAIN TO ME WHY IS IT JUST MY VEHICLE THAT IS COVERED ON THIS RECALL?

HAGERSTOWN MD Failure Date: 07/14/2016

14 10885372 2011 FORD FUSION Steering THERE HAS BEEN 4 TIMES MY STEERING WHEEL BECOMES VERY HARD FOR ME TO TURN. IT HAS HAPPENED ONCE WHILE DRIVING AND 3 TIMES AFTER PARKING AND STARTING MY CAR IT HAPPENS. I GET THE MESSAGE OF POWER STEERING ASSIST FAULT. MEMPHIS TN Failure Date: 07/08/2016

14 10888519 2011 FORD FUSION Steering I WENT TO TURN THE CAR ON ONE DAY AND THE MESSAGE "POWER STEERING ASSIST FAULT" APPEARED. THE STEERING WHEEL WOULD NOT TURN AND THE POWER STEERING WAS INOPERABLE. IT CONTINUES TO DO THIS EVERY TIME THE CAR IS TURNED ON. I TOOK IT TO A FORD DEALERSHIP BECAUSE I FOUND THAT THERE WAS A RECALL ON AN ELECTRICAL ISSUE IN THE POWER STEERING SYSTEM ON THE 2011 FORD FUSIONS. I WAS TOLD THAT MY VIN WAS NOT COVERED UNDER THE RECALL. I HAVE SEEN MULTIPLE

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COMPLAINTS SIMILAR TO MINE ON MESSAGE BOARDS FOR CAR

TROUBLE. FORT OGLETHORPE GA Failure Date: 07/07/2016

14 10885173 2011 FORD FUSION Steering CHECK POWER  
STEERING LIGHT CAME ON WHILE DRIVING IN OUR NEIGHBORHOOD/  
SUBDIVISION AND POWER STEERING WENT OUT, MAKING THE CAR VERY HARD  
TO STEER. WE STARTED/STOPPED THE CAR SEVERAL TIMES TO GET THE  
LIGHT TO SHUT OFF. WE WERE FORTUNATE THAT WE WERE NOT GOING THAT  
FAST OR BEEN ON THE FREEWAY WHERE AN ACCIDENT COULD HAVE  
OCCURRED. THERE WAS NO WARNING FOR THE POWER STEERING TO JUST  
CUT OUT COMPLETELY AND WE HAD NO ISSUES UP TO THE TIME THE LIGHT  
CAME ON. WE TOOK IT TO DEALERSHIP AND WAS TOLD THAT THE REPAIR  
WOULD RUN \$1,800. THE SAME CAR MADE IN THE SAME PLANT WITH THE  
SAME ISSUES WAS PART OF A RECALL, BUT UNFORTUNATELY OUR VEHICLE  
WAS MADE SEVERAL WEEKS BEFORE THE RECALL PERIOD. FORD REFUSED  
TO COVER EVEN PART OF THE REPAIR EVEN THOUGH THEY ACKNOWLEDGED  
THAT THE SAME PROBLEM WAS COVERED FOR OTHER VEHICLES.

CANTON MI Failure Date: 07/05/2016

14 10883950 2011 FORD FUSION Steering TL\* THE CONTACT  
OWNS A 2011 FORD FUSION. THE CONTACT STATED THAT WHILE DRIVING AT 15  
MPH, THE STEERING WHEEL BECAME DIFFICULT TO MANEUVER AND  
REQUIRED FORCE. THE VEHICLE WAS SERVICED UNDER THE NHTSA  
CAMPAIGN NUMBER: 15V340000 (STEERING) BUT THE REMEDY FAILED TO  
REPAIR THE VEHICLE. THE CONTACT MENTIONED THAT THE ELECTRIC POWER  
STEERING ASSIST WARNING LIGHT ILLUMINATED AFTER THE RECALL REPAIR.  
THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VEHICLE  
FAILURE MILEAGE WAS 100,792. UPLAND CA Failure Date:  
07/01/2016

14 10876828 2011 FORD FUSION Steering THE ELECTRONIC  
POWER STEERING SYSTEM HAS FAILED LEAVING THE VEHICLE VERY  
DIFFICULT TO STEER AND DRIVE MAKING FOR A VERY UNSAFE OPERATING  
CONDITION.. THIS PARTICULAR CAR IS USED ON A VERY LIMITED BASIS AND

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HAS LESS THAN 24,000 ORIGINAL MILES ON THE ODOMETER. THE PROBLEM HAS OCCURRED TWICE IN A ONE YEAR TIME PERIOD. THIS FIRST OCCURRENCE WAS PRECEDED BY THE VERY STRANGE CONDITION OF ALL THE WINDOWS AND SUN ROOF OPENED RANDOMLY WHILE THE CAR WAS PARKED AND NOT RUNNING INSIDE THE GARAGE. THE BATTERY WAS THEN DISCONNECTED AND THAT ACTION SEEMED TO RESET THE SYSTEM. THE SECOND OCCURRENCE SEEMS TO BE A COMPLETE FAILURE OF THE ELECTRONIC STEERING SYSTEM, WITH NO EFFECT ON THE POWER WINDOWS AND SUN ROOF.

CHARLOTTE NC Failure Date: 06/27/2016

14 10881321 2011 FORD FUSION Steering WHILE DRIVING CAR SUDDENLY LOST POWER STEERING. MESSAGE CENTER SHOWED POWER STEERING ASSIST FAULT. SPEED WAS APPROX. 20MPH I HIT A CURB AND STOP. AFTER RESTARTING THE CAR MESSAGE DISAPPEARED AND POWER STEERING STARTED WORKING AGAIN. CAR WAS TAKEN TO DEALER. REPAIR COST 1800 DOL. VERNON HILLS IL Failure Date: 06/25/2016

14 10875256 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. WHILE DRIVING APPROXIMATELY 50 MPH, THE SERVICE POWER STEERING SENSOR LIGHT ILLUMINATED AND THE POWER STEERING SUDDENLY MALFUNCTIONED. THE STEERING WHEEL BECAME VERY DIFFICULT TO TURN. THE CAUSE OF THE FAILURE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE CONTACT INDICATED THAT THE VEHICLE WAS SERVICED TWICE PREVIOUSLY FOR THE SAME FAILURE. IN JULY OF 2015, THE VEHICLE WAS REPAIRED UNDER NHTSA CAMPAIGN NUMBER: 15V340000 (POWER STEERING), BUT THE FAILURE RECURRED. THE FAILURE MILEAGE WAS 43,000. EL PRODO NM Failure Date: 06/19/2016

14 10876495 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. WHILE DRIVING VARIOUS SPEEDS, THE CONTACT HEARD A LOUD GRINDING NOISE COMING FROM THE FRONT END OF THE VEHICLE. THE NOISE WAS PRESENT WHEN THE STEERING WHEEL WAS TURNED LEFT OR RIGHT. THE CONTACT TOOK THE VEHICLE TO THE DEALER,

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BUT WAS NOT DIAGNOSED OR REPAIRED. THE FAILURE MILEAGE WAS 75,000. ALBUGUERQUE NM Failure Date: 06/19/2016

14 10875352 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. WHILE DRIVING AT ANY SPEED, THE INDICATOR LIGHT ILLUMINATED AND THE POWER STEERING ASSIST FAULT FAILED. THE VEHICLE WAS DRIVEN TO THE DEALER AND REPAIRED. THE VIN WAS EXCLUDED FROM NHTSA CAMPAIGN NUMBER: 15V340000 (STEERING). THE FAILURE MILEAGE WAS 105,000. FOX RIVER GROVE IL Failure Date: 06/17/2016

14 10883050 2011 FORD FUSION Steering REPLACED BOTH LOWER CONTROL ARMS IN STEERING. HEARD RUBBING AND GRINDING NOISE. REPORTED IN THE FALL AND TOLD NOTHING WAS WRONG. WENT IN A FEW MONTHS LATER AND WAS TOLD THE CONTROL ARMS BENT AND BROKE. COULD NOT EXPLAIN HOW THIS HAPPENED. I DRIVE MINIMALLY AS I WORK FROM HOME. NOISE WAS WORSE AFTER CAR WARMED UP. GARDNER KS Failure Date: 06/11/2016

14 10873504 2011 FORD FUSION Steering WHEN DRIVING, MY CAR SUDDENLY LOST POWER STEERING AND A LIGHT ON MY MESSAGE CENTER SAID POWER STEERING ASSIST FAULT. THE STEERING WAS BASICALLY LOCKED UP. I HAD TO STOP THE CAR AND TURN IT OFF. WHEN I RESTARTED THE CAR FUNCTIONED NORMALLY. MASON OH Failure Date: 06/09/2016

14 10873678 2011 FORD FUSION Steering POWER STEERING FAILED. THERE WAS A RECALL CONCERNING THIS AND APPARENTLY ON MY CAR A MODULE WAS REPROGRAMMED. WELL IT FAILED AGAIN. I PURCHASED THIS CAR USED AND IT WAS JUST OVER THE ALLOWABLE MILEAGE TO REPLACE THE STEERING GEAR FOR FREE THROUGH FORD. THE GEAR PROBABLY SHOULD HAVE BEEN REPLACED TO BEGIN WITH, BUT NOW I'M STUCK WITH A \$1600 REPAIR BILL THAT FORD SHOULD HAVE FIXED TO BEGIN WITH. RECALL # 15N01. CHANDLER OK Failure Date: 06/06/2016



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14 10874433 2011 FORD FUSION Steering WHEN I STARTED THE CAR AFTER CHURCH, THE POWER STEERING MODULE LIGHT CAME ON. THERE WAS NO POWER STEERING. THE CAR HAD TO BE TOWED. IT COST OVER \$1600.00 TO BE FIXED. WHEN I ASKED FOR THE OLD PART, I WAS TOLD THAT I WOULD HAVE TO PAY ABOUT \$200.00 FOR IT. DIDN'T I PAY FOR THIS WHEN I BOUGHT THE CAR?. SOME FUSIONS FROM THE YEAR 2011 ARE COVERED UNDER A RECALL BUT NOT MINE, EVEN THOUGH IT WAS MANUFACTURED IN THE SAME MEXICAN PLANT. FORD SHOULD BE CONCERNED ABOUT THE SAFETY OF ITS CUSTOMERS AND BE WILLING TO HAVE A RECALL ON ALL OF THEM OR AT LEAST PAY FOR THE CARS THAT HAVE THAT PROBLEM WHICH REQUIRED THE REPLACEMENT OF THAT PART. I AM VERY LUCKY THAT I WAS NOT DRIVING ON THE HIGHWAY WHEN THE POWER STEERING STOPPED WORKING. LAND O LAKES FL Failure Date: 06/05/2016

14 10870628 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. WHILE DRIVING 65 MPH, THE POWER STEERING SERVICE FAULT WARNING LIGHT ILLUMINATED AND THE POWER STEERING SEIZED. THE VEHICLE WAS TURNED OFF AND ON, BUT THE FAILURE PERSISTED. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS REPAIRED UNDER NHTSA CAMPAIGN NUMBER: 15V340000 (STEERING). THE REPAIR FAILED TO REMEDY THE FAILURE. THE CONTACT STATED THAT THE FAILURE RECURRED THREE TIMES. THE MANUFACTURER WAS NOTIFIED OF THE FAILURES. THE APPROXIMATE FAILURE MILEAGE WAS 160,000. FORT WORTH TX Failure Date: 05/20/2016

14 10865645 2011 FORD FUSION Steering STOPPED CAR IN A PARKING LOT GOT OUT TO REFEREE A SPORTING EVENT. RETURNED TO CAR AND THERE WAS NO POWER STEERING WHEN I STARTED THE CAR. THE ELECTRONIC INDICATORS TOLD ME TO HAVE THE ELECTRONIC STEERING MODULE SERVICED. I WAS ABLE TO DRIVE THE CAR HOME BUT IT WAS EXTREMELY DIFFICULT TO TURN THE WHEELS. THIS HAS BEEN BE AN INTERMITTENT PROBLEM FOR A YEAR NOW BUT WOULD STRAIGHTEN ITSELF

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OUT BY TURNING OFF AND ON THE IGNITION. THIS TIME THAT PROCESS DID NOT STRAIGHTEN OUT THE PROBLEM. I CONTACT FORD VIA THEIR ON-LINE COMPLAINT DEPARTMENT. FORD REPLY BACK TO ME WAS THAT ALTHOUGH THERE WAS A RECALL FOR THIS PARTICULAR PROBLEM MY VEHICLE IDENTIFICATION NUMBER WAS NOT PART OF THE RECALL. FORD ALSO ASKED ME TO TAKE THE CAR TO MY DEALER TO REMEDY THE SITUATION. SINCE THIS IS A KNOWN SAFETY PROBLEM WITH THIS MAKE, MODEL AND YEAR FORD SHOULD FIX THE PROBLEM. I AM NOW PAYING FOR A CAR LOAN FOR A CAR I CANNOT DRIVE. CLINTON CT Failure Date: 05/15/2016

14 10864437 2011 FORD FUSION Steering DAUGHTER SAYS HER FUSION STEERING LOCKED TIGHT AT LOW SPEED IN A PARKING LOT AND SHE COULDN'T TURN THE STEERING WHEEL. TOOK IT TO DEALERSHIP. THEY SAY THE RACK AND PINION AND THE ELECTRONIC MODULE NEED TO BE REPLACED AT A COST OF \$1600. WICHITA KS Failure Date: 05/08/2016

14 10870868 2011 FORD FUSION Steering 2011 FORD FUSION. THE POWER STEERING SERVICE WARNING LIGHT WAS ILLUMINATED, THE VEHICLE WAS TAKEN TO 2 FORD DEALERSHIPS FOR SERVICE. BOTH DEALERSHIP REPAIRED AND CLEARED THE CODES, BUT ITS STILL A PROBLEM. ITS BEEN A PROBLEM FOR 6 MONTHS. THEY WANT TO CHARGE ME 3000.00 TO REPLACE THE WHOLE STEERING SYSTEM. ANOTHER ISSUE I HAVE IS THE DRIVER DOOR WILL NOT OPEN FROM THE INSIDE. I HAVE TO PUT THE WINDOW DOWN TO OPEN THE DOOR FROM THE OUTSIDE. THIS MOVE IS UNSAFE. FORD SHOULD BE AWARE OF THIS. MESCALERO NM Failure Date: 05/06/2016

14 10862538 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. WHILE PULLING OUT OF THE GARAGE, THE POWER STEERING ABILITY SEIZED AND THE POWER STEERING ASSIST WARNING INDICATOR ILLUMINATED. THE CONTACT TURNED OFF AND RESTARTED THE VEHICLE AND IT RESUMED NORMAL OPERATION. THE CONTACT STATED THAT THE FAILURE RECURRED AT LEAST TEN TIMES. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE VEHICLE WAS NOT

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DIAGNOSED NOR REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 120,000. MANHATTAN IL Failure Date: 04/29/2016

14 10861208 2011 FORD FUSION Steering SQUEAKING NOISE COMING FROM FRONT AXLE (MOSTLY ON DRIVER SIDE) WHILE DRIVING AND TURNING; SOUNDS THE MOST WHEN OUTSIDE TEMPERATURE IS HIGHER (NOT SO LOUD ON COOL DAYS). TOOK IT TO DEALER THAT SOLD THE CAR (TODAY 04/25/2016) TO HAVE SUSPENSION AND POWER STEERING CHECKED. I SEE ONLINE THERE ARE RECALLS ON SOME FORD FUSION POWER STEERING? MY VIN IS NOT LISTED. FORT PIERCE FL Failure Date: 04/25/2016

14 10853549 2011 FORD FUSION Steering WHEN I START UP THE ENGINE THE MESSAGE "POWER STEERING ASSIST FAULT" SHOWS UP IN THE DASH AND POWER STEERING STOPS WORKING. TURN THE CAR OFF AND ON AND IT SEEMS TO WORK AGAIN. LUCKILY SO FAR HAS ONLY HAPPENED WHEN STATIONARY CANTON GA Failure Date: 04/04/2016

14 10882310 2011 FORD FUSION Steering STEERING, LEFT OR RIGHT, CAUSES SIGNIFICANT "GRINDING" TYPE NOISE. INDEPENDENT SHOP COULD NOT NARROW IT DOWN, ALTHOUGH FIRST THOUGHT WAS RACK & PINION. THIS VEHICLE (3.0L) DOES NOT HAVE A STANDARD RACK AND PINION. THIS NOISE OCCURS WHETHER STATIONARY OR IN MOTION. TOOK IT TO THE DEALER AND THEY STATED THEY COULD NOT REPLICATE, HOWEVER, THEY COULD REPLACE THE CONTROL ARMS TO SEE IF THAT HELPS RESOLVE THE ISSUE. DUE TO THE COST (ROUGHLY \$1500, WITH NO GUARANTEE IT WOULD RESOLVE THE ISSUE) WE DECIDED TO SEE IF WE COULD GET A BETTER IDEA OF WHERE THE ISSUE COMES FROM. IT OCCURS WHILE STATIONARY AND IN MOTION, SO IT IS NOTE RELATED TO THE SUSPENSION CYCLING, BUT IS SPECIFICALLY RELATED TO STEERING LEFT OR RIGHT. SEEMS TO BE RELATED TO THE STEERING MECHANISM. THIS IS AN ONGOING/RECURRING ISSUE THAT IS GETTING WORSE, WITH NO SHOP TECH ABLE TO SPECIFICALLY IDENTIFY. ALL RECALL/SOFTWARE UPDATES (PCM, ETC.) HAVE BEEN COMPLETED BY THE DEALER. EAGLE POINT OR Failure Date: 04/04/2016

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14 10881402 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. WHILE REVERSING THE VEHICLE, THE STEERING WHEEL FAILED TO TURN RIGHT OR LEFT. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE STEERING RACK AND PINION NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE VIN WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 15V340000 (STEERING). THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 161,000. NEWALLA OK Failure Date: 03/28/2016

14 10898077 2011 FORD FUSION Steering I WAS DRIVING MY 2011 FORD FUSION, AND MY VEHICLE LOCKS UP ALMOST CAUSING ME TO RECK! I HAD TO SLAM ON BREAKS. AFTER GETTING THE VEHICLE UNDER CONTROL I CALLED B & B FORD'S TO LET THEM KNOW WHAT'S GOING ON. I ENDED UP HAVING MY VEHICLE TOWED TO THE FORD DEALERSHIP. THE FORD DEALERSHIP MENTION THE POWER WAS MY RACK AND PINION HAD TO BE REPLACE BECAUSE IT WAS CAUSING PROBLEMS WITH MY POWER STEERING, WHICH COST ME \$1650.51. SINCE HAVING THE POWER STEERING FIXED, I BEEN TO THE DEALERSHIP OVER 5 TIMES FOR THE SAME PROBLEMS AND BEEN HAVING TO PAY THEM OVER AND OVER! SOMETHING THE B & B FORD SAID THEY FIXED THE FIRST TIME I GAVE THEM 1650.51  
BAMBERG SC Failure Date: 03/23/2016

14 10850857 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. WHILE DRIVING APPROXIMATELY 65 MPH, THE SERVICE ADVANCE POWER STEERING WARNING MESSAGE DISPLAYED AND THE POWER STEERING BECAME INOPERABLE. AS A RESULT, THE STEERING WHEEL BECAME DIFFICULT TO MANEUVER. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE POWER STEERING RACK NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 77,000. CHESTER TOWNSHIP PA Failure Date: 03/19/2016

14 10852177 2011 FORD FUSION Steering POWER STEERING GOES OUT, FORD SAYS THIS VIN IS NOT PART OF THE RECALL. IT SHOULD BE,

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THE POWER STEERING THROWS A CODE. YOU MUST PULL OVER AND  
RESTART THE CAR FOR IT TO RESET. ST.PETERSBURG FL

Failure Date: 03/18/2016

14 10851536 2011 FORD FUSION Steering TL\* THE CONTACT  
OWNS A 2011 FORD FUSION. AFTER STARTING THE VEHICLE AND ATTEMPTING  
TO DRIVE, THE POWER STEERING FAILED TO TURN. THE VEHICLE HAD TO BE  
RESTARTED SEVERAL TIMES UNTIL THE POWER STEERING FUNCTIONED  
PROPERLY. THE FAILURE RECURRED. THE VEHICLE WAS NOT DIAGNOSED NOR  
REPAIRED. THE FAILURE WAS SIMILAR TO THE FAILURE LISTED IN NHTSA  
CAMPAIGN NUMBER: 15V340000 (STEERING). THE MANUFACTURER WAS NOT  
MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS  
65,000. YORK SC Failure Date: 02/27/2016

14 10839216 2011 FORD FUSION Steering STEERING STOPPED  
GOING DOWN ROAD. LIGHT FOR POWER STEERING COMES ON A LOT. TURN  
CAR OFF RESETS COMPUTER AND OK UNTIL NEXT TIME.

ROACHDALE IN Failure Date: 02/26/2016

14 10838455 2011 FORD FUSION Steering TL\* THE CONTACT  
OWNS A 2011 FORD FUSION. WHILE DRIVING APPROXIMATELY 30 MPH AND  
ATTEMPTING TO PULL INTO A PARKING LOT, THE STEERING ABILITY  
DECREASED. THE CONTACT LEFT THE VEHICLE PARKED IN THE LOT. THE  
CONTACT CALLED THE DEALER. THE VEHICLE WAS NOT REPAIRED. THE  
MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE CONTACT ALSO  
STATED THAT THE VEHICLE WAS REPAIRED UNDER A STEERING RECALL BY  
THE MANUFACTURER FIVE MONTHS AGO. THE NHTSA CAMPAIGN NUMBER WAS  
UNKNOWN. THE APPROXIMATE FAILURE MILEAGE WAS 130,000.

PRINCESS ANN MD Failure Date: 02/25/2016

14 10837976 2011 FORD FUSION Steering 2011 FORD FUSION SE.  
64000 MILES. FOR NO APPARENT REASON, THE POWER STEERING WOULD  
NOT WORK WHEN TURNING THE CAR ON. IF TURNED OFF AND ON AGAIN, IT  
WORKS. IT ONLY HAPPENED RANDOMLY. AFTER A COUPLE TIMES, I BROUGHT

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THE CAR TO MY LOCAL FORD DEALER. THEY SAID THERE WAS NO ERROR CODES BUT CHANGING THE STEERING WOULD BE APPROX. \$1800. AFTER ONLINE RESEARCH THERE'S HUNDREDS OF CASES LIKE MINE WHICH FOR SOME REASON ARE NOT COVERED BY RECALL 15S18. USING A OBD APP I FOUND ERROR CODE C1277 WHICH RELATES TO THE WHEEL ANGLE SENSOR. NOW THE CAR WILL NOT HAVE A FUNCTIONING POWER STEERING AT ALL. PANAMA CITY FL Failure Date: 02/23/2016

14 10837038 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. THE CONTACT STATED THAT WHILE REVERSING FROM A PARKING SPACE, THE STEERING WHEEL BECAME DIFFICULT TO MANEUVER. AN MESSAGE IN THE INSTRUMENT PANEL ILLUMINATED AND INDICATED TO SERVICE POWER STEERING SYSTEM. THE FAILURE OCCURRED CONSTANTLY. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE FAILURE WAS UNABLE TO BE DETERMINED. THE VEHICLE WAS NOT REPAIRED. THE VIN WAS NOT INCLUDED IN THE NHTSA CAMPAIGN NUMBER: 15V340000 (STEERING). THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 82,000. NORTHVILLE MI Failure Date: 02/16/2016

14 10888006 2011 FORD FUSION Steering TAKATA RECALL. STEERING LOS ANGELES CA Failure Date: 02/07/2016

14 10823798 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. THE CONTACT STATED THAT THE POWER STEERING FAILED AND THE POWER STEERING WARNING INDICATOR WAS ILLUMINATED. THE CONTACT STATED THAT THE FAILURE OCCURRED THREE TIMES PRIOR TO THE FAILURE HOWEVER, THE POWER STEERING WAS FUNCTIONAL AFTER THE VEHICLE WAS RESTARTED. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT HAD NOT BEEN DIAGNOSED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE CONTACT REFERENCED NHTSA CAMPAIGN: 15V340000 (STEERING) HOWEVER, THE VIN WAS NOT INCLUDED. THE FAILURE MILEAGE WAS APPROXIMATELY 54,000. BRANDON MS Failure Date: 02/02/2016

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14 10837042 2011 FORD FUSION Steering THE VEHICLE IS VERY  
HARD TO STEER. ELECTRIC POWER STEERING IS OUT HOUSTON  
TX Failure Date: 01/30/2016

14 10839711 2011 FORD FUSION Steering TL\* THE CONTACT  
OWNS A 2011 FORD FUSION. THE CONTACT STATED THAT THERE WAS AN  
ODOR OF FUEL COMING FROM THE VEHICLE. THE VEHICLE WAS NOT  
DIAGNOSED OR REPAIRED. THE CONTACT RECEIVED NOTIFICATION OF NHTSA  
CAMPAIGN NUMBER: 15V793000 (FUEL SYSTEM, GASOLINE). HOWEVER, THE  
PART TO DO THE RECALL REPAIR WAS UNAVAILABLE. THE CONTACT STATED  
THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR  
THE RECALL REPAIR. THE MANUFACTURER WAS NOT AWARE OF THE ISSUE.  
THE FAILURE MILEAGE WAS APPROXIMATELY 52,000. VIN TOOL CONFIRMS  
PARTS NOT AVAILABLE. UPDATED 04/20/16\*LJ THE CONSUMER STATED THERE  
WAS A PROBLEM WITH THE TRANSMISSION AND THE STEERING. ALSO, THE  
VEHICLE WOULD SUDDENLY STALL, WHILE DRIVING. UPDATED  
05/11/16.\*JB MACOMB MI Failure Date: 01/26/2016

14 10822050 2011 FORD FUSION Steering MY 2011 FORD FUSION  
LOST POWER STEERING AND BECAME VERY DIFFICULT TO CONTROL. THE  
WARNING LIGHT DISPLAYED TODAY WHILE IN MOTION. AFTER STOPPING THE  
VEHICLE AND RESTARTING THE VEHICLE BECAME VERY DIFFICULT TO TURN.  
MY WIFE USES THIS VEHICLE TO DRIVE MY SON TO AND FROM SCHOOL AND  
NOW SHE WILL NEVER FEEL COMFORTABLE OR SAFE AFTER THIS ISSUE AND  
READING ALL THE PREVIOUS COMPLAINTS. THIS IS A BIG ISSUE AND A RECALL  
NEEDS TO BE ISSUED. FORD NEEDS TO FIX THIS ISSUE AND RESTORE  
PEOPLES TRUST. OUR FUSION CURRENTLY HAS APPROXIMATELY 48,000  
MILES. ELIZABETHTON TN Failure Date: 01/25/2016

14 10822542 2011 FORD FUSION Steering TL\* THE CONTACT  
OWNS A 2011 FORD FUSION. WHILE DRIVING 10 MPH, THE POWER STEERING  
FAILED AND THE WARNING LIGHT ILLUMINATED. THE STEERING WHEEL  
BECAME HARD TO TURN AND HAD TO BE TURNED WITH EXCESSIVE FORCE.  
THE VEHICLE WAS NOT DIAGNOSED NOR REPAIRED. THE MANUFACTURER

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STATED THAT THE VEHICLE WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER:  
15V340000 (STEERING). THE FAILURE MILEAGE WAS 46,000.

ELIZABETHTON TN Failure Date: 01/25/2016

14 10849610 2011 FORD FUSION Steering MY DAD AND MOM HAVE  
BEEN WITHOUT A CAR FOR A FEW MONTHS NOW. ON AND OFF THE  
POWERSTEERING IS SHUTTING OFF. AUTONATION, LITTLETON, CO., HAS THE  
CAR AGAIN! CAN YOU PLEASE INVESTIGATE. I AM TIRED OF THIS DEALERSHIP  
TAKING OF ADVANTAGE OF PEOPLE. PLEASE HELP! CENTRAL  
CITY CO Failure Date: 01/21/2016

14 10824803 2011 FORD FUSION Steering TL\* THE CONTACT  
OWNS A 2011 FORD FUSION. THE CONTACT STATED THAT WHILE DRIVING AT  
VARIOUS SPEEDS, THE STEERING WHEEL BECAME DIFFICULT TO MANEUVER  
AS THE POWER STEERING WARNING INDICATOR ILLUMINATED. THE VEHICLE  
WAS TAKEN TO THE DEALER WHERE THE SOFTWARE WAS UPDATED  
HOWEVER, THE DEALER INFORMED THE CONTACT THAT THE REPAIR MAY NOT  
SUFFICIENTLY REPAIR THE FAILURE. IN ADDITION, THE CONTACT WAS  
INFORMED THAT THE STEERING CONTROL MODULE WOULD NEED TO BE  
REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS  
MADE AWARE OF THE FAILURE. THE VIN WAS NOT INCLUDED IN NHTSA  
CAMPAIGN NUMBER: 15V340000 (STEERING). THE FAILURE MILEAGE WAS  
100,131. CENTRESS TX Failure Date: 01/18/2016

14 10820636 2011 FORD FUSION Steering I STARTED MY VEHICLE  
AND LET IT WARM UP A COUPLE OF MINUTES BEFORE I LEFT MY JOB ON COLD  
NIGHT. WHEN I BACKED OUT OF MY SPOT AND WENT FORWARD MY SERVICE  
POWER STEERING MESSAGE CAME ON AND THEN SERVICE ADVANCED TRACK  
CAME ON. WHEN I STOPPED AT THE LIGHT TO TURN I NOTICED THAT I HAD NO  
POWER STEERING. I SEEN ONLINE THAT THERE WAS A RECALL FOR THIS  
ISSUE. I CALLED MY LOCAL DEALERSHIP AND WAS INFORMED MY VEHICLE  
WAS NOT LISTED IN THIS RECALL. I THEN CALLED FORD MOTOR CO. AND  
NEITHER PARTY COULD TELL ME WHY MY VEHICLE WAS NOT LISTED IN THIS  
RECALL WHEN IT WAS INDEED A 2011 FORD FUSION WITHOUT A 3.5 AND HAD



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THE STEERING ISSUE AS DESCRIBED IN THE RECALL. NOT HAVING POWER STEERING ALL AT ONCE WITH NO PRIOR WARNING CAN BE A VERY DANGEROUS THING. LUCKILY IN MY CASE IT WAS NOT A BUSY INTERSECTION AT THAT TIME. I DON'T UNDERSTAND WHY MINE OR OTHER VEHICLES WITH THE SAME ISSUE AND POSSIBLY THE SAME PART IS FAILING YET NOT COVERED UNDER FORDS RECALL 15S18. GIDEON MO Failure Date: 01/12/2016

14 10911178 2011 FORD FUSION Steering FORD NOT HONORING RECALL FOR 2011 FUSION BUILT 1 WEEK BEFORE RECALL DATE AT HERMOSILLA PLANT. POWER STEERING WENT COMPLETELY OUT - COST \$1700 TO REPAIR - THE CAR WAS BACKING OUT ONTO A MAIN STREET AND LOST ALL STEERING. GREENWOOD IN Failure Date: 01/01/2016

14 10811888 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. THE CONTACT STATED THAT WHILE DRIVING AT APPROXIMATELY 10 MPH, THE STEERING WHEEL FAILED AND THE CONTACT WAS UNABLE TO TURN AS THE POWER STEERING ASSIST WARNING LIGHT ILLUMINATED. THE CONTACT WAS ABLE TO COAST ONTO THE SHOULDER AND RESTARTED THE VEHICLE HOWEVER, THE STEERING WHEEL FAILED TO OPERATE. THE VEHICLE WAS TOWED TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE STEERING WHEEL GEAR ASSEMBLY FAILED. THE VEHICLE WAS NOT REPAIRED. THE DEALER ADVISED THAT THE VEHICLE WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER 15V340000 (STEERING). THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 47,000. BENSLEM PA Failure Date: 12/23/2015

14 10817388 2011 FORD FUSION Steering I'M HAVING PROBLEMS WITH MY STEERING IT'S REALLY HARD TO TURN THE WHEEL AT TIMES N DOES IT OFTEN NOT SURE IF I CAN GET THE INFORMATION TO MY VEHICLE ON WHAT RECALLS THERE ARE IF ANY. FAYETTEVILLE PA Failure Date: 12/20/2015

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14 10820251 2011 FORD FUSION Steering POWER STEERING  
MODULE FAILED WHILE DRIVING. MORGANTOWN WV Failure Date:  
12/15/2015

14 10809819 2011 FORD FUSION Steering POWER STEERING  
ASSIST FAULT SAFETY ISSUE CLAREMORE OK Failure Date:  
12/11/2015

14 10808914 2011 FORD FUSION Steering POWER STEERING  
ASSIST FAULT (OR FAILURE) WHILE DRIVING. STEERING LOCKS UP, DIFFICULT  
TO STEER. HAVE TO STOP VEHICLE, TURN OFF ENGINE AND RE-START.  
STEERING WORKS AGAIN. DIFFICULT TO CONTROL CAR WITH STEERING.  
DANGEROUS. SAW RECALL ON THIS, BUT FORD SAYS DOESN'T APPLY TO MY  
VIN? KIRKWOOD MO Failure Date: 12/07/2015

14 10809785 2011 FORD FUSION Steering WHEN I STARTED THE  
VEHICLE HAS LOSS STEERING AND THE "POWER STEERING ASSIS FAULT"  
MESSAGE APPEAR. THE DEALER SAID THAT NEED TO BE REPLACED. FORD  
HAS A RECALL FOR THAT PART (THE ELECTRIC POWER STEERING RACK) BUT  
MY VIN NUMBER IS NOT INCLUDED. HOMESTEAD FL Failure Date:  
12/02/2015

14 10809398 2011 FORD FUSION Steering TL\* THE CONTACT  
OWNS A 2011 FORD FUSION. WHILE DRIVING AT VARIOUS SPEEDS, THE POWER  
STEERING WOULD SUDDENLY MALFUNCTION AND THE STEERING WHEEL  
WOULD BECOME VERY DIFFICULT TO TURN. THE FAILURE OCCURRED ON  
MULTIPLE OCCASIONS. THE VEHICLE WAS TAKEN TO AN INDEPENDENT  
MECHANIC WHERE IT WAS DIAGNOSED THAT THE POWER STEERING MODULE  
WAS FAULTY AND NEEDED TO BE REPLACED. THE VEHICLE WAS NOT  
REPAIRED AND THE MANUFACTURER WAS NOTIFIED. THE VIN AND FAILURE  
MILEAGE WERE NOT AVAILABLE. INDEPENDENCE IA Failure Date:  
12/01/2015

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14 10811830 2011 FORD FUSION Steering POWERSTEERING  
WENT OUT ON VEHICLE THERE WAS A RECALL ON THESE COMPONENTS BUT  
WE WERE 2 WEEKS OUT ON RECALL MANUFACTURE DATE ALTHOUGH THE  
SAME PARTS WERE INVOLVED THIS COULD HAVE LIFE THREATNING BUT FORD  
REFUSED TO TAKE CARE OF PROBLEM I HAVE HEARD COMPLAINTS THE SAME  
AS MINE HAVE BEEN COMEING IN TO DEALER REPS

GREENWOOD IN Failure Date: 11/30/2015

14 10873641 2011 FORD FUSION Steering LOST ALL POWER  
STEERING \$1700 TO FIX COMPLAINTS FILED WITH FORD. CAR BUILT AUGUST  
2010 NOT COVERED UNDER RECALL. REQUESTING EXTENSION OF DATES TO  
COVER MY VIN. DRIVING VEHICLE LOST POWER STEERING. COULD NOT  
HANDLE CAR. HUSBAND HAD TO DRIVE TO DEALERSHIP

GREENWOOD IN Failure Date: 11/30/2015

14 10807219 2011 FORD FUSION Steering THE ELECTRIC ASSIST  
STEERING FAULT COMES ON WHEN STARTING THE CAR. THIS OCCURS  
INTERMITTENTLY. THE CAR WOULD BE EXTREMELY HARD TO STEER WITH  
THIS FAILURE. A RECALL HAS BEEN INITIATED BY FORD BUT THIS VEHICLE IS  
NOT INCLUDED. WHY NOT? PORT ALLEN LA Failure Date:

11/27/2015

14 10807221 2011 FORD FUSION Steering THE ELECTRIC ASSIST  
STEERING FAILURE WARNING COMES ON AND THE VEHICLE IS VERY  
DIFFICULT TO STEER. WOULD BE A SERIOUS HAZARD IF IT HAPPENS WHILE  
UNDERWAY. INTERMITTENT PROBLEM. PORT ALLEN LA

Failure Date: 11/27/2015

14 10807956 2011 FORD FUSION Steering TL\* THE CONTACT  
OWNS A 2011 FORD FUSION. WHILE DRIVING AT AN UNKNOWN SPEED, THE  
STEERING WHEEL SEIZED AND THE POWER STEERING ASSIST WARNING  
INDICATOR ILLUMINATED. THE DRIVER HAD TO USE GREATER EFFORT TO  
STEER THE VEHICLE TO THE SHOULDER OF THE ROAD. THE IGNITION WAS  
TURNED TO THE OFF POSITION AND BACK TO THE ON POSITION AND THE

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STEERING STARTED TO FUNCTION PROPERLY. THE FAILURE RECURRED TWICE. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED THAT THE POWER STEERING CONTROL MODULE FAILED AND NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND STATED THAT THE VIN WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 15V340000 (STEERING). THE FAILURE MILEAGE WAS APPROXIMATELY 112,000. MAGEE MS Failure Date: 11/26/2015

14 10807459 2011 FORD FUSION Steering WHILE DRIVING DOWN THE ROAD THE STEERING LOCKS UP AND YOU CAN'T TURN. TOOK IT TO DEALER AND THEY SAY IT IS THE STEERING RACK & PINION THAT IS BAD. THERE IS A RECALL ON THE STEERING GEER BUT NOT THE STEERING RACK. THE DEALER SAID THIS PART IS ON BACK ORDER- ARE THERE OTHERS WITH THIS ISSUE WHERE IT SHOULD BE RECALLED?? TENNYSON IN Failure Date: 11/25/2015

14 10806376 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. WHILE DRIVING 30 MPH, THE POWER STEERING SEIZED WITHOUT WARNING. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE ISSUE. THE FAILURE MILEAGE WAS 80,000. KANSAS CITY MO Failure Date: 11/23/2015

14 10855636 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. THE CONTACT STATED THAT WHILE DRIVING AT 20 MPH, THE STEERING WHEEL SEIZED. THE "POWER STEERING FAULT" WAS DISPLAYED ACROSS THE MESSAGE BOARD. THE VEHICLE WAS TAKEN TO A DEALER WHO REPAIRED THE VEHICLE UNDER NHTSA CAMPAIGN NUMBER: 15V340000 (STEERING) HOWEVER, THE FAILURE RECURRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 125,000. MOORE SC Failure Date: 11/18/2015

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14 10794668 2011 FORD FUSION Steering I WAS DRIVING WITH MY THREE CHILDREN IN THE CAR GOING INTO A RIGHT HAND TURN AT ABOUT 35-40 MPH AND MY POWER STEERING FAILED AND SENT ME INTO ONCOMING TRAFFIC. LUCKILY THE CAR SAW ME AND SWERVED TO AVOID THE COLLISION. I STOPPED THE CAR, TURNED IT OFF AND BACK ON AND THE POWER STEERING WAS FINE. HOWEVER, IT HAPPENED AGAIN AND NOW THE POWER STEERING WILL NOT WORK AT ALL AND FORD IS SAYING THERE IS NO RECALL ON THIS OBVIOUS SAFETY ISSUE WITH THEIR VEHICLE.

SUMMERVILLE SC Failure Date: 11/16/2015

14 10808468 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. THE CONTACT STATED THAT WHILE DRIVING AT APPROXIMATELY 30 MPH, THE POWER STEERING FAILED AND THE TRACTION CONTROL WARNING INDICATOR ILLUMINATED. THE FAILURE RECURRED NUMEROUS TIMES. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS NOT DIAGNOSED OR REPAIRED. THE VIN WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 15V34000 (STEERING). THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 100,000.

FAYETTEVILLE NC Failure Date: 11/16/2015

14 10789578 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. WHILE DRIVING AT 60 MPH, THE POWER STEERING FAILED WITHOUT WARNING. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC FOR DIAGNOSTIC TESTING. THE MECHANIC WAS UNABLE TO PRODUCE A FAULT CODE OR DUPLICATE THE FAILURE. THE VEHICLE WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 15V340000 (STEERING). THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 62,000. ...UPDATED 04/26/16

\*BF SANTA BARBARA CA Failure Date: 11/06/2015

14 10808187 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. WHILE DRIVING 35 MPH, THE STEERING WHEEL LOST POWER AND THE POWER STEERING ASSIST WARNING ILLUMINATED. THE VEHICLE WAS PLACED IN NEUTRAL, SWITCHED OFF, AND RESTARTED. THE

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FAILURE RECURRED AND THE VEHICLE WAS TAKEN TO A LOCAL DEALER WHO ANALYZED AND DIAGNOSED THAT THE STEERING RACK NEEDED TO BE REPLACED. THE DEALER STATED THAT THE VEHICLE WAS NOT UNDER RECALL. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE, BUT OFFERED NO ASSISTANCE. THE VIN WAS INVALID. THE FAILURE MILEAGE WAS APPROXIMATELY 92,000. GOSHEN IN Failure Date: 11/03/2015

14 10787516 2011 FORD FUSION Steering I WAS DRIVING THE SERVICE POWER STEERING LIGHT CAME ON, THEN I HAD NO POWER STEERING. IT WAS SCARY. I HAD MY TWO GIRLS IN THE CAR AND I WAS TRYING TO TURN INTO A PARKING LOT WITHOUT HAVING A WRECK. I HAD NO CONTROL OF THE VEHICLE. I MADE IT, NOTRE I'M CURRENTLY SITTING HERE WAITING IN A TOW TRUCK. I HAVE TRIED TO RESTART MY CAR SEVERAL TIMES. I CAN'T GO ANYWHERE. I'M ANTICIPATING THE COST IS MORE THAN A SINGLE MOM CAN AFFORD. I AM THANKFUL MY CHILDREN AND I WERE NOT HURT. THERE WAS NO WARNING AT ALL! GRAND PRAIRIE TX Failure Date: 11/01/2015

14 10787520 2011 FORD FUSION Steering I FILED A PREVIOUS COMPLAINT ON THIS VEHICLE. I LOOKED INTO A FORUM AND DISCOVERED THIS PARTICULAR MODEL HAS HAD PREVIOUS INCIDENTS LIKE MINE BEFORE. I AM CONCERNED THERE HAD NOT BEEN A RECALL FOR THIS REASON. THE POWER STEERING GOING OUT WHILE DRIVING IS DANGEROUS. I AM VERY CONCERNED THAT IT WILL TAKE A TRAGEDY FOR A RECALL TO TAKE PLACE. GRAND PRAIRIE TX Failure Date: 11/01/2015

14 10794984 2011 FORD FUSION Steering MY VEHICLE IS GIVING A "POWER STEERING ASSIST DEFAULT" WARNING LIGHT ON THE INSTRUMENT PANEL, AT THE SAME TIME THE WHEEL LOCKS UP AND I AM NOT ABLE TO MOVE THE STEERING WHEEL AT ALL. DRIVING THE CAR OR MOVING THE CAR IN ANY DIRECTION DOES NOT UNLOCK THE WHEEL AND THE WARNING LIGHT ON THE PANEL DOES NOT GO AWAY. THIS HAS HAPPENED 5-8 TIMES IN THE LAST TWO WEEKS. THE VEHICLE DID GET THE POWER STEERING FAILURE RECALL FIXED 9/15/15 AT RICH FORD. THE VEHICLE BEGAN TO GIVE THIS INSTRUMENT

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PANEL WARNING AND THE WHEEL LOCKS UP TWO WEEKS AGO. THE WARNING WOULD OCCUR AND THE STEERING WHEEL WOULD LOCK WHEN I ATTEMPTED TO PLACE THE VEHICLE IN REVERSE OR DRIVE. IT WOULD NOT GO AWAY UNLESS I TURNED THE CAR ON AND OFF MULTIPLE TIMES.

ALBUQUERQUE NM Failure Date: 11/01/2015

14 10785155 2011 FORD FUSION Steering OVER THE PAST 4 MONTHS MY 2011 FORD FUSION STARTED LOSING THE ABILITY TO STEER MY CAR. IT ALWAYS SEEMS TO HAPPEN WHEN I AM DRIVING UNDER 15MPH AND TURNING. THIS IS REALLY GETTING OUT OF CONTROL AND UNSAFE FOR MYSELF AND ANYONE I AM DRIVING AROUND. THE FIRST TIME THIS HAPPENED I WAS INCHES AWAY FROM HITTING A LITTLE GIRL AND HER GRANDMOTHER AS I WAS TURNING TO PARK MY CAR AT THE MALL WHEN I SUDDENLY LOST CONTROL OF THE CAR. THIS HAS HAPPENED AT LEAST 15 TIMES SINCE THAT DAY AND JUST YESTERDAY I WAS MAKING A TURN ONTO A RATHER LARGE STREET WHEN THIS HAPPENED AGAIN. THANK GOD OTHER CARS WERE ABLE TO AVOID ME AS I WENT INTO ON COMING TRAFFIC. THE CAR ENDED UP IN THE DITCH. THIS IS BECOMING VERY DANGEROUS AND I CAN'T DO ANYTHING ABOUT IT BECAUSE FORD SAYS MY CAR WAS BUILT A FEW WEEKS TOO EARLY AND IS NOT COVERED IN THE RECENT RECALL THEY DID. MY CAR IS EFFECTED 100% AS THOSE CARS INCLUDED BY THEY REFUSE TO REPAIR MINE. SOMETHING HAS TO BE DONE ABOUT THIS FOR THE SAKE OF EVERYONES SAFETY. I KNOW I AM NOT ALONE IN THIS, AND I WOULD HATE TO SEE SOMEONE GET HURT BEFORE THEY TAKE THESE COMPLAINTS SERIOUS. MONTGOMERY IL Failure Date: 10/20/2015

14 10785131 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. WHILE DRIVING 40 MPH, THE SERVICE POWER STEERING AND TRACTION CONTROL WARNING INDICATORS ILLUMINATED ON THE INSTRUMENT PANEL. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE ELECTRONIC POWER STEERING ASSEMBLY FAILED AND NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE

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MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 78,151. INDEPENDENCE IA Failure Date: 10/19/2015

14 10780022 2011 FORD FUSION Steering I WAS DRIVING MY 2011 FORD FUSION AND THE ABS AND POWER STEERING LIGHTS CAME ON AND THEN MY POWER STEERING WENT OUT, I WAS ON MY STREET WHEN THIS OCCURED BUT I WAS NOT ABLE TO TURN THE CAR LEFT OR RIGHT AND I HIT THE CURB. NOW AFTER TURNING IT OFF AND ON LIKE MOST SAY ON THE FORUMS NOTHING HAS WORKED I HAVE CALLED FORD AND THEY REFUSED TO FIX THE ISSUE, THEY STATED THEY DO HAVE A RECALL OUT FOR THIS PROBLEM BUT NOT FOR MY VIN. PFLUGERVILLE TX Failure Date: 10/05/2015

14 10779813 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. WHILE DRIVING AT APPROXIMATELY 15 MPH AND ATTEMPTING TO MAKE A LEFT TURN, THE POWER STEERING FAILED. THE POWER STEERING WARNING INDICATOR ILLUMINATED. THE CONTACT STATED THAT AN INDEPENDENT MECHANIC ARRIVED AT THE SCENE, BUT WAS UNABLE TO ASSIST DUE TO THE VEHICLE BEING ELECTRIC AND THERE WAS NO PLACE TO ADD POWER STEERING FLUID. THE TECHNICIAN STATED THAT THE VEHICLE HAD TO BE REPAIRED BY THE DEALER. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 132,437. ABERDEEN MS Failure Date: 10/02/2015

14 10764149 2011 FORD FUSION Steering POWER STEERING OF MY CAR SHUT OFF WHILE DRIVING. I WAS UNABLE TO TURN THE WHEEL EFFECTIVELY CAUSING AN ONCOMING MOTORIST TO SWERVE TO AVOID COLLISION. FREMONT CA Failure Date: 09/14/2015

14 10778109 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. WHILE DRIVING APPROXIMATELY 50 MPH, THERE WAS A BURNING ODOR COMING FROM THE PASSENGER SIDE GLOVE BOX. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. ON ANOTHER OCCASION, WHILE TURNING LEFT OR RIGHT, THE STEERING WHEEL BECAME DIFFICULT TO



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MANEUVER WITHOUT WARNING. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE TECHNICIAN INFORMED THE CONTACT THAT THE VEHICLE WAS OPERATING AS DESIGNED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 118,000. UPDATED 11/19/15\*LJ

OWENSBORO KY Failure Date: 09/11/2015

14 10788274 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. WHILE ATTEMPTING TO DRIVE THE VEHICLE, THE STEERING WHEEL SHOOK AND THE POWER STEERING ASSIST WARNING LIGHT ILLUMINATED. THE VEHICLE WAS SERVICED UNDER NHTSA CAMPAIGN NUMBER: 15V340000 (STEERING), BUT THE REMEDY FAILED TO REPAIR THE VEHICLE. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 69,000.

DULUTH MN Failure Date: 09/11/2015

14 10777830 2011 FORD FUSION Steering WE HAD A RECALL ON POWER STEERING.HAD IT CHECKED BY DEALER TOLD IT WAS GOOD THEN FEW DAYS LATER POWER STEERING WENT OUT. THE DEALER WORKED ON IT 3 TIMES THEN SENT IT BACK STILL TORE UP. THE DEALER IS ED SHERLING FORD IN ENTERPRISE AL 36330. ENTERPRISE AL Failure Date: 09/07/2015

14 10761684 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. THE CONTACT STATED THAT THE VEHICLE WAS TAKEN TO THE DEALER ON AUGUST 20, 2015 TO COMPLETE THE RECALL REPAIR FOR NHTSA CAMPAIGN NUMBER: 15V340000 (STEERING). THE CONTACT WAS NOT EXPERIENCING ANY FAILURES BEFORE THE RECALL WAS COMPLETED. WITHIN A WEEK, THE ADVANCED TRACK WARNING LIGHT ILLUMINATED AND THE VARIOUS GAUGES AND WARNING INDICATORS ILLUMINATED ON THE INSTRUMENT PANEL. AFTER THE SOFTWARE UPDATE, THE VEHICLE HAD A SUDDEN LOSS OF POWER. THE VEHICLE WAS TAKEN BACK TO THE DEALER WHO STATED THAT THERE WAS AN ELECTRICAL SHORT WITHIN THE MODULE CONNECTIONS ASSOCIATED WITH THE POWER

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STEERING. THE VEHICLE WAS AT THE DEALER FOR WEEKS AS THEY DIAGNOSED THE VEHICLE. THE MANUFACTURER WAS NOTIFIED AND PROVIDED NO REMEDY. THE FAILURE MILEAGE WAS NOT AVAILABLE. MA

10/25/15                      PORT ROYAL                      SC                      Failure Date: 08/20/2015

14      10806697      2011      FORD FUSION      Steering      EALLY SICK OF TAKING TO THE SHOP 4 TIMES TO GET IT FIXED, THEY WONT ACCEPT IT TO TAKE IT BACK TO GET DIFFERENT CAR. CUZ I WANT TO BE SAFE FROM THIS STEERING PROBLEMS. UPCOMING WINTER AND RAIN ETC.. IF THEY REFUSE TO TAKE THE CAR BACK, I PROBABLY WILL BE IN CAR ACCIDENT , WHOSES FAULT, IT IS THEIRS. I AM SO SICK OF GOING BACK AND DFORTH TO GET IT FIX. NOW PASS 45 DAYS. GOT THIS FROM LOW BOOK SALES IN LINDON, UTAH. NOT SATISFY WITH THEM.                      OREM                      UT                      Failure Date: 08/14/2015

14      10759367      2011      FORD FUSION      Steering      ON 2 RECENT OCCASIONS, I LOST MY POWER STEERING WHILE DRIVING MY VEHICLE. I DID NOT GET INTO AN ACCIDENT BUT NEARLY WENT OFF THE ROAD. I RECEIVED 2 MESSAGES ON MY DASHBOARD. POWER STEERING ASSIST DEFAULT AND SERVICE ADVANCETRAC. IT IS MY UNDERSTANDING THERE IS A RECALL ( 15S318) ON 2011 FORD FUSION AND OTHER FORD VEHICLES WITH THE SAME ISSUE. I CALLED FORD ON 08/24/2015 AND THEY TOLD ME MY VEHICLE WAS NOT INCLUDED IN THE RECALL. APPROX COST FOR REPAIR IS 1600-2000. THE POWER STEERING WILL NOT RESET ITSELF SO I CANNOT DRIVE THE VEHICLE. IT WOULD BE GREATLY APPRECIATED IF YOU COULD LOOK INTO THIS MATTER.                      SUTTON                      MA                      Failure Date: 08/12/2015

14      10747464      2011      FORD FUSION      Steering      TL\* THE CONTACT OWNS A 2011 FORD FUSION. WHILE DRIVING APPROXIMATELY 5 MPH, THE STEERING WHEEL BECAME DIFFICULT TO TURN. AFTER THE POWER STEERING WARNING INDICATOR ILLUMINATED. THE CONTACT POWERED THE VEHICLE OFF AND BACK ON; HOWEVER, THE FAILURE PERSISTED. THE VEHICLE WAS NOT TAKEN TO THE DEALER. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 15V340000 (STEERING); HOWEVER, THE PART TO DO THE REPAIR WAS UNAVAILABLE. THE CONTACT STATED THAT THE

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MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 101,000. FIRTHNE

Failure Date: 08/09/2015

14 10749772 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. WHILE DRIVING APPROXIMATELY 60 MPH, THE STEERING WHEEL BECAME EXTREMELY DIFFICULT TO MANEUVER. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE POWER STEERING GEAR ASSEMBLY NEEDED TO BE REPLACED. THE VIN WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 15V340000 (STEERING). THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 86,214. THE VIN WAS UNAVAILABLE.

EL DORADO AR Failure Date: 08/09/2015

14 10746833 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN ID NUMBER: 15V340000 (STEERING) AND STATED THAT THE PART NEEDED WAS NOT AVAILABLE. THE DEALER DID NOT GIVE A SPECIFIC DATE FOR WHEN THE PART WOULD BECOME AVAILABLE. THE CONTACT MENTIONED THAT A FAILURE WAS EXPERIENCED UPON REVERSING OUT OF THE DRIVEWAY. THE POWER STEERING AND THE SYSTEM SENSOR FAULT WARNING LIGHTS ILLUMINATED. THE STEERING WHEEL LOCKED AND THE CONTACT WAS UNABLE TO DRIVE THE VEHICLE. IN ADDITION, THE INSTRUMENT PANEL FAILED AND THE GAUGES WERE NOT SHOWING A PROPER READING. THE MANUFACTURER WAS CONTACTED AND COULD NOT PROVIDE AN ESTIMATED DATE FOR WHEN THE VEHICLE WOULD RECEIVE THE RECALL REPAIR. THE FAILURE MILEAGE WAS NOT AVAILABLE.

SMITHS AL Failure Date: 08/04/2015

14 10747930 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. THE CONTACT STATED THAT THE STEERING WHEEL FAILED. AFTER STARTING UP THE ENGINE AND ATTEMPTING TO TURN THE STEERING WHEEL, THE VEHICLE LOST POWER. THE VEHICLE WAS TOWED

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TO AN INDEPENDENT MECHANIC. THE TECHNICIAN DIAGNOSED THAT THE POWER STEERING RACK WAS DEFECTIVE AND NEEDED TO BE REPLACED. THE MANUFACTURER STATED THAT THE VEHICLE WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 15V340000 (STEERING). THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS NOT AVAILABLE.

KINGSLAND GA Failure Date: 08/03/2015

14 10759491 2011 FORD FUSION Steering 2011 FORD FUSION. CONSUMER WRITES IN REGARDS TO BRAKE PADS AND STEERING WHEEL ISSUES. \*SMD THE CONSUMER STATED WHEN SHE GENTLY APPLIED THE BRAKE, SHE HEARD A POPPING SOUND. ALSO, THERE WAS A GRINDING NOISE COMING FROM THE STEERING WHEEL WHEN SHE MADE A TURN. \*JB

GRAHAM TX Failure Date: 08/03/2015

14 10746292 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 15V340000 (STEERING) HOWEVER, THE PART NEEDED TO PERFORM THE REPAIR WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS NOTIFIED OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. FAIRFAX VA

Failure Date: 08/01/2015

14 10749926 2011 FORD FUSION Steering ON AUGUST 1ST, 2015, I WAS ON MY WAY HOME AT ABOUT 10 PM AT NIGHT. I WAS GOING UP A HILL THAT CURVED TO THE LEFT AND SUDDENLY LOST CONTROL OF MY STEERING WHEEL. INSTEAD OF TURNING LEFT THE CAR PROCEEDED TO GO STRAIGHT WHERE I THEN BEGAN TO PANIC. I THEN SLAMMED MY BRAKE TO THE FLOOR AND IT SOMEHOW UNEXPECTEDLY SPED UP. I CRASHED INTO A POWER LINE AND SMASHED THE FRONT END INTO A TREE THAT HAD TOTALED MY VEHICLE. I HAVE SEAT BELT BURNS ON MY NECK, STITCHES ON MY KNEE, ABRASIONS, SUFFERED FROM A MINOR CONCUSSION, A LARGE AMOUNT OF BRUISES, SMALL CUTS ON MY HANDS AND FOREHEAD. I HAVE FULL MEDICAL DOCUMENTS OF MY INJURIES INCLUDING PICTURES. I LATER FOUND OUT

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THERE WERE 2 RECALLS ON THE VEHICLE A POWER STEERING AND 1 FULL THROTTLE BODY RECALL. THE POWER STEERING WAS COMPLETELY REPLACED PREVIOUSLY IN 7/16/2013 & 10/26/2013 AND THERE WAS NO SOLUTION TO THE THROTTLE BODY RECALL EXCEPT A EXTEND WARRANTY. I ALSO WENT TO THE CAR DEALERSHIP WHERE I PURCHASED MY VEHICLE 2 DAYS BEFORE THE ACCIDENT AND THEY MENTIONED NOTHING ABOUT ANY OF THE RECALLS. THEY ALSO HAD NO CLUE WHY IT WAS MAKING THE STRANGE NOISES AND TOLD ME IT WAS FINE AFTER 4 HOURS OF SERVICE. I'M STILL CURRENTLY EXPERIENCING PAIN IN MY SHOULDER THAT WAS DIAGNOSED AT THE ORTHOPEDICS ON AUGUST 18TH. I HAVE TO ATTEND PHYSICAL THERAPY TWICE A WEEK FOR 6 WEEKS. I CURRENTLY HAVE SHOOTING PAINS IN MY LEFT SHOULDER & MUSCLE SPASMS. ALSO MY LEG HAS NERVE DAMAGE WHERE I'M STILL EXPERIENCING NUMBNESS AT THIS TIME. THERE IS ALSO PERMANENT SCARRING FROM THE SEATBELT BURNS & THE AIR BAG RIPPING OFF THE SKIN OF MY LEFT THUMB. WE HAVE DOCUMENTATION OF EVERYTHING INCLUDING THE POLICE REPORT, CAR DIAGNOSIS AND THE VEHICLE IS STILL AT THE TOW LOT. NO ONE ELSE WAS INVOLVED OR INJURED HOWEVER THERE IS DOCUMENTATION OF THE PREVIOUS POWER STEERING RECALL ACCIDENT. WOODBINE MD

Failure Date: 08/01/2015

14 10745147 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 15V340000 (STEERING); HOWEVER, THE PART NEEDED TO REPAIR THE VEHICLE WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS NOT NOTIFIED OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. CAPE CORAL

FL Failure Date: 07/30/2015

14 10735141 2011 FORD FUSION Steering WE HAVE BEEN TOLD BY FORD THAT OUR 2011 FUSION IS NOT COVERED UNDER THE SAFETY RECALL FOR THE POWER STEERING FAILURE, BUT OUR CAR'S POWER

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STEERING WENT OUT LAST THURSDAY. WE ARE GETTING MESSAGES THAT SAY "POWER STEERING FAULT" AND "SERVICE ADVANCE TRAC," AND THE POWER STEERING IS MOST DEFINITELY GONE. OUR CAR WAS MANUFACTURED AT THE HERMOSILLO PLANT LISTED IN THE RECALL NOTICE, BUT THE BUILD DATE SHOWS AUGUST OF 2010, THROWING IT A MONTH EARLIER THAN THE DATE THEY'RE SHOWING. WHEN TESTED, WE RECEIVED FAULT CODES U3000-49 AND U3000-96 FOR INTERNAL MODULE FAILURE. THE CODE C-1277 IS ALSO PRESENT. THE TESTS POINT TO THE STEERING GEAR FAILURE. DU QUOIN IL Failure Date: 07/16/2015

14 10747552 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. THE CONTACT STATED THAT AFTER STARTING THE VEHICLE, THERE WAS A LOSS OF POWER STEERING WITHOUT WARNING. THE VEHICLE WAS DRIVEN WITH CAUTION AND DIFFICULTY IN MANEUVERING THE STEERING WHEEL. THE VEHICLE WAS TAKEN TO THE DEALER, WHERE THE POWER STEERING CONTROL MODULE, RACK AND PINION AND OTHER RELATED COMPONENTS WERE REPLACED. THE VIN WAS INCLUDED IN NHTSA CAMPAIGN ID NUMBER: 15V340000 (STEERING) HOWEVER, THE RECALL REMEDY WAS PERFORMED PRIOR TO THE RECEIVING THE RECALL NOTIFICATION. THE CONTACT WAS UPSET BECAUSE THE MANUFACTURER REFUSED TO REIMBURSE FOR PREVIOUS REPAIR. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 93,941. LAWSON MO Failure Date: 07/14/2015

14 10745145 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. WHILE DRIVING 20 MPH MAKING A LEFT TURN, THE CONTACT'S VEHICLE CRASHED INTO A PARKED VEHICLE. THE CONTACT STATED THAT THE RECALL NOTICE WAS RECEIVED FOR NHTSA CAMPAIGN NUMBER: 15V340000 (POWER STEERING). THE CONTACT'S TEETH WENT THROUGH HER BOTTOM LIP, WHICH REQUIRED MEDICAL ATTENTION. THE AIR BAGS DID NOT DEPLOY. THE VEHICLE WAS TOWED TO AN INDEPENDENT MECHANIC, BUT WAS NOT DIAGNOSED OR REPAIRED. A POLICE REPORT WAS

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FILED. THE FAILURE MILEAGE WAS 39,000. MURRIETA CA Failure Date:  
07/13/2015

14 10733829 2011 FORD FUSION Steering I WAS DRIVING THE  
CAR ON THE NIGHT OF JULY 7TH. THE MIL CAME ON SAYING SERVICE POWER  
STEERING NOW. THE NEXT MORNING I HAD NO POWER STEERING AT ALL.  
ODENTON MD Failure Date: 07/08/2015

14 10783433 2011 FORD FUSION Steering TL\* THE CONTACT  
OWNS A 2011 FORD FUSION. WHILE DRIVING APPROXIMATELY 25 MPH, THE  
STEERING WHEEL SEIZED WITHOUT WARNING. THE FAILURE RECURRED FIVE  
TIMES. THE VEHICLE WAS TAKEN TO A DEALER WHERE THE CAUSE OF THE  
FAILURE COULD NOT BE DETERMINED. THE VEHICLE WAS NOT REPAIRED. THE  
MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE VIN WAS NOT  
PROVIDED. THE APPROXIMATE FAILURE MILEAGE WAS 45,000.  
PENN PA Failure Date: 07/06/2015

14 10759144 2011 FORD FUSION Steering I WAS DRIVING EARLY IN  
THE MORNING ON JULY 4, 2015 AND THE STEERING WENT OUT PRIOR TO  
HITTING A DEER. I TRIED TO AVOID HITTING THE DEER BUT COULDN'T TURN  
FAST ENOUGH DUE TO THE LOSS OF STEERING. SINCE THEN I HAVE HAD THE  
SUBFRAME AND BOTH UPPER AND LOWER CONTROL ARMS ON BOTH SIDES  
REPLACED AND A WHEEL ALIGNMENT COMPLETED AS WELL. STILL THE LOSS  
OF STEERING EXISTS AND THE LOCAL DEALERSHIP IS NOT WANTING TO FIX  
THE ISSUE. THE FIRST TIME THE LOST OF STEERING OCCURED I TOOK THE  
CAR TO MIDAS AND THEY REPLACED THE TWO 50 AMP FUSES AND STEERING  
WAS RESTORED. BUT FORD DEALERSHIP IS STATING THEY SAW NO DTCS  
RELATING TO LOSS OF STEERING BUT THE LOSS OF STEERING MESSAGE  
STILL SHOWS UP ON DASH. FORT DRUMNY Failure Date: 07/04/2015

14 10758875 2011 FORD FUSION Steering IT APPEARED TO BE  
LOSS OF STEERING WHEN LEAVING A PARKING SPOT IN THE PARKING LOT.  
STEERING STILL WORKED, BUT WAS DIFFICULT TO TURN, WAS ABLE TO GET  
VEHICLE HOME BY DRIVING VERY SLOWLY. AFTER ONE DAY THE CAR

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STARTED UP AND THE STEERING SEEMED TO WORK OK AGAIN, BUT A STEERING CODE FLASHED IN DASH. HAVE NOT FIXED CAR YET -- WAS TOLD THAT REPAIR WOULD BE OVER \$1700 BY A MECHANIC. NORTH ROYALTON OH Failure Date: 07/01/2015

14 10743237 2011 FORD FUSION Steering POWER ASSIST WHEN OUT ON THE CAR AND IT WAS ALMOST IMPOSSIBLE TO STEER. MOVED TO A SAFE PLACE AND RESTARTED THE CAR. THIS IS A DISASTER WAITING TO HAPPEN. I CONSIDER THIS A MAJOR SAFETY ISSUE IWTH THIS CAR. HAS HAPPENDED MUTIPLE TIMES SINCE THEN. WHAT HAS TO HAPPEN BEFORE THERE IS A RECALL? I AM HAVING IT REPAIRED FOR SAFETY REASONS, BUT I AM HAVING TO PAY FOR THEIR DEFECTIVE PARTS. UPDATED 09/08/15\*LJ THE CONSUMER STATED THE VEHICLE WAS REPAIRED AT THE MANUFACTURER'S EXPENSE. UPDATED 12/16/2015\*JS GARLAND TX Failure Date: 06/22/2015

14 10731910 2011 FORD FUSION Steering DRIVING I-10 FRONT RIGHT TIRE GO'S FLAT PULLED OVER PUT ON A PAIR TIRE GOT BACK IN CAR TO LEAVE MESSAGE STARTS IN DASH SERVICE POWER STEERING AND I HAVE NO POWER STEERING CALLED DEALERSHIP THEY TOLD ME IT WAS PROBABLY A COINCIDENCE THAT THE FLAT TIRE AND NO POWER STEERING HAPPENED THAT A FLAT TIRE CAUSED ELECTRIC POWER STEERING TO QUIT WORKING SEARCHED THIS PROBLEM ONLINE A LOT OF PEOPLE HAVING SAME PROBLEM SOME OF THEM JUST DRIVING NO FLAT TIRE JUST QUITTS WORKING SOME ON AND OFF AT TIMES BUCKEYE AZ Failure Date: 06/21/2015

14 10726749 2011 FORD FUSION Steering THE VEHICLE LOST POWER STEERING IN A TURN AND THE DRIVER HAD INSUFFICIENT STRENGTH TO CONTROL THE VEHICLE. THE VEHICLE DROVE OVER THE CURB ON THE SIDE OF THE ROAD AND BENT THE TIRE RIM. THE DISPLAYED CAUTION WAS "POWER STEERING ASSIST FAULT/ SERVICE ADVANCETRAC." IN A DIFFERENT SITUATION, THE CURB COULD HAVE VERY EASILY BEEN ANOTHER VEHICLE OR PEDESTRIANS. THIS FAILURE OF POWER STEERING HAS OCCURRED AT HIGH SPEEDS AS WELL. SERVICE PROVIDERS DO NOT SEE THE FAULT IN THE



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WORKSHOP AS THE FAULT CLEARS EACH TIME THE CAR IS TURNED OFF AND FAILS RANDOMLY. CALIFORNIA MD Failure Date: 06/19/2015

14 10726838 2011 FORD FUSION Steering MY WIFE WAS LEAVING A PATIENT'S HOUSE, AND WHEN SHE STARTED THE VEHICLE, SHE HAD NO POWER STEERING. SHE TRIED TURNING THE CAR OFF AND BACK ON, BUT THE POWER STEERING WAS STILL NOT WORKING. SHE WAS ABLE TO CAREFULLY DRIVE THE CAR TO A LOCAL MECHANIC. THE MECHANIC FOUND NO CODES RELATED TO THE POWER STEERING. A NEARBY DEALER OFFERED TO TOW THE VEHICLE DOWN AND INSPECT IT. THEY CLAIMED THAT THERE WAS NOTHING WRONG WITH THE CAR, THAT THERE WERE NO CODES AVAILABLE, AND THAT THERE WAS NOTHING THEY COULD DO. THE LOCAL MECHANIC FOUND NO CODES RELATED TO THE POWER STEERING EITHER. THE ONLY CODES THE CAR WAS SHOWING WERE RELATED TO A "PURGE VALVE" IN THE GAS TANK, WHICH WAS REPLACED AT THE DEALER. AS THE SOURCE OF THE PROBLEM HAS NOT BEEN FOUND, WE ARE LOOKING TO REPLACE THE CAR, AS THE LOSS OF POWER STEERING WOULD BE DANGEROUS. WE WILL NOW BE REQUIRED TO GO DRIVE THE CAR FROM THE DEALERSHIP TO ANOTHER DEALERSHIP TO ATTEMPT TO TRADE IT IN. FORD MEDIA HAS ANNOUNCED A RECALL ON CERTAIN 2011 FUSIONS BUILT AT THE HERMOSILLO PLANT, BUT WE HAVE YET TO RECEIVE NOTIFICATION OR THE RECALL NOTICE ON THIS ONE. THE SERVICE CENTER HAD YET TO RECEIVE A NOTIFICATION, EITHER. [HTTPS://MEDIA.FORD.COM/CONTENT/FORDMEDIA/FNA/US/EN/NEWS/2015/05/27/FORD-ISSUES-TWO-SAFETY-RECALLS-IN-NORTH-AMERICA-.HTML](https://media.ford.com/content/fordmedia/fna/us/en/news/2015/05/27/ford-issues-two-safety-recalls-in-north-america-.html)  
LOS ALAMOS NM Failure Date: 06/18/2015

14 10758538 2011 FORD FUSION Steering POWER STEERING ASSIST FAULT - CAUSING POWER STEERING FAILURE. RESTARTING CAR FIXED PROBLEM. HAPPEN A FEW TIMES UP UNTIL AUGUST 18TH (AT 39,500 MILES) WHEN I HAD A COMPLETE POWER STEERING FAILURE. POWER STEERING ASSIST FAULT WARNING ON CAR DASH. NO FIXING IT THIS TIME. HAD TO HAVE CAR TOWED TO A GARAGE FOR REPAIR. ONCE THE CORRECT RACK & PINION PART WAS LOCATED - WAS ONLY ONE AVAILABLE IN THE ENTIRE US. IT IS ON

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ORDER FOR MY GARAGE HOWEVER I'M NOT SURE IT IS EVEN GOING TO FIX THE ISSUE. THIS EXACT PROBLEM IS BEING RECALLED ON #15S18 - HOWEVER MY CAR WAS NOT INCLUDED DUE TO THE MONTH IT WAS MANUFACTURED. THIS IS ACCORDING TO FORD CUSTOMER CARE. THE RECALL NEEDS TO BE EXPANDED TO INCLUDE MY CAR. PINE CITY NY Failure Date: 06/18/2015

14 10725667 2011 FORD FUSION Steering WHILE ACCELERATING ON THE FREEWAY THE POWER STEERING FAILED. A WARNING CAME ON. TURNED OFF THE CAR WHICH RESET THE SYSTEM AND CORRECTED THE PROBLEM. THIS IS THE SECOND TIME IT HAS HAPPENED. SAN DIEGO CA Failure Date: 06/16/2015

14 10746397 2011 FORD FUSION Steering CAR STARTED CHIMING AND COULD NOT TURN THE STEERING WHEEL. LEWISVILLE TX Failure Date: 06/16/2015

14 10725055 2011 FORD FUSION Steering THE POWER STEERING ASSIST STOPPED AND A WARNING LIGHT CAME ON, THEN THE TRACTION CONTROL LIGHT CAME ON. THE POWER STEERING WOULD NOT COME BACK ON AFTER REPEATED RESTARTS. THIS HAPPENED SEVERAL TIME BEFORE BUT WOULD WORK AFTER RESTART. CASCO MI Failure Date: 06/12/2015

14 10724664 2011 FORD FUSION Steering CAR NOTIFIED ME OF AN ISSUE WHILE I WAS DRIVING. IT SAID POWER STEERING ASSIST FAULT. I WAS GOING APPROXIMATELY 45MPH. I NOTICED THAT THE POWER STEERING WAS NOT WORKING. I WAS ABLE TO MAKE IT HOME, BUT IT WAS VERY DIFFICULT. WHEN I TURNED MY CAR OFF AND ON AGAIN AT HOME, THE STEERING STARTED WORKING AGAIN. I HAVEN'T HAD A CHANCE TO TRY IT AGAIN, BUT I HEARD IT MAY BE A DAILY OCCURANCE THAT THIS GOES OUT. I CALLED MY DEALERSHIP AND THEY SAID THEY CANNOT HELP ME YET BECAUSE THE RECALL IS NOT OFFICIALLY AVAILABLE. APEX NC Failure Date: 06/10/2015

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14 10760252 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. WHILE DRIVING AT VARIOUS SPEEDS, THE POWER STEERING WARNING LIGHT ILLUMINATED. THE CONTACT DISCOVERED THAT THE POWER STEERING ASSISTANCE FAILED. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE POWER STEERING GEAR ASSEMBLY NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 67,000. KETTERING OH Failure Date: 06/10/2015

14 10724445 2011 FORD FUSION Steering AS MY SON WAS DRIVING THE CAR THE POWER STEERING STOPPED WORKING MAKING IT VERY DIFFICULT TO STEER. A SERVICE POWER STEERING NOW LIGHT HAS COME ON. VERY DANGEROUS FOR THIS TO QUIT WHILE NAVIGATING. I HAVE RESTARTED IT SEVERAL TIMES AND STILL NO POWER STEERING. SUTTON VT Failure Date: 06/09/2015

14 10724451 2011 FORD FUSION Steering I CHANGED MY FLAT TIRE TO MY SPARE AND WHEN I TURNED ON MY CAR TO TRY MY CAR THE SYSTEM "STEERING NOW" SHOWS UP AND MY CAR IS NOT DRIVE ABLE. STEERING IS STIFF. NEVER HAD A PROBLEM WITH IT BEFORE BUT NOW ALL OF A SUDDEN IT SHOWS UP. THIS IS VERY FRUSTRATING FOR MY CAR IS A 2011 FORD FUSION AND HEARING ALL THESE COMPLAINS AND ISSUES MADE ME DOUBT FORD AND ITS CARS. SAN JOSE CA Failure Date: 06/08/2015

14 10723737 2011 FORD FUSION Steering WHILE DRIVING THE POWER STEERING ASSIST MALFUNCTIONED AND POWER STEERING WAS LOST. IT RESET AFTER RESTARTING THE CAR. SAN DIEGO CA Failure Date: 06/05/2015

14 10723253 2011 FORD FUSION Steering WHILE DRIVING HOME LAST EVENING THE POWER STEERING ON MY CAR QUIT WORKING AND I HAD DIFFICULTY CONTROLLING THE VEHICLE. THE INDICATOR LIGHT CAME ON STATING THAT THERE WAS A SYSTEM FAILURE IN REGARDS TO THE POWER STEERING. THIS MORNING WHEN I STARTED THE CAR THE POWER STEERING

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WAS ONCE AGAIN WORKING. I TOOK THE CAR TO THE FORD DEALERSHIP AND WAS TOLD THAT THERE HAS BEEN A RECENT RECALL ON THIS PARTICULAR PROBLEM, BUT A REPAIR WILL NOT BE AVAILABLE UNTIL JULY 13TH. I WAS ADVISED TO PICK THE CAR UP AND DRIVE IT WITH THE DEFECT UNTIL THE FIX BECAME AVAILABLE BECAUSE NOTHING CAN BE DONE AT THIS TIME. I FIND THIS TO BE DANGEROUS AND UNACCEPTABLE.           PRESCOTT VALLEY     AZ     Failure Date: 06/02/2015

14    10733790   2011 FORD FUSION   Steering   POWER STEERING WENT OUT MULTIPLE TIMES, HAD TO REPLACE POWER STEERING RACK.           AUBURN     IN     Failure Date: 06/01/2015

14    10818067   2011 FORD FUSION   Steering   TL\* THE CONTACT OWNS A 2011 FORD FUSION. THE CONTACT STATED THAT WHILE DRIVING AT VARIOUS SPEEDS, THE STEERING WHEEL VEERED TO THE LEFT INDEPENDENTLY. THE VEHICLE WAS TAKEN TO A DEALER ON MULTIPLE OCCASIONS WHERE IT WAS DIAGNOSED THAT THE FRONT WHEELS NEEDED TO BE ALIGNED. THE VEHICLE WAS REPAIRED, HOWEVER, THE FAILURE RECURRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 65,500.           SOUTH RANGE   WI     Failure Date: 06/01/2015

14    10722473   2011 FORD FUSION   Steering   I WAS DRIVING ALONG A ROAD AT 50 MPH WHICH WAS THE SPEED LIMIT , ALL OF A SUDDEN I GET SIGNALS ON THE CAR THAT THERE IS A POWER STEERING MALFUNCTION. THE WHEEL LOCKED UP AND I COULD NOT EVEN TURN IT TO GET MY CAR TO SAFETY. I HIT A SIGN DUE TO ME NOT BEING ABLE TO TURN MY VEHICLE, MY FOOT WAS JAMMED AND I WAS TOSSED INTO THE STEERING WHEEL           YUCCA VALLEY   CA     Failure Date: 05/30/2015

14    10722296   2011 FORD FUSION   Steering   THE PROBLEM IS THAT THE POWER STEERING WILL STOP WORKING WITHOUT NOTICE. IT'S HAPPENED TO ME ONCE AND MY WIFE TWICE. THE FACT THAT THIS IS HER PRIMARY CAR AND SHE HAS KIDS IN THE CAR WITH HER IS VERY

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CONCERNING. WE WILL BE DRIVING ALONG AND ALL OF A SUDDEN THE POWER STEERING FAILS AND A WARNING MESSAGE COMES UP ON THE DASH. AFTER TURNING THE CAR OFF AND BACK ON AGAIN, THE POWER STEERING WORKS AGAIN. THIS IS THE THIRD TIME THIS HAS HAPPENED, THE FIRST TWO TIMES I CAN'T REMEMBER THE DATES. WHEN WE PURCHASED THIS CAR A LITTLE OVER A YEAR AGO, THE SALESMAN SAID THE REASON IT WAS TRADED IN WAS THE COUPLE HAD PROBLEMS WITH THE STEERING, BUT HE TRIED TO MAKE IT INTO A PROBLEM WITH THE OWNER AND NOT THE CAR. WE PURCHASED THIS CAR WAS PURCHASED FROM A FORD DEALER. I HAVE MADE AN APPOINTMENT WITH THE FORD DEALER I PURCHASED THE CAR FROM AND THEY WILL LOOK AT IT ON MONDAY. I HAVE BEEN DOING A LOT OF RESEARCH ON THIS, AND IT IS A VERY WIDESPREAD PROBLEM YET FORD HAS YET TO ISSUE A RECALL ON THIS PARTICULAR YEAR (I BELIEVE IT ISSUED A RECALL ON EARLIER MODEL YEAR FUSIONS). I'VE SEEN DIFFERING REPORTS ON WHAT FIXED THE PROBLEM, ANYWHERE FROM BAD ABS MODULES/ SENSORS TO THE POWER STEERING RACK AND PINION, NONE OF WHICH WERE CHEAP AND/OR COVERED UNDER WARRANTIES. I'M AT A LOSS AT WHAT TO DO. WE PURCHASED THIS CAR FROM A FORD DEALER, THEY KNEW THERE WAS A PROBLEM WHEN WE PURCHASED IT (BECAUSE THAT'S WHY THE PREVIOUS OWNER TRADED IT IN), AND WHEN I TAKE IT IN TO HAVE THEM LOOK AT IT I CAN GUARANTEE IT'LL BE MONEY OUT OF MY POCKET TO FIX A PROBLEM THAT SHOULD BE ON FORD TO FIX. TULSA OK Failure Date: 05/29/2015

14 10721268 2011 FORD FUSION Steering POWER STEERING CUT OUT WHILE PULLING CAR OUT OF DRIVE WAY. FLASHED MESSAGES "SERVICE ADVANCETRAC" AND "POWER STEERING ASSIST FAULT." THIS HAS OCCURRED PREVIOUSLY AND USUALLY BEEN REMEDIED BY RESTARTING CAR. THIS TIME RESTARTING CAR DID NOT ACCOMPLISH ANYTHING. COLUMBUS OH Failure Date: 05/24/2015

14 10721127 2011 FORD FUSION Steering I WAS BACKING OUT OF A PARKING SPOT AND THE POWER ASSIST FAILURE, LIGHT CAME ON. IT HAD

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HAPPEN BEFORE BUT WOULD CORRECT ITSELF IF THE CAR WAS RESTARTED. I HAD ATTEMPTED TO TAKE IT TO A MECHANIC BUT SINCE IT WOULD NOT HAPPEN WHILE THERE THEY COULD NOT DIAGNOSE THE PROBLEM. I AM NOT LOOKING FORWARD TO THIS COSTLY REPAIR. FORD PLEASE DO SOMETHING. CHARLOTTE NC Failure Date: 05/23/2015

14 10721378 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. WHILE DRIVING APPROXIMATELY 60 MPH, THE POWER STEERING SUDDENLY MALFUNCTIONED AND THE STEERING WHEEL BECAME VERY DIFFICULT TO TURN. DURING THE FAILURE, THE "SERVICE POWER STEERING" MESSAGE DISPLAYED. THE VEHICLE WAS TAKEN TO THE DEALER WHO DIAGNOSED THAT THE STEERING GEAR WAS FAULTY. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 87,000. CLARKSTON MI Failure Date: 05/20/2015

14 10717234 2011 FORD FUSION Steering DRIVER WAS ENTERING A TRAFFIC CIRCLE AND SUDDENLY LOST POWER STEERING FUNCTIONING. DRIVER WAS ABLE TO CONTINUE THROUGH TRAFFIC CIRCLE EXERTING GREATER FORCE ON THE STEERING WHEEL TO COMPLETE TURN IN TRAFFIC CIRCLE. IN CAR MESSAGE CAME ON REGARDING LOSS OF POWER STEERING. DRIVER IMMEDIATELY TURNED INTO A PARKING LOT AND TURNED OFF VEHICLE. AFTER WAITING A MINUTE OR TWO, RESTARTED THE VEHICLE AND WAS ABLE TO PROCEED WITH POWER STEERING APPARENTLY FUNCTIONING. TOOK TO DEALER AND WAS ADVISED THAT NEEDED NEW STEERING GEAR AS IT WAS FAILING. YPSILANTI MI Failure Date: 05/17/2015

14 10716823 2011 FORD FUSION Steering STARTED MY CAR ON SATURDAY MORNING AT 9AM, PUT IT INTO REVERSE TO BACK OUT OF MY SPOT, WHEN THE "POWER STEERING ASSIST FAULT" AND "SERVICE ADVANCE-TRAC" ERRORS SHOWED ON THE DISPLAY. I PROMPTLY SHUT THE VEHICLE DOWN AND WAITED ONE MINUTE AND RESTARTED IT, THE ERRORS WERE STILL PRESENT. I AM CONTACTING THE LOCAL DEALERSHIP. THANKFULLY THIS

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DID NOT HAPPEN WHILE DRIVING ON THE INTERSTATE.

DWIGHT IL Failure Date: 05/16/2015

14 10717905 2011 FORD FUSION Steering INTERMITTENT LOSS OF POWER STEERING. INCIDENTS WERE BECOMING MORE FREQUENT. LAST INCIDENT WHILE CAR WAS IN MOTION. DEALER DIAGNOSED ELECTRICAL STEERING RACK FAILURE, \$1780. ESCALATED FROM DEALER TO FORD DUE TO SAFETY ISSUE, FORD OFFERED SOME ASSISTANCE, STILL \$1070. PARKED CAR AT HOME, ESCALATED TO FORD CUSTOMER CARE, AND GIVEN A CASE NUMBER. THIS IS A SAFETY CONCERN THAT MUST BE ADDRESSED! I CANNOT ALLOW MY LOVED ONES BEHIND THE WHEEL OF THIS VEHICLE. I'M SURE NO ONE AT THE FORD MOTOR COMPANY WOULD EITHER.

SHARPSBURG GA Failure Date: 05/16/2015

14 10716852 2011 FORD FUSION Steering DRIVING DOWN THE HIGHWAY CAME UP TO A SLIGHT BEND AND WHEN I WENT TO TURN THE WHEEL I NOTICED THAT IT WAS HARD TO TURN. THINKING IT WAS TIRE GOING FLAT I WENT TO GET OFF THE HIGHWAY WHEN I WENT TO GET OFF ON THE EXIT THE STEERING WAS ALMOST IMPOSSIBLE TO TURN HAD TO SLAM ON THE BREAKS TO AVOID DRIVING OFF THE EXIT RAMP. WITH ALL THE OTHER COMPLAINTS ON HERE IT WOULD HAVE BEEN NICE TO KNOW THAT THIS COULD HAPPEN SEBIRNG FL Failure Date: 05/15/2015

14 10717090 2011 FORD FUSION Steering WENT TO TOWN AND PARKED THE CAR WENT IN TO THE STORE AND WHEN I STARTED TO LEAVE I NOTICED THAT THE POWER STEERING DIDN'T WORK. I DROVE THE CAR HOME WITH NO POWER STEERING. IT'S A GOOD THING THIS DIDN'T HAPPEN WHILE GOING THE SPEED LIMIT. THE DEALER SAID THAT THIS IS A COMMON PROBLEM MY QUESTION IS WHY HAS IT NOT BEEN RECALLED IF IT'S A COMMON PROBLEM. LOVELL WY Failure Date: 05/15/2015

14 10717197 2011 FORD FUSION Steering WHEN LEAVING THE PARKING LOT I LOST ALL STEERING AND HAD TO DRIVE HOME WITH OUT POWER STEERING WHICH MADE MY DRIVE VERY DANGEROUS CONSIDERING I

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HAD BOTH OF MY CHILDREN IN THE CAR FORT BRAGG NC

Failure Date: 05/14/2015

14 10716845 2011 FORD FUSION Steering AS I WAS MAKING A  
TURN MY POWER STERRING FAULT LIGHT CAME ON. THIS HAPPEN TO ME  
THREE TIMES . I CANNOT AFFORD TO PAY FOR THE REPAIR OR PART PLEASE  
HELP. I TOOK TO FORD AND COST IS 1800 TO FIX THE PROBLEM . MY CAR  
NEEDS A STEERING RACK. TIMMONSVILLIE SC Failure Date:  
05/11/2015

14 10715588 2011 FORD FUSION Steering THE POWER-ASSISTED  
STEERING SUDDENLY FAILED CAUSING THE STEERING WHEEL TO SNATCH  
OUT OF MY HANDS AS I WAS PULLING OUT OF A PARKING LOT. IT THEN  
BECAME HARDER TO STEER THE VEHICLE. SO I TOOK IT BACK TO THE FORD  
DEALERSHIP THAT I HAD JUST BOUGHT IT FROM. LYONS  
GA Failure Date: 05/06/2015

14 10714755 2011 FORD FUSION Steering FOR THE THIRD TIME,  
POWER STEERING FAILURE WARNING AND A NOTICE TO SERVICE  
ADVANCETRAC, THIS TIME WHILE TRAVELING AT 55 TO 60 MPH IN HEAVY  
TRAFFIC. WAS ABLE TO PUT CAR IN NEUTRAL AND RESTART ENGINE AND PUT  
BACK INTO DRIVE. ISSUE WENT AWAY AND DROVE CAR HOME SAFELY.

\*TR CORDOVA TN Failure Date: 05/05/2015

14 10714500 2011 FORD FUSION Steering HAD JUST NAVIGATED A  
SHARP LEFT TURN FROM AN EXIT RAMP FROM AN ARTERIAL ROAD, AND WAS  
DRIVING BELOW 40 MILES PER HOUR ON MAJOR PARKWAY/STREET WHEN  
TRAFFIC LIGHT UP AHEAD TURNED RED. APPLIED BRAKES TO STOP WITH  
TRAFFIC AHEAD WHEN "SERVICE ADVANCETRAC AND POWER STEERING  
FAILURE" WARNING MESSAGES APPEARED AND STABILITY CONTROL LIGHT LIT  
UP. CAR HAD NO POWER STEERING AND IT WAS DIFFICULT TO MOVE THE  
WHEEL AND I WAS UNABLE TO MOVE OVER TO THE SIDE OF THE ROAD. WHEN I  
CAME TO A COMPLETE STOP, I KILLED THE ENGINE AND RESTARTED THE CAR.  
THE WARNING MESSAGES WENT AWAY AND THE POWER STEERING



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RETURNED. THIS COULD BE A POTENTIALLY DEADLY PROBLEM, AS THE ELECTRIC POWER STEERING DOES NOT BEHAVE AT ALL LIKE HYDRAULIC SYSTEMS DO WHEN LOSING POWER. \*TR CORDOVA TN Failure Date: 05/04/2015

14 10716497 2011 FORD FUSION Steering MY DAUGHTER WAS DRIVING AND AS SHE WENT TO TURN LEFT, THE POWER STEERING BECAME VERY HARD. SHE PULLED OVER BECAUSE SHE WAS UNABLE TO CONTINUE DRIVING. ROANOKE RAPIDS NC Failure Date: 05/04/2015

14 10714506 2011 FORD FUSION Steering I STARTED MY CAR. A WARNING LIGHT STARTED BEEPING AND MY STEERING WHEEL WOULD NOT TURN. THE MESSAGE SAID "POWER STEERING ASSIST FAULT". I TURNED THE CAR OFF AND ON THREE TIMES. THE MESSAGE REMAINED THE SAME. 2 HOURS LATER, I STARTED IT AND THE MESSAGE WAS GONE. WHILE THE MESSAGE WAS ON, I HAD NO CONTROL OF MY CAR. LUCKILY, I WAS IN MY DRIVEWAY. SEAGOVILLE TX Failure Date: 05/03/2015

14 10715039 2011 FORD FUSION Steering WHILE DRIVING 25 MPH ON A TWO LANE LOCAL STREET THE POWER STEERING OF MY 2011 FORD FUSION FAILED ON A CURVE. THE CAR PULLED ABRUPTLY TO THE RIGHT, WENT OFF THE ROAD AND HIT A CURB CAUSING A FLAT AND A DENTED RIM. THE WARNING MESSAGES "SERVICE POWER STEERING NOW" AND "SERVICE ADVANCE TRAC" ALTERNATELY CAME ON. AFTER CHANGING THE FLAT THE CAR STILL HAD NO POWER STEERING. I PROCEEDED WITH GREAT DIFFICULTY TO DRIVE TO A REPAIR SHOP. AFTER REPEATED EFFORTS TO RESET THE ELECTRIC POWER STEERING MECHANISM, THE MECHANIC GOT IT WORKING AGAIN. HOWEVER, BEING FAMILIAR WITH THE PROBLEM, HE SAID IT COULD STOP FUNCTIONING AT ANY TIME AGAIN AND WAS UNSAFE TO DRIVE. HE TOLD ME THERE WERE AT LEAST A THOUSAND COMPLAINTS ABOUT THE POWER STEERING FAILING IN THE 2011 FUSION. SHOULD I PAY OVER \$2000.00 TO REPLACE THE ELECTRIC POWER STEERING SYSTEM WITH ANOTHER OF THE SAME FAULTY DESIGN? MY CAR ONLY HAS ABOUT 24000 MILES ON IT. HOW MANY WILL I NEED? FURTHERMORE, I HAVE BEEN DRIVING OVER 50

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YEARS AND NEVER HAVE MYSELF OR ANY MEMBER OF MY FAMILY HAD A PROBLEM WITH POWER STEERING CUTTING IN AND OUT. I CAN'T RECALL IN MY LIFETIME ANYONE EVER SAYING HIS OR HER POWER STEERING HAD TO BE REPAIRED. AS A MATHEMATICIAN, I WOULD VENTURE TO SAY THE NUMBER OF FAILURES IN SUCH A SHORT TIME PERIOD IS STATISTICALLY SIGNIFICANT WHEN COMPARED TO THE NORM. \*TR LINCOLN PARK NJ Failure Date: 05/02/2015

14 10714421 2011 FORD FUSION Steering POWER STEERING ASSIST FAULT...ALONG WITH ADVANCE TRAC ISSUES...FAILS...TURN OFF VEHICLE AND USED TO WORK AGAIN WELL FOR A SHORT TIME AND AGAIN IT WOULD FAIL...FAILURE OCCURRED EITHER AT HIGHWAY SPEEDS OR IN PARKED POSITION... MAKING STEERING DIFFICULT... \*TR BERINO NM Failure Date: 05/01/2015

14 10715807 2011 FORD FUSION Steering POWER STEERING SUDDENLY STOPS WORKING. HAS HAPPENED SEVERAL TIMES, AND IS VERY SCARY. DEFINITELY AN ACCIDENT WAITING TO HAPPEN HERE. I HAVE NOTICED LATELY EVERY TIME I START UP THE CAR THE POWER STEERING DOES NOT WORK FOR THE FIRST 20 SECONDS OR SO THEN KICKS IN. HAVE CALLED THE FORD DEALER TO SEE WHAT THEY THINK, AND ASKED ABOUT THE RECALLS, BUT I GUESS MY MODEL WAS NOT INCLUDED, HOWEVER I SEE IS BEING INVESTIGATED, SO WANTED TO GET MY COMPLAINT IN BEFORE DOING SO. HOPEFULLY IT WILL HELP THE NEXT GUY. SHOP SAYS IT WILL MOST LIKELY NEED A NEW RACK AT LIKE \$1600+. I WAS ABOUT TO JUST REPAIR IT WHEN I FOUND ALL THESE SITES WITH HUNDREDS OF OTHERS COMPLAINING ABOUT THE SAME THING WHICH JUST PISSES ME OFF MORE..Wince this was a car that the kids are learning to drive on, and were going to be driving, now have to figure out if we even trust it. HENDERSON NV Failure Date: 05/01/2015

14 10714118 2011 FORD FUSION Steering I STARTED THE CAR AND I GOT A STABILITRAC/POWER STEERING ERROR MESSAGE. THE POWER STEERING WILL NOT WORK. I TRIED WAITING AND RESTARTING AS I READ

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ONLINE THAT IS A WAY TO FIX IT SHORT TERM AND IT DOES NOT FIX THE PROBLEM. IT HAS HAPPENED IN THE PAST BUT I DID NOT RECORD THE DATE OR MILEAGE. \*TR DESERT HOT SPRINGS CA Failure Date: 04/30/2015

14 10714507 2011 FORD FUSION Steering OPENED GARAGE DOOR AND STARTED CAR TO LEAVE FOR WORK. PUT CAR IN DRIVE AND STARTED TO EXIT GARAGE WHEN "POWER STEERING FAILURE" MESSAGE APPEARED ON DASH. COULD NOT MOVE STEERING WHEEL. STOPPED CAR AND KILLED THE ENGINE. RESTARTED CAR AND ERROR MESSAGE WENT AWAY AND POWER STEERING WAS NORMAL. \*TR CORDOVA TN Failure Date: 04/30/2015

14 10715342 2011 FORD FUSION Steering RECEIVED A STEERING WARNING MESSAGE AND THE POWER STEERING WENT OUT. TURNED ENGINE OF AND THE BACK ON AND IT WAS FINE. ROUND ROCK TX Failure Date: 04/28/2015

14 10713456 2011 FORD FUSION Steering MY DAUGHTER WAS DRIVING, MADE A RIGHT TURN WHEN THE STEERING GOT TOUGH. SHE WAS ABLE TO PULL INTO AN IMMEDIATE DRIVEWAY ON THE RIGHT WHEN THE STEERING FROZE UP. SHE WAS NOT ABLE TO MANEUVER THE CAR AFTER THAT. I UNDERSTAND THERE ARE MULTIPLE COMPLAINTS FOR THE SAME ISSUE. FORD HAS ADVISED THEY DO NOT HAVE A RECALL FOR THIS SO THEY WILL NOT REPAIR. \*TR UPLAND CA Failure Date: 04/27/2015

14 10714383 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. THE CONTACT STATED THAT WHILE REVERSING AT 5 MPH, THE STEERING WHEEL BECAME DIFFICULT TO TURN. THE CONTACT HAD TO APPLY FORCE TO THE STEERING WHEEL IN ORDER TO TURN THE VEHICLE. IN ADDITION, POWER STEERING ASSIST FAULT WAS DISPLAYED ACROSS THE MESSAGE BOARD. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC, WHO DIAGNOSED THAT THE POWER STEERING RACK NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE FAILURE RECURRED ON NUMEROUS OCCASIONS. THE MANUFACTURER WAS

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NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 74,600.

HICKORY NC Failure Date: 04/27/2015

14 10712964 2011 FORD FUSION Steering I HAVE HAD INTERMITTENT ISSUES WITH MY POWER STEERING SINCE I PURCHASED THE CAR IN 2012. DURING THE COLDER DAYS OF THE YEAR WHEN I STARTED MY CAR I RECEIVED A MESSAGE SAYING POWER STEERING FAULT AND I DID NOT HAVE POWER STEERING WHILE THE MESSAGE WAS UP. RESTARTING THE CAR RESOLVED THE ISSUE SO I IGNORED IT AS IT ONLY OCCURRED ON COLD WINTER MORNINGS AND IT DID NOT OCCUR WHILE I WAS DRIVING. I WASN'T AWARE FORD FUSIONS USED THE EPAS SYSTEM, I THOUGHT THE ERROR WAS COMING FROM THE POWER STEERING FLUID THICKENING UP BUT I SOON REALIZED MY CAR DID NOT HAVE A HYDRAULIC SYSTEM. ON 4/25/2015 I WAS DRIVING DOWN MAIN ST AND I NOTICED MY CAR WAS SUDDENLY PULLING ME TO THE RIGHT SIDE OF THE ROAD AND I HAD A HARDER TIME STEERING THE VEHICLE. SOON AFTER I RECEIVED A MESSAGE SAYING "SERVICE ADVANCETRAC", AND "SERVICE POWER STEERING NOW" APPEARED ON MY CONSOLE. I PULLED INTO A PARKING LOT AND REALIZED I LOST MY POWER STEERING. I POWERED OFF THE CAR AND TURNED IT BACK ON AND THE ERROR MESSAGES CAME BACK. I WAS ABLE TO DRIVE MY CAR BACK TO MY APARTMENT WITH SOME DIFFICULTY, I'M JUST HAPPY I WASN'T ON THE HIGHWAY OTHERWISE I COULD OF GOT INTO AN ACCIDENT. I WILL DROP THE CAR OFF TO THE DEALER TOMORROW BUT I'M HOPING MY WARRANTY COVERS THE PART. IF NOT, I MAY NEVER PURCHASE A FORD AGAIN AFTER READING UP ON THE EPAS SYSTEM FAILURES. FORD REALLY NEEDS TO GET THEIR ACT TOGETHER AND CREATE A RECALL FOR THIS DANGEROUS ISSUE.  
\*TR PRESQUE ISLE ME Failure Date: 04/25/2015

14 10717541 2011 FORD FUSION Steering WITHIN A MONTH I HAD THE POWER STEERING ASSIST FAULT WARNING COME UP TWICE AND THE POWER STEERING GIVES OUT. I TOOK IT IN FOR SERVICE AND THEY DIAGNOSED IT WITH NEEDING A POWER STEERING GEAR ASSEMBLY. THE QUOTE FOR THE REPAIR WAS \$1,630. I GOT THIS CAR WITH JUST 42,000 MILES

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ON IT AND I HAVE JUST PUT ONLY 8,000 MILES ON IT AND HAD TO GET THE THROTTLE BODY REPLACED UNDER RECALL BUT I CAN'T UNDERSTAND WHY THE POWER STEERING GEAR ASSEMBLY PART ISN'T CONSIDERED A RECALL SINCE IT CAN BE A HUGE SAFETY RISK! I'M VERY DISAPPOINTED WITH HOW FORD MOTOR COMPANY IS NOT TAKING ISSUE THIS SERIOUSLY!

NORTH CANTON OH Failure Date: 04/25/2015

14 10712407 2011 FORD FUSION Steering UPON SHIFTING INTO GEAR AFTER STARTUP, I RECEIVED A MESSAGE ON THE DASH DISPLAY THAT THE POWER STEERING SYSTEM HAD A "FAULT." WHEN I SLOWLY PROCEEDED FROM A PARKED POSITION AND BEGAN TO TURN FROM THE PARKING AREA, I DISCOVERED THAT THERE WAS NO STEERING ASSIST AND THAT THE POWER STEERING SYSTEM HAD FAILED. I WAS ABLE TO SLOWLY BACK UP INTO A PARKED POSITION. \*TR SHELBYVILLE KY Failure Date: 04/22/2015

14 10712861 2011 FORD FUSION Steering POWER STEERING WENT OUT SHUTTING AT MCDONALDS DRIVE THRU. I COULD NOT TURN THE CAR. POWER ASSIST LIGHT WAS IN. I FINALLY GOT THE CAR TO TURN BUT UR WAS VERY DIFFICULT. WHEN I GOT THROUGH THE DRIVE THRU I PARKED TURNED THE CAR OFF AND BACK ON AND THE STEERING RETURNED TO NORMAL. \*TR CUNCINNATI OH Failure Date: 04/18/2015

14 10785047 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. WHILE DRIVING AT LOW SPEEDS, THE STEERING WHEEL WAS TURNED TO THE RIGHT AND THERE WAS AN ABNORMAL NOISE COMING FROM THE FRONT OF THE VEHICLE AND THE STEERING WHEEL WAS DIFFICULT TO TURN. THE FAILURE RECURRED NUMEROUS TIMES. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED THAT THE POWER STEERING GEAR FAILED AND NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND STATED THAT THE VIN WAS INCLUDED IN NHTSA CAMPAIGN NUMBER: 15V340000 (STEERING). THE FAILURE MILEAGE WAS APPROXIMATELY 123,839.

SANDIA TX Failure Date: 04/18/2015

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14 10721046 2011 FORD FUSION Steering I WAS TRAVELING 45 MPH ON A DRY, 2 LANE, MACADAM ROAD NO SHOULDERS WHEN MY POWER STEERING WENT OUT. "ADVANCE TRAC" LIGHT ON, CHIMES & MESSAGE: "NO POWER ASSIST". I DROVE WITH NO POWER STEERING FOR 5 MILES, 10 MPH TO A SAFE PLACE TO PARK. CAR OFF FOR OVER AN HOUR, STARTED & HAD POWER STEERING. SLOWLY DROVE 33 MILE HOME. FORD DEALER NEXT DAY: NO DEFINITE CODES, POWER STEERING NOW WORKING, COULD NEED A PSCM, THEY CALLED FORD ENGINEERS HOT LINE. WE WERE TOLD IT COULD BE A FLUKE, NEVER HAPPEN AGAIN; BEST TO DRIVE CAR IN WITH POWER STEERING NOT WORKING. REPAIR COST \$1500. WE DID NOT REPAIR, KNOWING OTHERS HAD THIS PROBLEM EVEN AFTER REPAIRS. DIDN'T DRIVE CAR EXCEPT FOR SHORT, LOW-SPEED TRIPS. 5/1/15, NEEDED TO DRIVE THE TURNPIKE 65-70 MPH & REACHED DESTINATION WITH POWER STEERING, BUT 7 HRS LATER, WE STARTED THE CAR, "NO POWER ASSIST", NO POWER STEERING. I CALLED THE DEALERSHIP TO HAVE IT TOWED - TOLD THEM I WOULDN'T DRIVE WITHOUT POWER STEERING ON THE TURNPIKE. THEY SAID TO LET IT REST A BIT - WE DID, 20 MIN , AND IT WORKED. DROVE HOME; DID NOT DRIVE AGAIN UNTIL I TOOK IT TO THE DEALERSHIP AND TOLD THEM THEY COULD HAVE IT UNTIL IT DID IT TO THEM. WHICH IT DID EVENTUALLY. DEALERSHIP NOTES FROM 1ST SERVICE: "CAU IDS TESTED FAULT CODES U0100-20 C1963 -20 ABS LOST COMMUNICATION WITH". NOTES FROM 2ND SERVICE: "COR PCM C1277-20 C200D ROTATION ANGLE SENSOR CIRCUIT MALFUNCTION FAULT TRACED AND REPLACED POWER STEERING CONTROL MODULE STEERING GEAR ASSEMBLY PROGRAM AND VERIFIED REPAIRS." I HAD INFORMED SERVICE OF THE RECALL PENDING, AND THEY ASSURED ME, WE WOULD BE REIMBURSED IF RECALL DOES HAPPEN. NO PROBLEM WITH POWER STEERING SINCE 5/12/15 (REPAIR DATE) HOWEVER, THE WINDSHIELD WIPERS QUIT WORKING 5/18/15 AND DID NOT GO ON UNTIL NEXT DAY. I WONDER IF THIS IS ANOTHER 'GLITCH' & FEAR FOR WHAT WILL GLITCH OUT NEXT. IF I COULD, I WOULDN'T DRIVE THIS CAR, EVEN THOUGH IT HAD THE REPAIR. TOPTON PA Failure Date: 04/15/2015

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14 10705730 2011 FORD FUSION Steering WAS DRIVING ABOUT 30MPH AND WHEEL IMMEDIATELY LOCKED UP. DASH BOARD DISPLAY A MESSAGE " POWER STEERING ASSIST FAULT AND SERVICE ADVANCETRAC". I WAS ABLE TO TURN THE CAR OFF AND BACK ON AND THAT FIX THE PROBLEM HOWEVER HAS HAPPEN AGAIN TWO DAYS LATER AND TURN THE ENGINE OFF AND BACK ON IS NO LONGER WORKING. WHEEL IS VERY HARD TO TURN MAKING THE CAR IMPOSSIBLE TO DRIVE. HAVE AN APPT WITH FORD BUT FROM WHAT I'M READING IT SEEM LIKE THE ISSUE ISN'T COVERED UNDER WARRANTY. \*TR RICHMOND VA Failure Date: 04/14/2015

14 10706332 2011 FORD FUSION Steering I WAS DRIVING MY CAR TO THE GAS STATION AND ALL OF A SUDDEN I WAS UNABLE TO TURN THE STEERING WHEEL. THE MESSAGE POPPED UP SAYING SERVICE POWER STEERING NOW. I WAS EVENTUALLY ABLE TO TURN IT BUT IT IS VERY HARD TO DO SO. \*TR MIRAMAR FL Failure Date: 04/11/2015

14 10713959 2011 FORD FUSION Steering AS I ATTEMPTED TO PULL OUT OF A PARKING SPACE, THE STEERING WHEEL OF MY 2011 FORD FUSION BECAME EXTREMELY HARD TO TURN. A MESSAGE ON THE DASHBOARD INDICATED THAT THE POWER STEERING ASSIST HAD FAILED. AFTER TURNING OFF THE IGNITION AND RESTARTING THE CAR, THE STEERING SEEMED NORMAL. TWO DAYS LATER THE SAME THING HAPPENED AS I PREPARED TO LEAVE A PARKING LOT. THE DEALER REPLACED THE RACK AND PINION FOR \$1800. NO ADDITIONAL INCIDENTS IN THE LAST FEW WEEKS. \*TR MODESTO CA Failure Date: 04/11/2015

14 10705185 2011 FORD FUSION Steering POWER STEERING FAILURE. \*TR ANAHEIM CA Failure Date: 04/10/2015

14 10705626 2011 FORD FUSION Steering 4 TIMES IN THE LAST 2 WEEKS MY 2011 FORD FUSION SE HAS HAD A POWER STEERING FAILURE. TWICE CAUSING COMPLETE LOSS OF CONTROL OF THE CAR AND ANOTHER TWO TIMES TURNED THE CAR INTO THE SIDEWALK WITH PEDESTRIANS IN THE WAY(NO ONE WAS HURT....THIS TIME). WHILE THE CAR IS STILL DRIVABLE

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THERE IS AN EXCESSIVE AMOUNT OF FORCE REQUIRED TO STEER THE CAR. SO MUCH SO THAT MY WIFE-NOT A WEAK WOMEN AT ALL WAS NOT ABLE TO STEER THE CAR AND DROVE OFF THE ROAD. EVEN IF YOU ARE ABLE TO STEER THE CAR TO AVOID AN ACCIDENT YOU CAN PRETTY MUCH JUST DRIVE IN A STRAIGHT LINE AS TURNING IS NEXT TO IMPOSSIBLE. SOMETHING HAS TO BE DONE ABOUT THIS SOON. THIS IS NOT ONLY DANGEROUS FOR THE DRIVER AND PEOPLE IN THE CAR BUT FOR ANYONE AROUND A 2010-2012 FORD FUSION. LIKE A SAID, WE ALMOST STRUCK PEDESTRIANS TWICE. LETS NOT WAIT FOR SOMEONE TO GET HURT OR EVEN KILLED BEFORE ACTION IS TAKEN. \*TR MONTGOMERY IL Failure Date: 04/10/2015

14 10705246 2011 FORD FUSION Steering WHEN I TURNED ON MY FORD FUSION THE OTHER DAY, I SAW A POWER STEERING FAILURE MESSAGE COME UP ON MY DASH. I HAD LOST POWER STEERING ON THE VEHICLE AND WAS UNSURE WHAT TO DO. I SHUT THE VEHICLE OFF AND STARTED THE CAR BACK UP WHICH RESOLVED THE ISSUE FOR NOW. I'M NERVOUS THIS COULD HAPPEN AGAIN WHEN DRIVING AT HIGH SPEEDS ON THE FREEWAY DURING MY COMMUTE. \*TR HOPKINS MN Failure Date: 04/09/2015

14 10705621 2011 FORD FUSION Steering WHILE DRIVING MY CAR TO THE LOCAL DELI MARKET THE POWER STEERING IN MY CAR JUST STOPPED WORKING. I WAS UNABLE TO ADEQUATELY STEER MY CAR. I WAS FORTUNATE THAT THERE WAS A DRIVE WAY I COULD TURN INTO. THIS IS VERY DANGEROUS AND I WAS ALSO FORTUNATE I WASN'T IN HEAVY TRAFFIC OR TRYING TO MAKE A TURN. IT HAS COME TO MY ATTENTION THAT THIS IS AN ISSUE WITH SOME OF THE FORD FUSIONS HOWEVER FORD IS NOT ANNOUNCING A RECALL NOR ADVISING OWNERS OF THIS ISSUE. IT HAS THE POTENTIAL TO CAUSE A FATAL ACCIDENT. \*TR ST PETERSBURG FL Failure Date: 04/03/2015

14 10721747 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. WHILE DRIVING 34 MPH AND MAKING A RIGHT TURN, THE POWER STEERING WARNING LIGHTS ILLUMINATED AND THE POWER STEERING FAILED. THE CONTACT PULLED OVER TO THE SIDE OF THE



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ROAD. THE VEHICLE WAS TOWED TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE ELECTRIC POWER STEERING NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THIS ISSUE. THE FAILURE MILEAGE WAS 88,000. OAKLAND PARK

FL Failure Date: 03/27/2015

14 10702027 2011 FORD FUSION Steering THE 2011 FORD POWER STEERING UNIT FAILED GAVE A WARNING TO SERVICE THE CAR. THE DEALER FOUND NOTHING WRONG. VEHICLE IS NOT SAFE TO DRIVE POST FAILURE AND THE PROBLEM IS NOT REPEATABLE AT THE DEALER. THE DASHBOARD READS "STEERING ASSIST FAILURE'. \*TR MODESTO CA Failure Date: 03/26/2015

14 10701285 2011 FORD FUSION Steering WHILE DRIVING CAR THE POWER STEERING FAILED CAUSING A LOSS OF PROPER CONTROL OF THE CAR. THE CAR STEERING WOULD NOT BUDGE AND WAS VERY DIFFICULT TO PULL OVER TO A SAFE PLACE. MESSAGE ON DASHBOARD READ POWER STEERING ASSIST FAILURE. THIS HAS HAPPENED 3 TIMES IN THE LAST 7 DAYS. \*TR MISSION TX Failure Date: 03/23/2015

14 10713683 2011 FORD FUSION Steering THE POWER STEERING WAS INOPERABLE, THE POWER STEERING DEFAULT LIGHT CAME ON. TURNED THE CAR OFF TO RESET IT AND IT WENT AWAY TEMPORARILY. THIS HAPPENED ONCE IN OUR GARAGE AS I WAS LEAVING FOR WORK AND THEN A DAY OR TWO LATER WHEN I WAS ABOUT 30 MILES FROM HOME . I WAS ABLE TO RESET IT ONCE MORE AND MAKE IT HOME BEFORE IT WENT OUT COMPLETELY. MY HUSBAND WAS ABLE TO DRIVE IT IN TO THE LOCAL FORD DEALER, CAREFULLY AND SLOWLY.THE STEERING WAS SO DIFFICULT TO MANAGE I COULD NOT STEER THE CAR AT ALL. WE HAD IT REPAIRED AT THE COST OF \$1732.71. I HAD MADE THE LAST PAYMENT 3/28/2015 AND DID NOT THINK THE STEERING SHOULD BECOME INOPERABLE ON A 4 YEAR OLD CAR. WE BOUGHT THE CAR NEW AND HAVE TAKEN GOOD CARE OF IT, TAKING IT IN FOR ALL REGULAR OIL CHANGES AND MAINTENANCE. THE STEERING GEAR ASSEMBLY HAD TO BE REPLACED. I THINK THE POWER STEERING RECALL SHOULD BE

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APPLIED TO 2011 FUSIONS AS WELL. \*TR POLK OH Failure Date:  
03/20/2015

14 10702431 2011 FORD FUSION Steering THE POWER STEERING RACK WENT OUT ON MY 2011 FORD FUSION. I COULD NOT DRIVE IT WHILE BEING FIXED WHICH WAS A PAIN, BUT I DID GET A LONER VEHICLE TO USE FOR THE GAS USED WHILE BEING FIXED. I PAID TO HAVE THE VEHICLE TOWED TO THE FORD GARAGE. IT SAT FOR THE WEEKEND. AFTER THE DIAGNOSIS I HAD TO COME INTO TOWN (17 MILES) TO PAY FOR THE PART BEFORE IT WOULD BE ORDERED. THE PROBLEM OCCURRED ON A THURSDAY AND IT WAS REPAIRED THE FOLLOWING WEDNESDAY AT THE END OF THE DAY. TOTAL BILL WAS \$1708 AND CHANGE. WITH A THREE WARRANTY IT WAS NOT COVERED. HOWEVER THERE HAVE BEEN 94 COMPLAINTS ON THE VEHICLE MODEL OF WHICH 39 WERE FOR THE POWER STEERING RACK. OTHER FUSION MODELS WERE FIXED UNDER A RECALL. I BELIEVE MINE SHOULD ALSO BE COVERED BY FORD BECAUSE OTHER MODELS WERE COVERED. I AM FORTUNATE THE POWER STEERING WENT OUT ON A CITY STREET AND NOT ON AN INTERSTATE HIGHWAY WHILE I WAS DRIVING THE PREVIOUS WEEK DRIVING AT 65 MPH. I AM 71 YEAR OLD WIDOW AND DO NOT DRIVE RECKLESSLY. MANY POWER STEERING RACKS LAST WELL OVER 100 ,000 MILES. I REALLY DON'T FEEL SAFE IN THIS CAR ANYMORE. I PROBABLY WILL BE CAR SHOPPING AT ANOTHER BRAND DEALER. \*TR NEKOOSA WI Failure Date: 03/19/2015

14 10695101 2011 FORD FUSION Steering MY POWER STEERING IS OUT I WAITED THE 30 SECONDS AND LONGER WITH NO GOOD RESULTS I DROVE IT HOME AND WAITED AND STILL NO STEERING ASSIST THERE IS A FAULT LIGHT ON THE INSTRUMENT CLUSTER. \*TR GLASGOW KY Failure Date: 03/18/2015

14 10705852 2011 FORD FUSION Steering WITHOUT WARNING THE POWER STEERING STOPPED WORKING AND THE CAR WAS EXTREMELY DIFFICULT TO PULL OVER TO THE SIDE OF THE ROAD. FORD INFORMED ME THE POWER STEERING UNIT HAD FAILED FOR NO REASON. EXTREMELY DIFFICULT TO EVEN DRIVE TO FORD DEALERSHIP AS THE STEERING KEPT

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TRYING TO OVERCORRECT LEFT AND THEN RIGHT. JUST HAPPY TO BE  
ALIVE !!!!! \*TR                    WICHITA    KS    Failure Date: 03/17/2015

14    10695251    2011   FORD FUSION    Steering    STARTED CAR AND  
IMMEDIATELY POWER STEERING FAULT ASSIST CAME ON AND COULD NOT  
MOVE STEERING WHEEL TURNED CAR OFF AND BACK ON AND IT CORRECTED  
ITSELF AND I DROVE FROM FL TO GA WITH NO PROBLEM. 2 DAYS LATER  
SITTING IN DRIVEWAY THE SAME PROBLEM OCCURRED TURNED CAR OFF AND  
BACK ON AND IT FIXED THE PROBLEM .UNTIL NEXT TIME I HAVE GOOGLED  
THE ISSUE AND THERE ARE 500K REPORTS OF THIS HAPPENING AND FORD  
NEEDS TO DO A RECALL. A 26K CAR SHOULD NOT HAVE MAJOR MECHANICAL  
PROBLEMS IN 4 YEARS. \*TR                    GRIFFIN    GA    Failure Date: 03/16/2015

14    10695283    2011   FORD FUSION    Steering    TL\*THE CONTACT OWNS  
A 2011 FORD FUSION. THE CONTACT STATED THAT WHILE DRIVING AT  
APPROXIMATELY 5 MPH, THE STEERING WHEEL SEIZED AS THE POWER  
ASSIST FAILURE WARNING LIGHT ILLUMINATED. THE VEHICLE WAS TAKEN TO A  
DEALER WHERE IT WAS DIAGNOSED THAT THE RACK AND PINION NEEDED TO  
BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS  
NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 93,000. THE VIN WAS  
UNAVAILABLE.                    GALION    OH    Failure Date: 03/16/2015

14    10704654    2011   FORD FUSION    Steering    TL\* THE CONTACT  
OWNS A 2011 FORD FUSION. WHILE DRIVING AT AN UNKNOWN SPEED,  
EXCESSIVE FORCE WAS REQUIRED IN ORDER TO MANEUVER THE STEERING  
WHEEL. THE POWER STEERING WARNING LIGHT ILLUMINATED AFTER THE  
FAILURE OCCURRED. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE  
MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE  
MILEAGE WAS 96,000.                    ATLANTA    GA    Failure Date: 03/16/2015

14    10716144    2011   FORD FUSION    Steering    DRIVING ON  
INTERSTATE AND STEERING COMPLETELY FAILED, MORE OR LESS FELT LIKE  
IT LOCKED-UP. IF I WAS ON THE NEXT ROAD I WAS GOING TO, I WOULD HAVE  
PROBABLY CRASHED. STOPPED VEHICLE AND TURNED IT OFF. ONCE

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RESTARTED SEEMED TO CLEAR UP BUT IS STILL HARDER TO STEER.  
ORIGINALLY I THOUGHT IT MAY HAVE BEEN AN ISOLATED INCIDENT BUT THE  
PROBLEM HAS RE-OCCURRED SEVERAL TIMES SINCE EVEN WITH OTHERS  
DRIVING THE VEHICLE. MC COY VA Failure Date: 03/15/2015

14 10693401 2011 FORD FUSION Steering WAS DRIVING THE  
VEHICLE ON THE HIGHWAY AT 70 MPH WHEN POWER STEERING AND  
ELECTRONIC STABILITY CONTROL SUDDENLY QUIT WORKING AND "SERVICE  
NOW" MESSAGE APPEARED. RESET WHEN I WAS ABLE TO PULL OFF THE ROAD  
AND TURN THE CAR OFF AND ON. WAS DRIVING STRAIGHT AT THE TIME,  
THANKFULLY. \*TR EDMOND OK Failure Date: 03/10/2015

14 10693439 2011 FORD FUSION Steering I STARTED RECEIVING A  
POWER STEERING ASSIST FAILURE WARNING LIGHT, AND LOSS OF POWER  
STEERING, ABOUT A WEEK BEFORE IT FAILED COMPLETELY. EACH TIME I WAS  
IN A PARKING LOT AND RESET THE WARNING LIGHT BY TURNING OFF THE CAR  
AND TURNING IT BACK ON. I WAS PULLING OUT OF THE DRIVEWAY ON FRIDAY  
MARCH 6TH, 2015 WHEN THE LIGHT CAME BACK ON, AND I LOST POWER  
STEERING IN THE VEHICLE. DUE TO THE VEHICLE NOT BEING OPERABLE ON  
THE ROAD, I HAD IT TOWED TO THE LOCAL FORD DEALERSHIP. THEY  
DIAGNOSED THE ISSUE AS A STEERING RACK MODULE FAILURE AND  
SUGGESTED A REPLACEMENT OF THE STEERING RACK. WE ENDED UP  
HAVING THEM REPLACE IT AND THE TOTAL BILL WAS OVER \$1,700.00. THE  
DEALERSHIP STATED THAT THIS IS A COMMON PROBLEM WITH THIS SPECIFIC  
MODEL YEAR AND CAR AND HAD THIS PART IN STOCK. A SIMPLE INTERNET  
SEARCH ALSO SHOWS THAT MANY OTHER CARS WITH THIS SPECIFIC MODEL  
YEAR HAVE THE SAME ISSUE. PLEASE LOOK INTO ISSUING A RECALL AS  
LOSING POWER STEERING COULD POTENTIALLY BE DANGEROUS IF DRIVING  
THE CAR ON A HIGHWAY. \*TR FEASTERVILLE TREVOSE PA  
Failure Date: 03/06/2015

14 10695160 2011 FORD FUSION Steering TL\* THE CONTACT  
OWNS A 2011 FORD FUSION. THE CONTACT STATED THAT WHILE DRIVING AT 25  
MPH, THE STEERING WHEEL BECAME DIFFICULT TO TURN. THE CONTACT HAD

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TO APPLY FORCE TO THE STEERING WHEEL IN ORDER TO TURN THE VEHICLE. THE CONTACT STATED THAT THE POWER STEERING DEFAULT AND POWER STEERING LOW WAS DISPLAYED ACROSS THE MESSAGE BOARD. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE FAILURE RECURRED ON NUMEROUS OCCASIONS. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 82,000. UPDATED 4/30/15\*CN UPDATED 10/23/2015 \*JS WAY CROSSGA Failure Date: 03/05/2015

14 10694070 2011 FORD FUSION Steering RECENTLY WHILE TURNING ON THE CAR I HAVE NO POWER STEERING. I USUALLY WAIT A WHILE AND IT KICKS ON OR I TURN CAR ON AND OFF TO FIX IT. ONE TIME I WAS LEAVING ON MY STREET AND IT WENT OUT AND FLASHED ON MY DASH. I PARKED THE CAR AND TURNED ON AND OFF TO FIX... I AM CONCERNED THAT THIS WILL GO OUT ON THE HIGHWAY AND CAUSE A VERY SERIOUS ACCIDENT... \*TR AMHERST OH Failure Date: 03/02/2015

14 10703479 2011 FORD FUSION Steering THE POWER STEERING ASSIST FAILED ON MY CAR 5 TIMES SO FAR, ONCE WHILE I WAS DRIVING WHICH CAUSED ME TO CRASH INTO A CURB AND GET A FLAT TIRE. (!) IT SEEMS TO RESET ITSELF AFTER I TURN THE CAR OFF AND TURN IT BACK ON. I AM WORRIED THIS FAILURE OF MY POWER STEERING IS GOING TO HAPPEN WHILE I AM DRIVING ON THE FREEWAY WHICH I MUST DRIVE ON IN HEAVY TRAFFIC EVERYDAY. THIS IS VERY DANGEROUS. AFTER READING ALL THE OTHER COMPLAINTS ABOUT THIS ISSUE WITH THIS MAKE, MODEL AND YEAR OF CAR, I AM SUPRISED MY CAR HAS NOT YET BEEN RECALLED. SOMEONE IS GOING TO GET KILLED IF THIS PROBLEM IS NOT ADDRESSED AND FIXED. I DON'T HAVE THE MONEY TO FIX MY CAR, AND FROM WHAT I READ, FORD AUTO REPAIR DOESN'T EVEN KNOW HOW TO FIX THIS PROBLEM. WHAT A NIGHTMARE. PLEASE RECALL. \*TR LAS VEGAS NV Failure Date: 03/02/2015

14 10691331 2011 FORD FUSION Steering I WAS PARKED IN A PARKING LOT. WHEN I TURNED MY CAR ON, THE POWER STEERING ASSIST FAULT WARNING CAME ON. I PUT THE CAR IN REVERSE TO SEE WHAT WOULD HAPPEN, AND THERE WAS NO POWER STEERING. I TURNED THE CAR OFF,

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WAITED A MINUTE, THEN ON AGAIN; THE WARNING DID NOT RETURN AND THE POWER STEERING NOW WORKED. I WAS ABLE TO DRIVE HOME WITHOUT INCIDENT. I HAVE A PICTURE OF THE WARNING MESSAGE. I AM TAKING MY CAR TO THE FORD DEALER REGARDING THIS ISSUE. \*TR REDONDO BEACH CA Failure Date: 02/28/2015

14 10691779 2011 FORD FUSION Steering WHILE DRIVING DOWN A STREET SUDDENLY TRULY OUT OF NO WHERE, THE CAR DINGS AND POWER STEERING FAILURE REPAIR ADVANCEDTRAC NOW APPEARED IN THE DISPLAY. THE CAR LOST POWER STEERING AND I NEARLY RAN INTO SOMEONE WHILE ATTEMPTING TO PULL INTO A PARKING LOT TO PARK. I RESEARCHED THE ISSUE SINCE THE DEALERSHIPS "FRONT END PERSON" WAS NOT AVAILABLE ON SATURDAY WHEN I HAD THE PROBLEM AND IT IS A VERY COMMON PROBLEM WITH THE CAR. I COULD NOT IMAGINE IF MY WIFE WOULD HAVE BEEN DRIVING WOULD SHE HAVE BEEN ABLE TO PULL THE CAR OVER WITHOUT HURTING HERSELF OR SOMEONE ELSE. THERE WAS ZERO WARNING, ONE MOMENT EVERYTHING WAS FINE AND THE NEXT POWER STEERING WAS OUT AND I WAS ON MY OWN. THIS IS UNACCEPTABLE, ESPECIALLY BEING A COMMON PROBLEM THAT COST \$2081 TO FIX FROM MY LOCAL DEALERSHIP. THIS SHOULD BE LOOKED INTO AS A RECALL!  
\*TR SHERWOODAR Failure Date: 02/28/2015

14 10691313 2011 FORD FUSION Steering SUDDEN POWER STEERING FAILURE. "POWERS STEERING ASSIST FAILURE" MESSAGE DISPLAYED. POWER STEERING RETURNED TO NORMAL AFTER RESTART. THIS ISSUE HAS OCCURRED FIVE TIMES SINCE THE FIRST OCCURRENCE. DEALER CLAIMS THEY HAVE NEVER HEARD OF THE ISSUE. \*TR  
SCOTTSDALE AZ Failure Date: 02/26/2015

14 10691352 2011 FORD FUSION Steering I WAS PULLING OUT OF A RESTAURANT PARKING LOT AND THE POWER STEERING WARNING CAME ON AND THE ADVANCE TRAC WARNING CAME ON. POWER STEERING THEN WENT OUT. I WAS LUCKY THAT I WASN'T GOING AT A HIGHER SPEED. I WOULD HAVE WRECKED. I LOOKED UP POWER STEERING WARNING ON 2011 FORD FUSION ,

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AND TO MY ASTONISHMENT, THERE HAVE BEEN NUMEROUS COMPLAINTS. THIS IS THE 1ST FORD THAT I HAVE OWNED. I BOUGHT A FORD BECAUSE THEY DIDN'T TAKE A BAILOUT FROM THE GOVERNMENT. I DON'T KNOW IF I WILL BE A REPEAT FORD BUYER OR NOT. FORD NEEDS TO STEP UP AND RECALL FOR THIS ISSUE BEFORE PEOPLE GET KILLED!!! \*TR

SUMMITVILLE OH Failure Date: 02/26/2015

14 10706721 2011 FORD FUSION Steering AS I WAS DRIVING AROUND AND PROSPECTING FOR MY JOB, MY POWER STEERING SUDDENLY QUIT AND THE WARNING DINGED 3 TIMES. AS THIS WAS THE FIRST TIME THIS HAD HAPPENED, I SIMPLY SHUT OFF MY CAR QUICKLY AND RESTARTED IT AND THE SYSTEM RESET AND I HAD POWER STEERING AGAIN. THIS WENT ON ANNOYINGLY FOR A FEW MONTHS HAVING TO STOP AND SHUT OFF THE ENGINE TO FIX THE PROBLEM UNTIL APRIL OF 2015 WHEN I WAS DRIVING AROUND PROSPECTING AND MY CAR DID THE SAME THING EXCEPT AT A FASTER RATE OF SPEED. UNTIL THIS POINT IT GENERALLY HAPPENED AS I SHIFTED GEARS TO REVERSE OR DRIVE WHEN THE POWER STEERING FAILED; THIS TIME IT HAPPENED IN DRIVE WHILE I WAS GOING ABOUT 15 MPH AND THE SIMPLE FIX OF SHUTTING OFF THE ENGINE AND RESTARTING IT DID NOT WORK. ANOTHER ERROR MESSAGE APPEARED "SERVICE ADVANCETRAC" AND I WAS UNABLE TO GET MY POWER STEERING TO WORK UNTIL I TOOK IT INTO THE DEALER. THANKFULLY I WAS ONLY GOING 15 MPH BUT WITH THE AMOUNT OF SIMILAR STORIES (SOME UNFORTUNATELY NOT SO LUCKY) I HAVE ENCOUNTERED ONLINE, I STRONGLY FEEL THE NHTSA NEEDS TO MOVE THEIR ASS ON THIS INVESTIGATION AND GET THESE POTENTIALLY DESTRUCTING MACHINES OFF THE ROADS AND HIGHWAYS! GET FORD TO ISSUE A RECALL! I THINK OVER 1 MILLION VEHICLES WARRANTS IT!! \*TR LINN CREEK MO Failure Date: 02/25/2015

14 10712742 2011 FORD FUSION Steering JUST GOT DONE GETTING GAS AT A GAS STATION WENT IN AND PAID CAME OUT TO FIND I COULD BARELY STEER MY CAR. IT ALMOST HAS CAUSED MULTIPLE ACCIDENTS DRIVING IN PARKING LOTS AS ITS VERY HARD TO TURN SHARP

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AND FAST AT A SLOW SPEED. BEING AS I CANNOT AFFORD A NEW CAR NOR THE AMOUNT TO FIX MY CAR I AM FORCED TO DRIVE THIS VEHICLE AS IS.

\*TR NICHOLVILLE NY Failure Date: 02/25/2015

14 10691198 2011 FORD FUSION Steering MY FUSION IS ONE OF THE MANY SUFFERING FROM THE ELECTRONIC POWER STEERING ASSIST FAULT (EPSAF). FORTUNATELY, THE FAILURE CAME AT STARTUP AND NOT WHILE DRIVING DOWN THE FREEWAY. THE FIRST TIME IT HAPPENED, I WAS ABLE TO TURN THE CAR OFF TO RESET IT. THE NEXT MORNING THE EPSAF FAILED AT STARTUP AND I WAS NOT ABLE TO RESET IT. \*TR

CIBOLO TX Failure Date: 02/24/2015

14 10690169 2011 FORD FUSION Steering TWICE NOW MY VEHICLE HAS LOST POWER STEERING WHILE DRIVING. THE LIGHTS SUDDENLY COME ON SAYING "SERVICE POWER STEERING NOW" "SERVICE ADVANCETRAC". I COMPLETELY LOSE POWER STEERING WHICH MAKES THE CAR VERY UNSAFE AT ANY SPEED. THIS TIME I HAD MY 3 OF MY CHILDREN IN THE CAR WITH MY WIFE AND MYSELF. I AM AFRAID TO DRIVE THE CAR NOW AND I DON'T HAVE \$1500 TO \$2000 LAYING AROUND TO FIX THIS. I CAN'T BELIEVE FORD IS NOT OWNING UP TO THIS PROBLEM. I HAVE READ ALL THE OTHER COMPLAINTS, THIS IS OBVIOUSLY A MANUFACTURING DEFECT AND FORD SHOULD BE HELD 100% ACCOUNTABLE. \*TR SALEM

OH Failure Date: 02/23/2015

14 10690210 2011 FORD FUSION Steering MY POWER STEERING ASSIST FAILED ALONG WITH ADVANCE TRAC. THIS HAS BEEN A COMPLETE NUISANCE NOT TO MENTION A RIDICULOUS AMOUNT OF MONEY TO HAVE REPLACED. NORTH BROTHERS FORD HAS QUOTED ME OVER \$2,000.00. I AM NOT LEFT WITH A CHOICE BUT TO FIX THE VEHICLE. I HAVE READ NUMEROUS REVIEWS THAT MANY OTHERS HAVE POSTED IN REGARDS TO THIS DEFECTIVE PART. PLEASE HAVE FORD MOTOR COMPANY RECALL THIS VEHICLE AND HAVE THIS PROBLEM FIXED. ~A VERY UNSATISFIED FORD OWNER \*JS

CANTON MI Failure Date: 02/19/2015



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14 10684220 2011 FORD FUSION Steering AS I WAS PULLING INTO A GAS STATION TO GO INSIDE THE ADVANCETRAC AND STEERING PUMP IS LOW ALERT CAME ON. I PULLED INTO A PARKING SPOT AND GOT OUT. WHEN I CAME BACK OUT AND STARTED THE CARD I WAS NOT ABLE TO TURN MY WHEEL. IT WAS LOCKED. I HAD TRIED TO SHUT OFF ENGINE SO IT CAN RESET AND UNPLUG THE BATTERY AND CHECK THE FUSE. MY STEERING WHEEL STILL DID NOT MOVED. I HAD IT TOWED TO THE FORD DEALERSHIP AND THEY DID A DIAGNOSTIC ON IT AND IT IS THE STEERING GEAR AND LOWER CONTROL ARMS THAT ARE MALFUNCTIONING AND THEY ALSO SAID THE CONTROL BOARD MIGHT HAVE TO BE REPLACED. I WISH I HAD MORE TIME AHEAD WARNING THAN JUST 5 MINUTES BEFORE MY CAR BROKE DOWN. WHAT WOULD HAVE HAPPENED IF I WAS ON THE HIGHWAY AND COULD NOT TURN MY CAR. \*TR JACKSONVILLE FL Failure Date: 02/17/2015

14 10713228 2011 FORD FUSION Steering FEB 16, 2015: UPON THE FIRST START AFTER REPLACING THE BATTERY, THE "POWER STEERING ASSIST FAILURE" WARNING WAS DISPLAYED. THIS IS THE FIRST KNOWN APPEARANCE OF THIS WARNING. THE WARNING MESSAGE WENT AWAY AFTER RE-STARTING THE ENGINE. MID-TO-LATE, MARCH, 2015: SEVERAL OCCURRENCES OF THE POWER STEERING WARNING; ALL WENT AWAY AFTER RE-STARTING THE ENGINE. THE WARNING DID NOT OCCUR AT EVERY START OF THE ENGINE. APRIL 1, 2015: VEHICLE TAKEN IN TO A FORD DEALER FOR SERVICE. THE POWER STEERING CONTROL MODULE (PSCM) WAS PROGRAMMED. APRIL 20, 2015: THE POWER STEERING WARNING MESSAGE DISPLAYED AGAIN AFTER STARTING THE ENGINE. MESSAGE WENT AWAY UPON RE-START. APRIL 23, 2015: VEHICLE WAS EXAMINED BY A FORD DEALER. IT WAS DETERMINED THE PSCM NEEDED TO BE REPLACED. THE PART NEEDED TO BE ORDERED AND THE REPLACEMENT WOULD BE DONE AT A LATER DATE. MAY 1, 2015: VEHICLE SCHEDULED TO HAVE THE PSCM REPLACED. \*TR HATFIELD PA Failure Date: 02/16/2015

14 10683612 2011 FORD FUSION Steering I GOT AN ERROR ON MY DASH WHILE DRIVING TO CHECK POWER STEERING, I IMMEDIATELY

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CONTACTED MY AUTHORIZED FORD DEALER TO TAKE IT IN AND HAVE IT CHECKED OUT. IT WAS 9:30 OR SO 2-14-2015, THEY INFORMED ME TO BRING IT IN AT 10:30 AM TO BE CHECKED, AND THIS WAS THE VERY FIRST TIME TO RECEIVE THE ERROR, UNFORTUNATELY I COULD NOT MAKE TO THE DEALER BECAUSE THE STEERING WENT COMPLETELY OUT BEFORE EVEN GETTING IT THERE. IT IS HOWEVER AT THE DEALER FOR REPAIRS BUT AT MY OWN EXPENSE DUE TO MY CAR NOT BEING ON THE SAID RECALL LIST AND NEEDS A STEERING GEAR REPLACEMENT. I FEEL THAT IT DOES NEED TO BE ON THE RECALL LIST DUE TO THE FACT THAT I AM HAVING THE EXACT SAME ISSUE AS THE PENDING RECALL, LUCKILY ME AND MY CHILDREN WERE NOT ON THE INTERSTATE AND THE STEERING GO COMPLETELY AND CRASH, FOR NEEDS TO BE HELD ACCOUNTABLE AND I FEEL THEY SHOULD PAY FOR THE COST OF MY REPAIRS DUE TO THEIR FAULTY MANUFACTURING. THIS IS A VERY SERIOUS ISSUE AND MY FAMILY'S LIFE COULD HAVE BEEN AT STAKE. WHEN CONTACTING FORD ALL THEY CAN CONCLUDE IS THAT THEY ARE SORRY, MY VEHICLE IS NOT ON THE LIST AND GOOD LUCK, SOMETHING NEEDS TO BE DONE AND JUSTICE NEEDS TO BE SERVED AND BY JUSTICE MEANING MY VEHICLE ADDED TO THE LIST OF RECALLS AND MY REPAIR COSTS COVERED THIS COULD HAVE BEEN A FATAL CASUALTY AND THESE MANUFACTURERS OF THE VEHICLES RESPONSE IS SORRY THAT'S NOT GOOD ENOUGH, ARE THEY GOING TO TELL SOMEONE'S FAMILY IF THEY HAD LOST THEIR LIVES SORRY FOR YOUR LOSS BUT YOUR VEHICLE IS NOT ON THE RECALL LIST WHEN CLEARLY IT IS THE EXACT ISSUE THAT THE RECALL IS FOR. \*TR

GLASGOW KY Failure Date: 02/14/2015

14 10683625 2011 FORD FUSION Steering FIRST THE ADVANCE TRACK WARNING LIGHT CAME ON AND SERVICE POWER STEERING. NO PROBLEMS THE NEXT MORNING MY HUSBAND DROVE THE CAR TO THE GROCERY STORE AND THE SERVICE POWER STEERING NOW CAME ACROSS THE SCREEN, WHICH THEN THE STEERING JUST WENT OUT WITHOUT WARNING. THANK GOD HE WAS DRIVING BECAUSE ITS NORMALLY THE CAR I DRIVE MAKING THIS A VERY DANGEROUS SITUATION. NOW FORD IS TELLING

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ME THEY WILL NOT HELP WITH SERVICING THE PROBLEM AND ITS 2100 TO  
FIX. HOBART IN Failure Date: 02/14/2015

14 10684038 2011 FORD FUSION Steering TL\* THE CONTACT  
OWNS A 2011 FORD FUSION. THE CONTACT STATED THAT THE CHECK POWER  
STEERING AND STABILITY TRACTION CONTROL WARNING LAMPS ILLUMINATED.  
WHILE DRIVING AT AN UNKNOWN SPEED, THE STEERING WHEEL LOCKED AND  
WAS UNABLE TO BE TURNED. THE VEHICLE WAS TOWED TO THE AUTHORIZED  
DEALER WHO DIAGNOSED THAT THE STEERING GEAR NEEDED TO BE  
REPLACED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE  
APPROXIMATE FAILURE MILEAGE WAS 72,200. GLASGOW KY  
Failure Date: 02/14/2015

14 10887740 2011 FORD FUSION Steering TL\* THE CONTACT  
OWNS A 2011 FORD FUSION. THE CONTACT RECEIVED NOTIFICATION OF  
NHTSA CAMPAIGN NUMBERS: 15V340000 (STEERING), 15V793000 (FUEL  
SYSTEM, GASOLINE), AND 16V384000 (AIR BAGS). THE PART WAS NOT  
AVAILABLE WITHIN A REASONABLE TIMEFRAME TO SCHEDULE THE RECALL  
REPAIR. THE DEALER DID NOT GIVE A SPECIFIC DATE FOR WHEN THE PART  
WOULD BECOME AVAILABLE. THE MANUFACTURER COULD NOT PROVIDE AN  
ESTIMATED DATE FOR WHEN THE CONTACT'S VEHICLE WOULD RECEIVE THE  
RECALL REPAIR. THE CONTACT EXPERIENCED POWER STEERING FAILURE.  
THE PARTS WERE NOT AVAILABLE FOR MONTHS. THE FAILURE MILEAGE WAS  
UNKNOWN. PARTS DISTRIBUTION DISCONNECT. VIN TOOL CONFIRMS PARTS  
NOT AVAILABLE. HIAWASSEE GA Failure Date: 02/10/2015

14 10682431 2011 FORD FUSION Steering WHEN BACKING OUT OF  
THE DRIVE WAY ATTEMPTED TO TURN AND STEERING WAS VERY DIFFICULT  
AND STEERING ASSIST FAULT WAS DISPLAYED ON THE INSTRUMENT CLUSTER.  
I WAS ABLE TO GET THE CAR BACK IN THE GARAGE AND TURNED THE CAR  
OFF. ABOUT TWO HOURS LATER MY HUSBAND CAME HOME FROM WORK AND  
LOOKED AT THE FUSES, DIDN'T FIND ANYTHING WRONG. HE STARTED THE  
CAR AND THE ERROR WAS GONE. I USED THIS CAR TO GET MYSELF AND MY  
CHILDREN AROUND TOWN. I DO NOT TRUST THIS CAR TO GET US TO OUR

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DESTINATION SAFELY WITH THIS TYPE OF AN ERROR BEING ERRATIC. WE JUST BOUGHT THIS CAR, HOW CAN IT BE HAVING SUCH MAJOR PROBLEMS AT SUCH LOW MILEAGE? \*TR TUCSON AZ Failure Date: 02/09/2015

14 10681884 2011 FORD FUSION Steering POWER STEERING ASSIST WENT OFF RESULTING IN THE LOSS OF POWER STEERING. TURNED CAR OFF RESTARTED AND IT WORKED AGAIN. \*JS COLUMBUS OH Failure Date: 02/06/2015

14 10691848 2011 FORD FUSION Steering I WAS BACKING OUT OF MY DRIVE WAY, MY CAR ACTS LIKE IT WAS GOING TO DIE MY POWER STEERING GOES OUT. KN THE MESSAGE CENTER IT SAYS POWER STEERING ASSISTS FAULT AND THEN SERVICE ADVANCE TRAC. HAVE NOT HAD POWER STEERING SINCE BUT IT HAS CAME BACK ON FOR ABOUT AN HOUR AT THE MOST THREE DIFFERENT TIMES. \*TR GOSHEN IN Failure Date: 02/05/2015

14 10703002 2011 FORD FUSION Steering ONE MORNING I STARTED MY CAR AND THE STEERING WHEEL LOCKED UP AND A WARNING "POWER STEERING DEFAULT ASSIST" APPEARED. I TURNED THE CAR OFF THEN RESTARTED AND THE POWER STEERING WAS FINE. THIS INCIDENT HAPPENED 2 MORE TIMES IN FEBRUARY. AFTER THE 4TH OR 5TH WARNING APPEARED, I MADE AN APPOINTMENT WITH THE DEALERSHIP I PURCHASED THE CAR FROM. THE INFORMED ME THAT THEY COULD NOT REPLICATE THE PROBLEM AND THAT THE COULD NOT DETECT A MALFUNCTION CODE. LAST WEEK IT HAPPENED AGAIN NOT JUST ONCE BUT TWICE WHILE I WAS PARKED IN A HOSPITAL PARKING DECK. AFTER THE THIRD TRY, THE STEERING RESET ITSELF. THE NEXT DAY THE POWER STEERING LOCKED UP AND IT DID NOT RESET. I HAD TO HAVE THE CAR TOWED TO THE DEALERSHIP. NOW THEY WANT TO STICK ME WITH AT \$2000.00 REPAIR STATING THAT THE PROBLEM IS NOT COVERED UNDER WARRANTY AND THAT FORD DOES NOT HAVE A RECALL. I HAD THE CAR IN THE SHOP THREE TIMES IN 2014 FOR A PROBLEM WE THOUGHT WAS THE RACK AND PINION. AGAIN, BECAUSE THE SERVICE DEPARTMENT COULD NOT DUPLICATE THE PROBLEM, THE CAR NOW HAS HAD MORE DAMAGE TO THE STEERING. THANKFULLY, MY SON AND I MADE IT

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HOME ACROSS THE MOUNTAIN AFTER HIS DOCTORS APPOINTMENT BEFORE THE CAR'S STEERING COMPLETELY LOCKED UP. \*TR HARRISONBURG VA Failure Date: 02/05/2015

14 10682216 2011 FORD FUSION Steering WHEN PUTTING CAR IN REVERSE, POWER STEERING ASSIST LIGHT FLASHES AND THERE IS NO POWER STEERING. WHEN I TURN IGNITION OFF, THEN RESTART, IT IS OK. THIS INCIDENT HAS HAPPENED APPROX 1 OUT OF EVERY 7 STARTS DURING THE PAST WEEK. \*TR LINCOLN NE Failure Date: 02/03/2015

14 10683589 2011 FORD FUSION Steering WITHOUT WARNING MY POWER STEERING FAILED. WITH DIFFICULTY I DROVE TO THE NEAREST FORD DEALERSHIP A SHORT DISTANCE AWAY. THE SERVICE ADVISOR TOLD ME THAT THE SUSPENSION CONTROL ARMS HAD WORN OUT AND RESULTED IN FAILURE OF THE STEERING GEAR ASSEMBLY. I WAS ABLE TO RECOVER THE CONTROL ARMS, HOWEVER, THE STEERING GEAR ASSEMBLY HAD ALL READY BEEN RETURNED TO FORD FOR CORE RECOVERY. WHEN THIS OCCURRED I WAS TRAVELING ON A PAVED ROAD AND EXPERIENCED NO UNUSUAL NOISE OR VIBRATION PRIOR TO THE FAILURE. THE POWER STEERING WARNING LIGHT CAME ON AT THE TIME OF THE FAILURE. I WAS NOT STRONG ENOUGH TO STEER THE VEHICLE AFTER THE POWER STEERING FAILED UNLESS THE VEHICLE WAS IN FORWARD MOTION. I HAVE THE REPAIR DOCUMENTS TO SUPPORT MY COMPLAINT. MY CAR IS IN EXCELLENT CONDITION AND HAS BEEN WELL MAINTAINED. THIS FAILURE APPEARS PREMATURE. \*TR BRIGHTON MI Failure Date: 02/03/2015

14 10691581 2011 FORD FUSION Steering WARNING LIGHT CAME ON INDICATING SERVICE POWER STEERING NOW, SERVICE ADVANCETRAK NOW. POWER STEERING SUBSEQUENTLY STOPPED WORKING WITHOUT NOTICE. STEERING RACK NEEDED TO BE REPLACED. APPEARS TO BE A COMMON PROBLEM WITH THIS VEHICLE. \*TR CARVER MA Failure Date: 02/02/2015

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14 10780609 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. WHILE DRIVING AT APPROXIMATELY 5 MPH, THE POWER STEERING ASSIST VAULT WARNING INDICATOR ILLUMINATED AND THE STEERING WHEEL SEIZED. THE FAILURE RECURRED NUMEROUS TIMES. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND STATED THAT THE VIN WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 15V340000 (STEERING). THE FAILURE MILEAGE WAS APPROXIMATELY 96,680.

SUNLAND PARK NM Failure Date: 02/01/2015

14 10680258 2011 FORD FUSION Steering WHILE DRIVING DOWN MY STREET AT 15 MPH POWER STEERING WENT OUT AND RECEIVED WARNING OF "POWER STEERING ASSIST FAILURE" AND "SERVICE ADVANCETRAC." THERE WERE NO PRIOR ISSUES WITH THE STEERING AND THE VEHICLE IS DRIVEN DAILY. AFTER READING ALL OF THE COMPLAINTS I CAN NOT BELIEVE THAT A RECALL HAS NOT BEEN ISSUED BY FORD. THIS IS EXTREMELY DANGEROUS!! THIS IS MY FIRST FORD VEHICLE. PRIOR TO THIS I OWNED 8 TOYOTAS OVER THE YEARS. I WILL NOT PURCHASE ANOTHER FORD VEHICLE AFTER THIS EXPERIENCE. \*TR NORCO LA Failure Date:

01/31/2015

14 10679915 2011 FORD FUSION Steering POWER STEERING WENT OUT WHILE EXITING THE FREEWAY AND ALMOST CAUSED AN ACCIDENT. HAS HAPPENED SEVERAL TIMES. \*TR HOUSTON TX Failure Date:

01/29/2015

14 10679823 2011 FORD FUSION Steering TURNING CORNER TO PARK, LOSS OF POWER STEERING. SERVICE ADVANCETRAC LIGHT AND ALSO ANTI SLIP LIGHT CAME ON. I TOOK TO DEALER AND THEY JUST RESET CODES. WORKED FOR 3 DAYS AND THEN TOTAL FAILURE OF ADVANCTRAC. SUBURBAN FORD NOW SAYS I NEED WHOLE NEW RACK AND PINION ASSEMBLY. LOOKS LIKE THIS IS A MAJOR ISSUE WITH UNITS. \*TR

BRUCE TOWNSHIP MI Failure Date: 01/28/2015

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14 10679000 2011 FORD FUSION Steering VEHICLE WAS IN MOTION WHEN THE ABILITY TO STEER FAILED. AS I WAS TURNING INTO A SHOPPING CENTER THE STEERING FAILED. NEARLY MISSING IMPACT I WAS ABLE TO GET THE VEHICLE INTO A SAFE SPOT IN THE PARKING LOT. THIS WAS A COMPLETE COMPONENT FAILURE. DEALER IS CHARGING \$1,811.95 TO MAKE THE REPAIR. CALLED FORD MOTOR COMPANY CUSTOMER SERVICE. THEY REFUSED TO PAY EVEN THOUGH THE CAR IS A 2011, FORD FUSION WITH ONLY 40,457 MILES. \*TR FARMINGTON HILLS MI Failure Date: 01/24/2015

14 10678858 2011 FORD FUSION Steering TL\*THE CONTACT OWNS A 2011 FORD FUSION. THE CONTACT STATED THAT WHILE DRIVING AT APPROXIMATELY 35 MPH, THE STEERING WHEEL SEIZED WITHOUT WARNING. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 70,178. MIDDLESEX SC Failure Date: 01/23/2015

14 10678286 2011 FORD FUSION Steering TL\*THE CONTACT OWNS A 2011 FORD FUSION. THE CONTACT STATED THAT WHILE DRIVING AT APPROXIMATELY 45 MPH, THE STEERING WHEEL SEIZED AS THE POWER STEERING AND CHECK ADVANCE TRACK SYSTEM WARNING INDICATORS ILLUMINATED. THE FAILURE RECURRED NUMEROUS TIMES. THE VEHICLE WAS TAKEN TO A DEALER, WHERE IT WAS DIAGNOSED THAT THE POWER STEERING SYSTEM NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 87,000. ROCHESTER NY Failure Date: 01/19/2015

14 10672874 2011 FORD FUSION Steering I WAS LEAVING SCHOOL AND PUT MY CAR IN REVERSE, A CHIME CAME ON AND A MESSAGE WAS SHOWN SAYING POWER STEERING ASSIST FAULT. I PUT IT BACK IN PARK AND TURNED IT OFF AND BACK ON AGAIN AND DROVE STRAIGHT HOME. THIS JUST HAPPENED AND BY READING THE COMMENTS I AM TERRIFIED TO DRIVE MY CAR ANYMORE, EVEN TO THE SHOP. I DO NOT MAKE ENOUGH MONEY TO PAY FOR THE MAINTENANCE. THIS IS DEFINITELY A SAFETY HAZARD AND NEEDS TO BE ADDRESSED RIGHT AWAY. THIS SOUNDS TO ME LIKE IT NEEDS TO BE A

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RECALL!!! IF IT HAPPENS WHILE I'M DRIVING I COULD BE LIABLE TO HIT SOMETHING OR SOMEONE ELSE AND MY CAR BE DAMAGED. I FEEL A RECALL IS VERY NECESSARY! \*TR                      SELLEBURG      IN      Failure Date: 01/15/2015

14      10676144      2011      FORD FUSION      Steering      TWICE NOW MY VEHICLE HAS LOST POWER STEERING WHILE DRIVING. THE LIGHTS SUDDENLY COME ON SAYING "SERVICE POWER STEERING NOW" "SERVICE ADVANCETRAC". THE FIRST TIME THIS HAPPENED THEY WERE ABLE TO RESET THE COMPUTER STATING IT WAS AN ISSUE WITH THE ELECTRONIC COMPUTER. NOW IT HAS HAPPENED AGAIN AND IT IS COMPLETELY UNSAFE. THIS IS NOT THE ONLY ELECTRICAL ISSUE I HAVE HAD WITH THIS CAR. ABOUT A YEAR AGO THE ELECTRONIC THROTTLE BODY SENSOR WENT ON IT. THIS WAS AN INTENSE SAFETY PROBLEM THAT WAS THANKFULLY RECALLED. FORD REALLY NEEDS TO REALIZE THE IMPLICATIONS OF ELECTRONIC ISSUES IN THIS VEHICLE. \*TR                      MANSFIELD MA      Failure Date: 01/15/2015

14      10683993      2011      FORD FUSION      Steering      I PLACED MY CAR IN REVERSE AND BEGAN TO BACK UP. THE STEERING LOCKED UP AND THE MESSAGE CENTER INDICATED POWER STEERING ASSIST FAULT. I TURNED THE CAR OFF AND RE-STARTED AND THE STEERING WAS NORMAL. I DROVE A FEW HUNDRED FEET DOWN THE ROAD AND THE STEERING LOCKED UP AGAIN. THIS TIME IT REMAINED LOCKED. IT WAS NOT EASY, BUT I WAS ABLE TO DRIVE TO A NEAR BY FORD DEALER. THEY SAID THE RACK AND PINION STEERING WENT BAD AND NEEDED TO BE REPLACED. I COMPLAINED THAT I HAVE HEARD THERE IS A POTENTIAL RECALL FOR THIS DEFECT. THE SERVICE WRITER TOLD ME DON'T BELIEVE EVERYTHING YOU HEAR. THE OUT OF POCKET COST TO ME FOR REPAIR WAS \$1,929.44. I HAVE BEEN A FORD OWNER MOST OF MY LIFE, BUT WILL NEVER BUY ANOTHER ONE UNLESS FORD MAKES GOOD ON THIS OBVIOUS DEFECT. \*TR                      JOPPA      MD      Failure Date: 01/14/2015

14      10683434      2011      FORD FUSION      Steering      STARTED THE CAR TO GO HOME FROM WORK AND THE DASH LIGHTS INDICATED "POWER STEERING ASSIST FAULT" AND IT WOULD NOT LET ME TURN STEERING WHEEL. I TURNED



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THE CAR OFF, TURNED IT BACK ON AND IT SHOWED UP AGAIN WHILE I WAS GOING ABOUT 10MPH SO I HAD TO STOP, TURN OFF THE ENGINE AND START IT UP AGAIN. I WAS ABLE TO GO HOME BUT THIS SAME THING HAS HAPPENED MANY TIMES BEFORE. THIS MALFUNCTION IS INCREDIBLY UNSAFE AND I WOULD HATE FOR IT TO HAPPEN AT HIGH SPEEDS OR WITH MY WIFE DRIVING.

\*TR OKC OK Failure Date: 01/08/2015

14 10671913 2011 FORD FUSION Steering WITHOUT WARNING THE POWER STEERING STOPPED WORKING. I WAS ABLE TO GET THE VEHICLE TO THE SIDE OF THE ROAD. POWER ASSIST STEERING FAULT WAS INDICATED IN THE MESSAGE CENTER. I TURNED THE CAR OFF AND RESTARTED. THE POWER STEERING WAS WORKING AGAIN, SO I PROCEEDED DOWN THE ROAD ONLY TO HAVE THE SAME THING OCCUR A SHORT DISTANCE DOWN THE ROAD. FROM THAT POINT THE POWER ASSIST STEERING FAULT CAME BACK ON AND THE CAR HAS NO POWER STEERING. I'M THANKFUL I WAS NOT TRAVELING AT HIGHWAY SPEED BECAUSE THE VEHICLE IS EXTREMELY HARD TO STEER WITHOUT THE POWER ASSIST. \*TR JOPPA MD Failure Date: 01/07/2015

14 10715735 2011 FORD FUSION Steering IN MAY 2014 FORD RECALLED 900,000+ VEHICLES DUE TO AN ISSUE WITH THE POWER STEERING TORQUE SENSOR. IT AFFECTED ESCAPE, MARINER, AND EXPLORER MODELS (INCLUDING MODEL YEAR 2011 ON ALL VEHICLES). I HAVE A 2011 FORD FUSION AND MY VEHICLE HAS HAD THE SAME ISSUE SEVERAL TIMES. AROUND FIVE TIMES WHEN I'VE PUT MY CAR IN REVERSE THE POWER STEERING HAS GONE OUT. THE FIRST THREE TIMES IT HAPPENED THERE WERE NO LIGHTS OR ANYTHING THAT PROMPTED ME THERE WAS AN ISSUE. I PUT THE CAR IN PARK, SHUT IT OFF AND RESTARTED IT AND THEN THE POWER STEERING WAS BACK WORKING. THE NEXT TIME IT HAPPENED, THE WARNING MESSAGE BOARD ON THE DASH SHOWED A MESSAGE THAT SAID "POWER STEERING DEFAULT". I TOOK THE CAR TO THE DEALER AND THEY SAID IT WOULD COST \$1,800 TO FIX AS THE TORQUE SENSOR CODE APPEARED IN THEIR DIAGNOSTIC TEST. THE ENTIRE STEERING COLUMN NEEDED TO BE REPLACED. I'VE CONTACTED FORD

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AND TOLD THEM I'M HAVING THE SAME ISSUE AS THE RECALLED VEHICLES; HOWEVER, THEY SAID THAT BECAUSE THE ISSUE ISN'T PREVALENT IN MY MODEL AND YEAR VEHICLE THAT THEY'LL JUST LOOK INTO A "GOODWILL" DISCOUNT ON THE REPAIR. I'VE ASKED THEM TO REPLACE THE STEERING COLUMN AT NO CHARGE WHICH THEY WON'T DO WHICH CONFUSES ME AS I'M CERTAIN THE TECHNOLOGY THEY USE IN ALL THEIR VEHICLES IS SIMILAR, IF NOT THE SAME, AND THUS IF THEY FIXED THE ISSUE IN OTHER CARS THEY SHOULD FIX IT FOR ME AS WELL AT NO COST. I'M NOW WAITING TO HEAR BACK FROM FORD OR MY DEALER AS TO WHAT DISCOUNT THEY'LL OFFER OFF THE TOTAL REPAIR COST - THIS HOWEVER DOESN'T SEEM RIGHT TO ME SO I'M CONTACTING NHTSA IN HOPES THEY CAN PROVIDE SOME ASSISTANCE.

MAPLE GROVE MN Failure Date: 01/07/2015

14 10717319 2011 FORD FUSION Steering A VERY DANGEROUS AND SURPRISING POWER STEERING FAILURE. THE POWER STEERING STOPS FUNCTIONING INTERMITTENTLY, WHICH CAN, FOR A SHORT PERIOD OF TIME (MAYBE A COUPLE OF MONTHS), BE CORRECTED BY RESTARTING THE CAR. SOON, THE FAILURE BECOMES A HARD FAULT AND CAN ONLY BE FIXED BY REPLACING THE WHOLE RACK, WHICH IS NOT CHEAP. BEWARE, THOSE INDIVIDUALS THAT DO NOT HAVE SUFFICIENT UPPER BODY STRENGTH WILL NOT BE ABLE TO CONTROL THE CAR IN A TURN. THIS INCLUDES MY TEENAGE DAUGHTER. I AM VERY UPSET THAT FORD IS NOT BEING ACCOUNTABLE NOR YET BEING HELD ACCOUNTABLE FOR THIS VERY HAZARDOUS CONDITION WHEN THERE IS CLEAR EVIDENCE THAT THEY HAVE BEEN USING FAULTY PARTS. NOTE, UNLIKE MOST CASES WITH A LACK OF POWER STEERING, IT DOES NOT SEEM TO REQUIRE LESS EFFORT WHEN AT HIGHER SPEEDS. THERE IS A PRETTY CONSISTENT AMOUNT OF EFFORT REQUIRED TO STEER THE VEHICLE REGARDLESS OF SPEED. THERE IS ALSO A NOTICEABLE WANDERING THE REQUIRES CONSTANT CORRECTION, BEST CHARACTERIZED AS "NEGATIVE STABILITY", WITH MINOR VARIATIONS IN THE ROAD SURFACE CHANGING THE STEERING ANGLE/POSITION. MADISON AL Failure Date: 01/05/2015

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14 10669984 2011 FORD FUSION Steering WHILE DRIVING ON THE EXPRESS WAY THE CAR LOST POWER STEERING AND THE POWER STEERING FAILURE LIGHT CAME ON. BECAME ALMOST IMPOSSIBLE TO TURN THE VEHICLE. THE DASH MESSAGING SYSTEM READ SERVICE ADVANCETRAC. WE TRIED RESETTING EVERYTHING, TURNING THE CAR ON AND OFF, NOTHING FIXED IT SO WE ARE TAKING IT TO THE DEALERSHIP. BUT READ IT WAS A COMMON ISSUE AND WE BELIEVE IT SHOULD BE RECALLED SO SOMETHING LIKE THIS DOES NOT HAPPEN TO SOMEONE ELSE AND END IN A FATALITY.

\*TR NEWARK OH Failure Date: 01/04/2015

14 10669477 2011 FORD FUSION Steering THIS HAS HAPPENED A FEW TIMES IN MY FORD FUSION SEL. USUALLY I WILL BE DRIVING ABOUT 10-15 MPH, WHEN SUDDENLY THE POWER STEERING FAILS AND I GET A MESSAGE, ACCOMPANIED BY A LOUD BEEP, ON THE DASH, WARNING ME THAT IT HAS FAILED. THE CAR BECOMES ALMOST IMPOSSIBLE TO CONTROL WHEN THE STEERING FAILS. MOST OF THE TIMES IT FAILS, IT DOES IT WHILE TURNING INTO A PARKING LOT. A FEW TIMES IT HAS HAPPENED WHILE BACKING OUT OF A PARKING SPOT. THIS IS EXTREMELY DANGEROUS AND HIGHLY ANNOYING, SINCE I STILL OWE MONEY ON THIS CAR, AND I WAS PROMISED UP AND DOWN WHAT A SAFE, RELIABLE, AND AFFORDABLE CAR IT WAS. \*JS ST.

CHARLES MO Failure Date: 01/01/2015

14 10670316 2011 FORD FUSION Steering I LOST POWER STEERING WHEN COMING DOWN MY STREET, IF I HAD BEEN ON OPEN HIGHWAY I HAVE NO DOUBT I WOULD HAVE CRASHED. NOW THE CAR SITS IN MY DRIVEWAY, BECAUSE I HAVE NO WARRANTY TO COVER THE NEEDED WORK, MY FIRST AND LAST FORD !!!!! \*TR MDISON WV Failure Date: 01/01/2015

14 10669256 2011 FORD FUSION Steering STEERING FAILURE ASSIST LIGHT CAME ON FIRST THING THIS MORNING AT 6:30AM. WAS WONDERING IF THIS HAS EVER BEEN A RECALLED PART FOR THE 2011 FORD FUSION. \*JS JACKSONVILLE AL Failure Date: 12/31/2014

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14 10669235 2011 FORD FUSION Steering WHILE DRIVING, THE ADVANCE TRAC LIGHT CAME ON. THEN AN ERROR MESSAGE TELLING ME TO SERVICE POWER STEERING. THE WHEEL SUDDENLY BECAME HARD TO TURN WHILE DRIVING. THERE WAS NO ADVANCED WARNING. AS SOON AS THE LIGHT CAME ON, THE CAR BECAME DIFFICULT TO STEER. \*JS

RICHMOND VA Failure Date: 12/30/2014

14 10669365 2011 FORD FUSION Steering I DROVE TO WAL-MART IT WAS FINE BUT WHEN I LEFT WAL-MART I DROVE BACK HOME THE SERVICE POWER STEERING AND ADVANTREC LIGHT CAME ON I HAD TO STRUGGLE TURNING. THE WHEEL THE FASTEST I WAS GOING WAS 35. \*JS

FAYETTEVILLE NC Failure Date: 12/30/2014

14 10669466 2011 FORD FUSION Steering AS I WAS PULLING INTO MY DRIVEWAY THE POWER STEERING SHUT DOWN AND THE "POWER STEERING ASSIST DEFAULT" WARNING CAME ON. AT THAT POINT I WAS ALREADY IN MY DRIVEWAY BUT COULD NO LONGER STEER THE CAR AT ALL. NOW I CANNOT DRIVE THE CAR. \*JS BRICK NJ Failure Date:

12/29/2014

14 10668715 2011 FORD FUSION Steering WHILE DRIVING MY 2011 FORD FUSION SEL V6 ON DECEMBER 25TH, 2014, THE ADVANCE TRACK LIGHT CAME ON. IT STAYED ON UNTIL I PARKED THE CAR IN THE GARAGE ABOUT 10 MILES (15 MINUTES) LATER. TWO DAYS LATER, ON A TRIP FROM NORTH CAROLINA TO KENTUCKY, THE ADVANCE TRACK LIGHT CAME ON AGAIN. THIS TIME IT CAME ON AND STAYED AGAIN UNTIL THE CAR WAS PARKED AT THE FINAL DESTINATION IN KENTUCKY. IT STAYED ON FOR ABOUT 50 MILES +/- . LATER IN THE DAY, I GOT IN THE VEHICLE TO TAKE A SHORT TRIP TO THE GROCERY STORE. WHEN I STARTED DOWN THE ROAD, AT APPROXIMATELY 30 MPH, THE "SERVICE POWER STEERING" AND "SERVICE ADVANCE TRACK SYSTEM" ERROR CODES POPPED UP AND THE POWER STEERING JUST QUIT WORKING. I STILL HAD STEERING IN THE CAR BUT IT TOOK MOST ALL THE STRENGTH I HAD (AND I'M NO SMALL GUY) TO MUSCLE THE CAR TO THE SIDE OF THE ROAD AND GET IT STOPPED. I HATE TO THINK WHAT WOULD HAVE

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HAPPENED IF MY WIFE, SON, OR DAUGHTER HAD BEEN DRIVING THE CAR AT THE TIME. I TOWED THE CAR HOME ON 12/28/14 AND SCHEDULED AN APPOINTMENT AT THE LOCAL FORD DEALER FOR 2 PM TODAY (12/29/14).

\*TR HUDSON NC Failure Date: 12/27/2014

14 10679641 2011 FORD FUSION Steering WHILE DRIVING ON 12/21/14, A SERVICE POWER STEERING AND SERVICE ADVANCETRAC WARNING LIGHTS CAME ON. I WAS ABLE TO GET HOME BUT THE FOLLOWING MORNING HAD NO POWER STEERING WHATSOEVER. LEO KAYTES FORD IN WARWICK, NY PERFORMED A SOFTWARE UPDATE WHICH SEEMED TO CORRECT THE ISSUE BUT SAID I WOULD NEED TO REPLACE THE PS SYSTEM AT A PRICE OF \$2200 IF IT OCCURRED AGAIN. ON 1/28, THE SAME WARNING LIGHTS CAME OVER AN HOUR FROM HOME ON A BUSY HIGHWAY. I WAS JUST BARELY ABLE TO GET HOME AND LOST ALL POWER STEERING ALTOGETHER AS SOON AS I TURNED MY CAR OFF. THIS IS AN EXTREMELY DANGEROUS SITUATION THAT SEEMS TO IMPACT FORD FUSIONS FROM 2010 TO 2012. FORD NEEDS TO ISSUE A RECALL. \*TR WARWICK NY Failure Date: 12/22/2014

14 10702551 2011 FORD FUSION Steering AFTER GETTING GAS AND CAR WAS OFF AND IN PARK, TRIED TO GO THE POWER STEERING WAS GONE AND THE CAR WAS NOT CONTROLLABLE. NO ONE SEEMS TO KNOW THE EXACT PROBLEM. \*TR NEWARK NY Failure Date: 12/22/2014

14 10668620 2011 FORD FUSION Steering ON DECEMBER 19 I STARTED MY CAR AND TRIED TO DRIVE AWAY. HOWEVER, THE STEERING WHEEL APPEARED LOCKED. IT WOULD NOT BUDGE. I CUT THE CAR OFF AND RESTARTED IT, AND THE WHEEL THEN MOVED. THIS HAPPENED AGAIN ON DECEMBER 21, 25, AND 27, BUT ON THE 27, A MESSAGE APPEARED: "POWER STEERING ASSIST FAULT." ON DECEMBER 28, THE POWER STEERING WENT OUT WHILE I WAS DRIVING DOWN A NEARBY STREET. I HAD TO MANHANDLE THE STEERING WHEEL AND COAST TO A STOP. AGAIN I RECEIVED THE MESSAGE. \*TR DOUGLAS GA Failure Date: 12/19/2014

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14 10693326 2011 FORD FUSION Steering MY 2011 FORD FUSION  
WORKED FINE FOR ABOUT A YEAR AFTER THE ORIGINAL PURCHASE IN  
NOVEMBER OF 2013 FROM FRAMINGHAM FORD LINCOLN. IN DECEMBER OF  
2014, THE POWER STEERING AND ADVANCETRAC SUFFERED A TOTAL SYSTEM  
FAILURE. I BROUGHT IT IN TO FRAMINGHAM FORD LINCOLN'S SERVICE  
DEPARTMENT WHERE IT WAS REPAIRED. THE SAME FAILURE OCCURRED IN  
JANUARY OF 2015. I BROUGHT THE CAR IN AGAIN AND THE SERVICE  
DEPARTMENT TOLD ME THEY REPLACED THE RACK WHICH THEY DID NOT  
FEEL WAS NECESSARY THE FIRST TIME, AND EXPRESSED THEIR CONFIDENCE  
THAT THE CAR WOULD HOLD UP THIS TIME AROUND. THE POWER STEERING  
AND ADVANCETRAC FAILED FOR A THIRD TIME IN FEBRUARY OF 2015, AND I  
FORCED FORD TO TAKE THE CAR BACK AND PROVIDE ME WITH ANOTHER ONE.  
HOWEVER, OVER 5000 DOLLARS OF MY ORIGINAL FINANCING HAS BEEN  
ROLLED INTO MY NEW LOAN FOR THE CAR I RECEIVED TO REPLACE THE  
FUSION. THIS IS UNACCEPTABLE TO ME, AND I FILED A COMPLAINT WITH THE  
MASSACHUSETTS ATTORNEY GENERAL SEEKING MEDIATION TO GET THAT  
MONEY BACK. EVERY TIME THIS ERROR OCCURRED, THE CAR BECAME  
UNSAFE AND UNRELIABLE AS THE STEERING WOULD TOUGHEN UP AND MAKE  
IT NEAR IMPOSSIBLE TO OPERATE. THE THREE TIMES THE STEERING AND  
ADVANCETRAC FAILED, I WAS ON THE ROAD DRIVING AND I COULD HAVE  
SERIOUSLY INJURED MYSELF OR OTHERS. FORD REFUSES TO PUBLICLY  
ACKNOWLEDGE THIS ISSUE. THEY ARE ENDANGERING DRIVERS ACROSS THE  
COUNTRY WITH THEIR GROSS NEGLIGENCE AND LACK OF CONCERN FOR  
THEIR CUSTOMERS' SAFETY. I WANT TO REPORT THIS ISSUE BECAUSE  
APPARENTLY, ACCORDING TO WHAT I HAVE READ ON THE INTERNET, MANY  
OTHER PEOPLE HAVE EXPERIENCED THIS SAME ISSUE AND SOME HAVE EVEN  
BEEN HURT. PLEASE FORCE FORD MOTOR COMPANY TO RECALL THESE  
VEHICLES AND MAKE SURE THEY ARE IN GOOD ENOUGH CONDITION TO  
OPERATE ON THE ROAD. AT LEAST FORCE THEM TO ACKNOWLEDGE THIS IS A  
PERVASIVE ISSUE, SO PEOPLE KNOW WHAT THEY ARE GETTING INTO BEFORE  
PURCHASING A CAR FROM THEM IN GOOD FAITH. \*TR FRAMINGHAM

MA Failure Date: 12/14/2014

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14 10664401 2011 FORD FUSION Steering I WAS DRIVING INTO A PARKING LOT AND MY POWER STEERING LIGHT CAME ON TO SERVICE SOON I PARKED MY CAR THEN WHEN I WENT TO LEAVE AND STARTED MY CAR, THE LIGHT WENT TO SERVICE NOW AND I HAD NO POWER STEERING AT ALL. I AM A COLLEGE STUDENT AND JUST BOUGHT THIS CAR LESS THAN 5 MONTHS AGO AND I AM VERY LUCKY THAT THIS DIDN'T HAPPEN ON MY WAY HOME WHILE DRIVING THROUGH THE MOUNTAIN AREAS I HAVE TO DRIVE THROUGH FROM COLLEGE OR I COULD HAVE HAD A FATAL OR SERIOUS ACCIDENT. I DON'T HAVE THE MONEY TO FIX THIS AND I BELIEVE FORD MOTOR COMPANY SHOULD RECALL AND REPAIR THIS SERIOUS ISSUE AND SINCE THERE IS SEVERAL COMPLAINTS. \*TR FIVE POINTS TN Failure Date: 12/12/2014

14 10664123 2011 FORD FUSION Steering I WAS DRIVING MY VEHICLE ON THE HIGHWAY AT 60 MILES PER HOUR WHEN THE POWER STEERING WHEN OUT COMPLETELY. WHEN THIS HAPPENED I WAS AT A OFF RAMP EXIT AND HAD ALMOST ZERO STEERING I PANICKED AND TRIED TO GET OFF THE EXIT WHICH HAD A SHARP RADIUS TURN, I COULD NOT KEEP THE VEHICLE ON THE ROAD AND TRAVELED OFF INTO TO GRASS UNTIL I COULD SKID TO A STOP. IF THERE WOULD HAVE BEEN A DIFFERENT SITUATION OTHER THEN THE GRASS I WAS ABLE TO CRASH OFF INTO I OR SOMEONE ELSE COULD HAVE BEEN KILLED OR SERIOUSLY INJURED. IT TOOK EVERY BIT OF STRENGTH I HAVE TO TRY TO CONTROL THE VEHICLE TO KEEP IT FROM A VERY SERIOUS ACCIDENT, AS MY VEHICLE LOST STEERING I HAD TWO DASH WARNINGS THAT CAME ON. ADVANCED TRAC AND POWER STEERING BOTH QUIT WORKING. WITH THE RESEARCH I'VE DONE I THINK ITS A DISGRACE THAT FORD HAS DONE NOTHING TO FIX THIS ISSUE. I HAVE NO WAY TO PAY OVER \$2000 TO GET MY CAR OPERATIONAL AGAIN. I WILL NO DOUBT LOOSE MY JOB DO TO NOW NOT HAVING TRANSPORTATION. MY CAR ONLY HAS 48500 MILES ON IT. THANKS FORD \*TR AKRON PA Failure Date: 12/11/2014

14 10667020 2011 FORD FUSION Steering WHILE PILLING OUT OF A PARKING SPACE THE STEERING ASSIST FAILED MAKING THE VEHICLE

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DIFFICULT TO STEER. CAR HAD TO SIT AND BE RESTARTED BEFORE REGAINING STEERING. SINCE THE INCIDENT THERE ARE STEERING ASSIST WARNINGS ON THE DASH. THE PROBLEM APPEARS RANDOMLY AND VERY CONCERNED STEERING WILL BE LOST AT HIGH SPEEDS OR HIT SOMEONE OR SOMETHING AT LOW SPEEDS. WASHINGTON DC Failure Date: 12/10/2014

14 10671085 2011 FORD FUSION Steering LETTER FROM CONGRESSWOMAN SLAUGHTER ON BEHALF OF CONSTITUENT RE SAFETY CONCERNS WITH CERTAIN FORD AUTOMOTIVE PRODUCTS (ATTN: JOHN PELLITO). \*SMD 2011 FORD FUSION. THE CONSUMER STATED HER SON WAS DRIVING, WHEN SUDDENLY THE VEHICLE BECAME DIFFICULT TO STEER. \*JB ROCHESTER NY Failure Date: 12/10/2014

14 10662993 2011 FORD FUSION Steering POWER STEERING FAILED. RECEIVED INDICATION OF ADVANCETRAC NEEDING SERVICE AS WELL AS POWER STEERING FAILURE. I HAVE NOTICED SOME ISSUES OF THIS NATURE FOR OVER ONE YEAR AND 15,000 MILES AS WHEN THE CAR IS FIRST STARTED AND PUT INTO REVERSE THERE WOULD BE, ON OCCASION, NO POWER STEERING AND I'D GET ADVANCETRAC NEEDS SERVICE WARNING. BY PUTTING THE CAR IN DRIVE I COULD SOMETIMES GET THE POWER STEERING BACK OR IF I SHUT THE ENGINE OFF AND RESTARTED. POWER STEERING COMPLETELY FAILED NOW AT 43,000 MILES AND I'VE BEEN TOLD BY THE FORD DEALERSHIP THAT THE MODULE AS WELL AS THE STEERING GEAR--THE WHOLE SYSTEM--HAS TO BE REPLACED PER DIAGNOSTICS. \*TR PHOENIX AZ Failure Date: 12/08/2014

14 10662615 2011 FORD FUSION Steering WHEN TURNING ON THE VEHICLE, I GET A "POWER STEERING ASSIST FAULT" ERROR MESSAGE. THE CAR LOSES POWER STEERING AND I AM NOT ABLE TO TURN THE WHEEL. \*TR MACEDONIA OH Failure Date: 12/07/2014

14 10664015 2011 FORD FUSION Steering MY VEHICLE LOST ITS POWER STEERING. A ERROR MESSAGE CAME UP "POWER STEERING ASSIST



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FAULT AND SERVICE AUTOTRAC.. I RESTARTED THE CAR HOPING IT WAS JUST A GLITCH IN THE SYSTEM,BUT IT WAS NOT. I HAD NO POWER STEERING. I TOOK IT TO THE FORD DEALER AND THEY TOLD ME IT WAS THE SENSOR THE COST OF THE REPAIR IS CLOSE TO \$2000.00. I HAD NO CHOICE BUT TO GET IT FIXED AND IT WAS VERY COSTLY. I HAVE ASKED OTHER OWNERS OF THIS SAME VEHICLE AND A FEW OF THEM HAVE HAD THE SAME PROBLEM. THIS IS A DISGRACE THAT FORD DOES NOT SEE THIS AS A ISSUE FOR A RECALL. THIS IS MY LAST FORD VEHICLE. \*TR FORTY FORT PA Failure Date: 12/06/2014

14 10667854 2011 FORD FUSION Steering I HAVE LOST POWER STEERING TWICE NOW. IT HAS ALWAYS BEEN WHEN I HAVE JUST STARTED MY CAR. I START THE CAR, BACK OUT OF A PARKING SPOT AND WHEN I PUT THE CAR IN DRIVE I LOSE POWER STEERING AND A POWER STEERING FAILURE LIGHT COMES ON. I HAVE BEEN ABLE TO DRIVE THE CAR TO A SAFE AREA AND TURN IT OFF AND RESTART THE CAR. THIS SEEMS TO RESET THE POWER STEERING. \*TR MEEKER OK Failure Date: 12/03/2014

14 10667240 2011 FORD FUSION Steering DRIVING SON TO SCHOOL ON SECONDARY ROAD WITH TURNS; LIGHT CAME ON INDICATING FAILURE OF THE POWER STEERING ASSIST AND THE POWER STEERING WENT OUT. HAD TO DRIVE SEVERAL HUNDRED FEET TO ATTEMPT TO GET THE VEHICLE OFF THE ROAD SAFELY. TURNED THE CAR OFF; THEN RESTARTED AND THE SYSTEM RESET. SECOND OCCURRENCE A FEW DAYS LATER WHEN IS STARTED THE VEHICLE. I PUT IT IN REVERSE AND AGAIN THE INDICATOR LIGHTS CAME ON WITH THE SAME ERROR MESSAGE. RESTARTED THE VEHICLE AND THE SYSTEM RESET. \*TR SLIPPERY ROCK PA Failure Date: 12/01/2014

14 10662903 2011 FORD FUSION Steering WHILE DRIVING ON THE INTERSTATE AT 70 MPH THE STEERING WHEEL WENT FIRM AND THE POWER STEERING ASSIST WARNING STARTED FLASHING ON THE DASH. I HAD TO STRUGGLE TO GET TO THE CAR PULLED OVER, MUSCLED IT OVER WITH EVERYTHING HUMANLY POSSIBLE IN ME. I SHUT IT OFF, START IT AGAIN,

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WARNING HAD CLEARED, AND I CONTINUED TO DRIVE WITHOUT PROBLEMS. THIS AREA IS MOUNTAINOUS AND VERY DANGEROUS. THIS HAS OCCURRED 3 OTHER TIMES WHILE STARTING THE CAR. \*TR FAYETTEVILLE

AR Failure Date: 11/26/2014

14 10660542 2011 FORD FUSION Steering DRIVING DOWN THE ROAD, SUDDENLY MY DASHBOARD LIGHTS UP WITH BELLS & WHISTLES SAYING POWER STEERING SERVICE NOW. ALSO ADVANCE TRACK SERVICE NOW. THERE WAS NO CRASH (THANKFULLY). TRIED TO RESTART CAR, HOPEFULLY TO CLEAR OUT ERROR CODE BUT IT STILL SHOWS. NO POWER STEERING. WHEN WE TRIED TO GO HOME, IT TOOK BOTH MYSELF AND MY HUSBAND TO TURN THE WHEEL ONTO RESIDENTIAL STREETS AND OUR DRIVEWAY. THANKFULLY A FRIEND FOLLOWED US HOME TO AVOID AN ACCIDENT CAUSED BY LACK OF CONTROL IN STEERING. WITH ONLY HAVING THE CAR FOR A YEAR AND HAVING 57K MILES...IT SHOULD NOT HAVE THESE ISSUES! \*TR BEDFORD TX Failure Date: 11/22/2014

14 10659112 2011 FORD FUSION Steering AS WE WERE DRIVING HOME TONIGHT FROM WALMART MY DISPLAY SAID SERVICE POWER STEERING NOW AND SERVICE ADVANCETRAC AND WE LOST ALL POWER STEERING THANK GOD MY HUSBAND WAS DRIVING BECAUSE THERE WAS NO WAY I COULD HAVE BEEN ABLE TO CONTROL THE VEHICLE. IT WAS THE SCARIEST THING THAT HAS EVER HAPPENED TO ME IN A VEHICLE ALONG WITH OUR 6 YEAR OLD DAUGHTER. WE WERE IN THE MIDDLE OF A SHARP TURN IF I HAD BEEN DRIVING WE SURELY WOULD HAVE WENT OVER AN EMBANKMENT.

\*TR CAMBRIDGE OH Failure Date: 11/18/2014

14 10659692 2011 FORD FUSION Steering I WAS SLOWING TO MAKE A RIGHT TURN, POWER STEERING ASSIST FAILED, FORCING ME TO STEER MANUALLY ,WITH GREAT DIFFICULTY, TO SAFELY STOP. WARNING LIGHT CAME ON INDICATING POWER STEERING ASSIST FAILURE. I TURNED ENGINE OFF, THEN RESTARTED AND SYSTEM FUNCTIONED PROPERLY. RESEARCH ON THE INTERNET INDICATES I AM NOT THE ONLY CASE. FORD

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SHOULD ISSUE A RECALL FOR REPAIR OF THIS POTENTIALLY DANGEROUS FAILURE. \*TR CHATHAM MA Failure Date: 11/18/2014

14 10660166 2011 FORD FUSION Steering AS THE VEHICLE WAS BEING DRIVEN DOWN THE ROAD THE POWER STEER COMPLETELY WENT OUT MAKING IT EXTREMELY DIFFICULT TO CONTROL AND MANEUVER. I CALLED FORD CUSTOMER CARE AFTER LEARNING THERE HAS BEEN MULTIPLE PREVIOUS PROBLEMS WITH THE POWER ASSIST MOTOR. THE AGENT WAS POLITE AND CONCERN BUT OFFERED NO HELP ONLY TO SAY "SHE HADN'T RECEIVED ANY INFO FROM FORD ON ANY RECALLS". \*TR NIXA MO Failure Date: 11/18/2014

14 10671504 2011 FORD FUSION Steering I HAVE A 2011 FORD FUSION THAT STARTED HAVING POWER STEERING ISSUES TO WHERE I WOULD INTERMITTENTLY HAVE INCREASED STEERING RESISTANCE WHILE DRIVING. THIS WENT ON FOR A FEW WEEKS BUT I WAS STILL ABLE TO STEER THE CAR HOWEVER IT WAS A MAJOR ANNOYANCE. NO WARNING LIGHTS EVER CAME ON HOWEVER EVENTUALLY IT CAME TO WHERE WHEN I WENT TO START MY CAR THE WHEELS WOULD LOCK UP AND I COULD NOT TURN THE STEERING WHEEL AT ALL. AFTER RESTARTING OR WARMING MY CAR THE STEERING WOULD OCCASIONALLY COME BACK, BUT IT WAS EXTREMELY FRUSTRATING. I HAD NO CHOICE BUT TO TAKE IT TO MY FORD DEALERSHIP AND PAY THE \$1500 TO HAVE THE STEERING RACK REPLACED. WITH 64000 MILES ON THE CAR THIS IS TRULY UNACCEPTABLE AND I'M HOPING AFTER A RECALL INVESTIGATION I WILL BE ABLE TO HAVE MY REPAIR COST REFUNDED. \*TR FAIRFIELD OH Failure Date: 11/18/2014

14 10655360 2011 FORD FUSION Steering WAS DRIVING AND MY POWER STEERING STOPPED WORKING. DASH INDICATES POWER STEERING ASSIST FAULT. SERVICE AUTOTRAC. I HAVE NO POWER STEERING AND IT IS EXTREMELY HARD TO TURN MY STEERING. I HAVE NOTICED THAT THIS IS A PROBLEM WITH MULTIPLE FUSION OWNERS AND THE CAR IS QUITE NEW TO BE HAVING SUCH A SERIOUS PROBLEM. NOT BEING ABLE TO STEER OR

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CONTROL YOUR VEHICLE SEEMS VERY DANGEROUS. \*TR

EAGAN MN Failure Date: 11/17/2014

14 10658946 2011 FORD FUSION Steering THE POWER STEERING ASSIST DEFAULT HAS GONE OUT ON MY CAR CAUSING MY WHOLE STEERING TO LOCK UP IT HAS DONE IT MORE THAN ONCE EVEN AS I WAS TURNING IN A INTERSECTION. \*TR GLENDALE AZ Failure Date: 11/17/2014

14 10658906 2011 FORD FUSION Steering WHILE DRIVING I RECEIVED AN ALERT TO SERVICE POWER STEERING AND ADVANCE TRAC. I DROVE 1 MILE AND PARKED AT MY HOME, 11/17/2014 STARTED THE VEHICLE TO GO TO WORK AND HAD NO POWER STEERING AT ALL. MY CAR IS UNDRIVEABLE AND IS BEING TOWED TO NEAR BY DEALERSHIP. \*TR SALEM IL Failure Date: 11/16/2014

14 10655387 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. WHILE DRIVING APPROXIMATELY 35 MPH, THE SERVICE POWER STEERING LIGHT ILLUMINATED AND THE STEERING WHEEL LOCKED. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. THE FAILURE MILEAGE WAS 67,000. THE VIN WAS NOT AVAILABLE. VAN BUREN AR Failure Date: 11/15/2014

14 10863850 2011 FORD FUSION Steering MPG WAS NOT ADDING UP THOUGH IT WAS JUST ME THAN I WOULD NOTICE SPOTS OF GASOLINE ON THE FLOOR AND DID A INSPECTION AND LOOKED NORMAL UNTIL FILLED GAS A BIT HIGHER THAN HALF AND STARTED LEAKING.AND SOME LOSS OF STEERING WOULD HAPPEN HERE AND THERE AND DECIDED TO INSPECT IT TO COUPLE OF CODES WOULD COME UP IN A DTC TEST. COMPTON CA Failure Date: 11/15/2014

14 10655222 2011 FORD FUSION Steering PUT CAR IN DRIVE AND WENT TO BACK OUT OF DRIVE WAY. STEERING WHEEL WENT STIFF AND WARNINGS OF POWER ASSIST STEERING FAULT AND SERVICE ADVANCETRAC

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CAME UP. CAR HAS BEEN THIS WAY SINCE 11/12/2014 WITH NO CHANGES.

\*TR FORT OGLETHORPE GA Failure Date: 11/12/2014

14 10654232 2011 FORD FUSION Steering STARTED MY 2011 FUSION TO GO HOME AFTER WORK TODAY. GOT "POWER STEERING ASSIST FAULT" IN INFORMATION WINDOW. FOUND POWER STEERING WAS INDEED NOT WORKING. TURNED CAR OFF AND RESTARTED. DIDN'T GET WARNING THIS TIME. DROVE 10 MINUTES TO HOME WITH NO FURTHER ISSUES. VERY NERVOUS ABOUT IT HAPPENING AGAIN AT THE WORST TIME. AFTER SEEING SO MANY COMPLAINTS HERE, FORD DEFINITELY NEEDS TO ADDRESS THIS PROBLEM. I'M NOT REALLY CONVINCED THAT THE GEARBOX REPLACEMENT IS THE "FIX". \*TR HUNTINGTON IN Failure Date: 11/11/2014

14 10655076 2011 FORD FUSION Steering WHILE DRIVING MY 2011 FORD FUSION, MY POWER STEERING SUDDENLY MALFUNCTIONED AND STOPPED WORKING. A MESSAGE ON THE SERVICE DASHBOARD STATED "SERVICE ADVANCETRAC SYSTEM". THIS OCCURRED WHILE TURNING THE CAR. MY CHILDREN WERE IN THE CAR AND AN ACCIDENT COULD HAVE OCCURRED. THE CAR IS VERY DIFFICULT TO TURN WITHOUT THE ASSISTED POWER STEERING. I'VE REVIEWED THE INCIDENT ON SEVERAL WEB SITES AND REQUIRE ASSISTANCE FROM THE NHTSA IN ADVISING FORD TO LOOK INTO THE ISSUE AND TO TAKE ACTION TO REPLACE THIS APPARENT DEFECT. PLEASE VISIT THESE SITES FOR ADDITIONAL CONCERNS. [HTTP://WWW.FORDFUSIONFORUM.COM/TOPIC/8411-SERVICE-ADVANCETRAC-AND-POWER-STEERING-FAILURE/](http://www.fordfusionforum.com/topic/8411-service-advancetrac-and-power-steering-failure/) [HTTP://WWW.CARCOMPLAINTS.COM/FORD/FUSION/2011/STEERING/POWER\\_STEERING\\_FAILURE.SHTML](http://www.carcomplaints.com/ford/fusion/2011/steering/power_steering_failure.shtml) THANK YOU FOR REVIEWING. \*TR ROUND ROCK TX Failure Date: 11/10/2014

14 10658833 2011 FORD FUSION Steering WHILE TURNING INTO A PARKING LOT THE STEERING BECAME VERY DIFFICULT. ONCE THE CAR WAS IN THE PARKING SPOT I NOTICED THAT SEVERAL WARNING LIGHTS HAD COME ON INCLUDING THE ADVANCED TRACK AND POWER STEERING LIGHTS. THE CAR WAS TURNED OFF THEN RESTARTED. THE ADVANCED TRACK LIGHT FLASHED WHILE THE POWER STEERING LIGHT STAYED ON. AT THAT POINT

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THE STEERING WHEEL COULD NOT BE TURNED AND THE CAR HAD TO BE TOWED TO A FORD DEALERSHIP. THEY ADVISED THAT THE ENTIRE RACK AND PINION ASSEMBLY HAD TO BE REPLACED. PRIOR TO THIS EVENT THERE WERE NO INDICATIONS OF A PROBLEM. \*TR MANASSAS VA Failure Date: 11/08/2014

14 10680750 2011 FORD FUSION Steering 2011 FORD FUSION HAS HAD MULTIPLE OCCURRENCES AT LOW SPEED EITHER PARKING OR BACKING IN REVERSE WHERE STEERING LOCKS UP AND A WARNING LIGHT FOR ADVANCE TRAC COMES ON AS WELL AS A WARNING MESSAGE ABOUT "POWER STEERING FAILED ASSIST." ABILITY TO STEER BECOMES VERY DIFFICULT. VEHICLE HAS UNDER 28,000 MILES ON IT AND HAS ALWAYS BEEN MAINTAINED BY FORD DEALERSHIP. FORD DEALER SAYS WARRANTY HAS "TIMED OUT" AND THE REPAIRS WILL COST \$1,900 AND ARE NOT COVERED BY ANY WARRANTY SUPPORT. DIAGNOSED PART BY FORD DEALERSHIP IS REPLACEMENT NEEDED OF THE ELECTRONIC RACK AND PINION. A CASE NUMBER AND COMPLAINT WAS ALSO DOCUMENTED TO FORD MOTOR COMPANY IN DECEMBER 2014. \*TR COLLIERVILLE TN Failure Date: 11/05/2014

14 10653028 2011 FORD FUSION Steering SON DRIVING SOUTHBOUND INTERSTATE 25 FROM GREELEY, CO TO DENVER, CO. POWER STEERING FAILED WITHOUT NOTICE. WARNING LIGHT ON DASH READS "SERVICE ADVANCE TRAC POWER STEERING ASSIST FAULT" . SON CONTINUED TO DESTINATION, TURNED VEHICLE OFF. ONCE RESTARTED, POWER STEERING RETURNED, BUT FAILED AGAIN ON RETURN TO GREELEY, CO. SAME WARNING LIGHT. SYSTEM WILL NO LONGER RESET. REVIEWED POSSIBLE CAUSES ON LINE AND FOUND NUMEROUS INCIDENTS IDENTICAL TO MINE. \*TR GREELEY CO Failure Date: 11/04/2014

14 10691602 2011 FORD FUSION Steering I WENT TO START THE CAR AND THE MESSAGE "POWER STEERING ASSIST FAULT" CAME ON THE DASHBOARD AND I COULD NOT MOVE THE STEERING WHEEL. THIS WAS THE FIRST TIME IT HAPPENED. IT HAS NOW HAPPENED 3 MORE TIMES. THE LAST TIME THIS HAPPENED SO FAR WAS TODAY. TODAY IT HAPPENED WHILE I WAS

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DRIVING IN A PARKING LOT GETTING READY TO PARK. THE IMMEDIATE LOSS OF POWER STEERING CAUSED ME TO ALMOST HIT ANOTHER CAR WHILE PARKING. \*TR                      HENDERSONVILLE              TN      Failure Date: 11/03/2014

14      10652280      2011      FORD FUSION              Steering              WHILE EXITING THE HIGHWAY MY CAR SUDDENLY BECAME EXTREMELY HARD TO STEER MY WIFE, CHILD AND MYSELF WHERE IN THE CAR AT THE TIME. I HAVE BAD THE CAR LOOKED AT THE CAN NOT FIND ANYTHING WRONG WITH THE RACK ASSEMBLY. \*TR                      ST LOUIS              MO      Failure Date: 11/02/2014

14      10651895      2011      FORD FUSION              Steering              POWER STEERING ASSIST FAULT. OVER THE LAST 3 MONTHS, HAVE HAD MULTIPLE RANDOM POWER STEERING ASSIST FAULTS. BY SHUTTING DOWN VEHICLE AND RESTARTING, THESE HAVE CLEARED IN THE PAST, BUT ON NOV.2, 2014, UPON START OF VEHICLE, POWER STEERING ASSIST FAULT OCCURRED AND WOULD NOT CLEAR. WAS FORCED TO DRIVE CAR HOME WITHOUT POWER STEERING AND ALMOST CRASHED MULTIPLE TIMES. IN ADDITION, THIS FAULT SOMETIMES HAS OCCURRED AT SAME TIME AS ADVANCETRAC WARNING. APPEARS THAT WHATEVER ELECTRICAL DEVICE IS FAILING IS RELATED TO BOTH SYSTEMS. \*TR                      ANDERSON SC              Failure Date: 11/01/2014

14      10651551      2011      FORD FUSION              Steering              MY WIFE WAS DRIVING THEN CAR SHE WENT INTO A PARKING LOT AND THE POWER STEERING WENT OUT. NOW SHE HAS TO DRIVE THE CAR ANOTHER FORTY FIVE MILES TO OUR HOUSE WITH THE BABY AND MY YOUNGER SON AND I WORRY FOR THEIR SAFETY. \*TR                      TAFT CA              Failure Date: 10/30/2014

14      10651771      2011      FORD FUSION              Steering              THE FIRST TWO TIMES, I WAS BACKING OUT OF A SPACE AND THEN START TO TURN THE WHEELS WHILE DRIVING AWAY AND THE STEERING LOCKS. I CAN DRIVE BACK FORWARD INTO THE SPACE, THEN TURN OFF THE CAR AND TURN IT BACK ON AND THINGS ARE FINE. THE THIRD TIME, I WAS SIMPLY TURNING OUT OF MY SUBDIVISION AND THE STEERING LOCKED AGAIN. \*TR                      ORLANDO FL              Failure Date: 10/30/2014

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14 10666963 2011 FORD FUSION Steering CALLED CARMX WHERE  
I PURCHASED THE CAR MANY TIMES..TO NO AVAIL I HAVE GOTTEN HELP. MY  
CAR NOW WON'T WORK. NO POWER STEERING. WAS BACKING OUT OF MY  
DRIVEWAY. \*TR APPLE VALLEY CA Failure Date: 10/30/2014

14 10670496 2011 FORD FUSION Steering THE STEERING  
COMPLETELY LOCKED UP IN DRIVEWAY, 3 PEOPLE TRIED TO TURN THE TIRES,  
STUCK AT 11 OCLOCK POSITION, WE COULD NOT TURN WHEELS, AND TOWED  
TO SHOP. THIS IS THE SHOP WRITING THIS. DILLINGHAM  
AK Failure Date: 10/29/2014

14 10654404 2011 FORD FUSION Steering I BOUGHT THIS 2011  
FORD FUSION WITH 42,331 MILES. THE NEXT DAY AFTER PURCHASING IT I  
STARTED IT AND PULLED IT OUT OF THE GARAGE. THERE WAS NO POWER  
STEERING. A POWER STEERING ASSIST LIGHT WAS FLASHING. I PUT THE CAR  
INTO PARK AND KILLED THE MOTOR. WHEN I STARTED THE CAR AGAIN  
EVERYTHING WAS FINE. I CALLED TO ASK ABOUT IT AND THEY TOLD ME I  
MIGHT HAVE JUST PUT THE CAR INTO DRIVE TOO QUICK NOT LETTING  
EVERYTHING BOOT UP. THAT WAS ALL IN GOOD BUT 2 DAYS LATER IT  
HAPPENED AGAIN AND IT NEVER WENT OFF. I HAD NO POWER STEERING. I  
TOOK THE CAR IN AND HAD IT WORKED ON. THEY REPLACED THE POWER  
STEERING. 1400 DOLLARS LATER I READ ALL THE OTHER COMPLAINTS ABOUT  
THE SAME THING AND WONDER HOW LONG IT WILL BE BEFORE THIS NEW  
STEERING WILL GO OUT. FORD IF YOU HAVE A PROBLEM STEP UP AND DO THE  
RIGHT THING BEFORE SOMEONE REALLY GETS HURT. UNKNOWN  
DC Failure Date: 10/28/2014

14 10651839 2011 FORD FUSION Steering WHILE DRIVING TO  
DOCTORS APPOINTMENT, ELECTRIC POWER STEERING FAILED AND CAUSED  
EXTREME DISCOMFORT TO RIGHT WRIST WITH EXISTING DISABILITY; WHICH  
REQUIRES POWER ASSISTED STEERING. \*TR WILLARD OH  
Failure Date: 10/27/2014



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14 10649984 2011 FORD FUSION Steering WHILE DRIVING WITH MY FAMILY MY SERVICE ADVANCETRAC AND SERVICE POWER STEERING WARNING LIGHTS CAME ON. AFTER WE GOT HOME AND WENT TO GO BACK OUT LATER OUR POWER STEERING WAS COMPLETELY GONE. CAR ISN'T DRIVABLE AS IT HAS NO POWER STEERING AT ALL. VERY DANGEROUS SITUATION MY FAMILY WAS PUT INTO BY THIS PROBLEM!! \*TR  
WHITESVILLE WV Failure Date: 10/25/2014

14 10652954 2011 FORD FUSION Steering WHEN PUTTING VEHICLE IN REVERSE TO BACK OUT OF DRIVEWAY, THE POWER STEERING ASSIST FAULT ALERT SOUNDED AND THE VEHICLE LOST POWER STEERING. I SHUT VEHICLE OFF AND RESTARTED IT AND PUT IN REVERSE AND IT HAPPENED AGAIN. SHUT IF OFF AGAIN AND RESTARTED AND WAS ABLE TO DRIVE WITHOUT ALERT SOUNDING. HAPPENED AGAIN NEXT DAY, SO I CALLED FORD DEALER AND THEY SAID TO BRING IN FOR ANALYSIS. TOOK VEHICLE TO DEALER AND WAS TOLD THE RACK AND PINION NEEDED TO BE REPLACED. WAS TOLD THEY CLEARED THE CODES AND IT WOULD BE OKAY TO DRIVE. DROVE HOME FROM DEALER (35 MILES) AND NEXT DAY SAME THING HAPPENED WHEN BACKING OUT DRIVEWAY. WENT ONLINE AND FOUND THERE ARE NUMEROUS COMPLAINTS ABOUT THIS PROBLEM SOME HAPPENING WHEN VEHICLE HAD LOW MILEAGE. THIS PROBLEM COULD BE DANGEROUS BECAUSE SOME PEOPLE COMPLAINED ABOUT VEHICLE LOSING ALL POWER STEERING WHILE DRIVING. FORD NEEDS TO TAKE THESE COMPLAINTS SERIOUSLY AND THIS SHOULD BE A RECALL. MY SAFETY SHOULD BE A HIGH PRIORITY WITH FORD. I WILL HAVE TO PAY \$1,300 TO REPLACE THESE PAR TS. \*TR LEITCHFIELD KY Failure Date: 10/25/2014

14 10650008 2011 FORD FUSION Steering STARTED UP THE CAR AND THE POWER STEERING ASSIST FAILURE WARNING LIGHT CAME ON. WAS UNUSABLE TO STEER THE CAR AT ALL. \*TR HOUSTON TX  
Failure Date: 10/24/2014

14 10668773 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. THE CONTACT STATED THAT WHEN THE VEHICLE

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WAS STARTED, THE STEERING WHEEL SEIZED AND THE SERVICE POWER STEERING WARNING LIGHT ILLUMINATED. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED THAT THE STEERING COLUMN NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 102,000. THE VIN WAS NOT AVAILABLE. CAPE MAY COURTHOUSE NJ

Failure Date: 10/24/2014

14 10672902 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. THE CONTACT STATED THAT AFTER STARTING THE VEHICLE, THE STEERING WHEEL SEIZED. THE VEHICLE WAS TAKEN TO A DEALER, WHO DIAGNOSED THAT THE ELECTRICAL STEERING GEAR NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 103,000. CAPE MAY COURT HOUSE NJ Failure Date: 10/23/2014

14 10648987 2011 FORD FUSION Steering STEERING POWER ASSIST COMPLETELY FAILED WHEN VEHICLE WAS STARTED, FLASHED MESSAGES FOR POWER ASSIST FAILURE AND ADVANCETRAK NEEDS TO BE SERVICED. CAR WAS PARKED AT TIME OF FAILURE, THE CAR WOULD BE UNDRIVABLE FOR MOST AS THE FORCE REQUIRED TO TURN THE WHEEL WITHOUT ASSIST REQUIRES GREAT EFFORT. HAD THIS OCCURRED SUDDENLY WHILE THE CAR WAS IN MOTION AS OTHERS HAVE REPORTED MY WIFE WOULD MOST LIKELY NOT HAVE BEEN ABLE TO STEER THE VEHICLE TO A SAFE STOP LOCATION. FURTHER, THE COST TO REPAIR THIS ISSUE IS OVERWHELMING, DEALER ADVISED OVER \$1700.00 OUT OF POCKET WITH NO SUPPORT FROM FORD ON THIS 3 YEAR OLD VEHICLE DESPITE THE NUMBER OF COMPLAINTS CURRENTLY FILED ON THIS SPECIFIC ISSUE WITH THIS VEHICLE. FILING THIS COMPLAINT TO DOCUMENT ANOTHER OCCURRENCE OF THIS ISSUE TO THE NHTSA IN SUPPORT OF OTHER OWNERS WHO HAVE OR WILL EXPERIENCE THIS PROBLEM. \*TR TOLEDO OH Failure Date: 10/18/2014

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14 10653523 2011 FORD FUSION Steering ABOUT 3 WEEKS AGO I WAS DRIVING ON HIGHWAY 60MPH SERVICE POWER STEERING AND SERVICE ADVANCE TRAC POPPED UP IN MY MESSAGE CENTER I STOPPED AT STORE WENT IN THEN CAME OUT NOT EVEN 5 MINS LATER CRUNK CAR UP THEN IT SAID SERVICE POWER STEERING NOW TRIED TO TURN AND THE WHEEL WAS REAL TIGHT. I'VE TRIED EVERYTHING CUTTING IT OFF DISCONNECT BATTERY ETC NOTHING WORKED THIS IS RIDICULOUS JUST GOT CAR A MONTH AGO PLUS HAVE TWO SMALL BOYS TWO MONTHS N THREE YEARS OLD JUS BY THE GRACE OF GOD THEY WASN'T WIT ME CAUSE THAT'S DANGEROUS SOMETHING GOT TO HAPPEN. \*TR CHARLOTTE NC Failure Date: 10/17/2014

14 10650885 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. WHILE DRIVING 25 MPH, THE STEERING WHEEL SEIZED AND THE POWER STEERING VAULT LIGHT ILLUMINATED. THE DEALER STATED THAT THE POWER STEERING GEAR NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 90,000. UPDATED 7/9/15\*CN PONTOTOC MS Failure Date: 10/16/2014

14 10644803 2011 FORD FUSION Steering GOT IN MY CAR TO START MORNING COMMUTE. ONCE I PULL OUT TO DRIVE THROUGH THE NEIGHBORHOOD THE STEERING SERVICE AND ADVANCE TRAC NOTIFICATION DISPLAYS ON THE DASH. I PULL INTO A GAS STATION TURN OFF THE CAR AND POP THE HOOD TO SEE IF ITS ANYTHING OBVIOUS. WHEN I TURN THE CAR BACK ON THE LIGHT IMMEDIATELY POPS UP SERVICE POWER STEERING NOW. AND I HAVE NO POWER STEERING FROM THIS POINT ON. \*TR OWASSO OK Failure Date: 10/15/2014

14 10648466 2011 FORD FUSION Steering I GOT IN MY CAR AFTER WORK AND THERE WAS DINGING AND A NOTIFICATION APPEARED ON THE DASH THAT MY POWER STEERING NEEDED SERVICE NOW. I COULD NOT MOVE MY WHEEL OR STEER AT ALL. AFTER TAKING IT IN TO THE SERVICE STATION I WAS TOLD THE MY ELECTRONIC STEERING GEAR HAD MALFUNCTIONED, I

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BELIEVE THEY REFERRED TO IT AS THE EPAS SYSTEM. IT IS A COMPLETE MALFUNCTION OF THE POWER STEERING SYSTEM AND I AM LUCKY THAT I WAS NOT DRIVING THE VEHICLE WHEN IT WENT OUT. \*TR KANSAS CITY MO Failure Date: 10/15/2014

14 10644300 2011 FORD FUSION Steering I WAS DRIVING AROUND 1:00 PM WHEN MESSAGE CAME ON DISPLAY INDICATING 'CHECK POWER STEERING NOW' AND NO LONGER HAD POWER STEERING. LUCKILY, I WAS DRIVING AT A LOW SPEED SO WAS ABLE TO SAFELY GET HOME. \*TR SMYRNA GA Failure Date: 10/13/2014

14 10668797 2011 FORD FUSION Steering I WAS DRIVING THE VEHICLE AND THE SKID/SLIDE LIGHT CAME ON. NOT MUCH LONGER THE POWER STEERING/ADVANCETRAC WARNING CAME ON AND I COMPLETELY LOST POWER STEERING, ALMOST RUNNING OFF THE ROAD. \*TR LUBBOCK TX Failure Date: 10/13/2014

14 10705078 2011 FORD FUSION Steering DRIVING TO THE STORE POWER STEERING JUST WENT OUT KNOW WARNING. \*TR CLAYTON NC Failure Date: 10/13/2014

14 10644390 2011 FORD FUSION Steering WHILE DRIVING THE CAR, THE POWER STEERING LIGHT RANDOMLY FLICKERED AND THE FRONT WHEELS LOCKED. THE CAR STARTED TO MAKE A NOISE AND I COULD BARELY STEER THE CAR TO A SAFE AREA. I WAS ABLE TO PULL OVER AND SHUT THE CAR OFF. I DECIDED TO TURN THE CAR BACK ON AND THE MESSAGE HAD DISAPPEARED AND THE CAR STARTED TO WORK PROPERLY.IT WAS SO SCARY AND COULD HAVE BEEN FATAL. THIS WAS THE SECOND TIME THAT THIS HAS HAPPENED IN THE LAST 3 MONTHS AFTER SEEING THE DEALER AND CONSULTING ABOUT THIS PROBLEM. THE DEALER DIDN'T SEEM TO MAKE A BIG DEAL OUT OF THE ISSUE BUT IT IS A SERIOUS HAZARD TO MYSELF AND THE OTHER DRIVERS AROUND ME. \*TR LOUISVILLE KY Failure Date: 10/12/2014

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14 10650198 2011 FORD FUSION Steering FIRST, WE RECEIVED A "POWER STEERING ASSIST FAILURE" MESSAGE FOLLOWED BY A "SERVICE ADVANCETRAC" MESSAGE. THEN THE POWER STEERING WENT OUT AND THE CAR BECAME EXTREMELY DIFFICULT TO CONTROL. I AM THANKFUL THAT MY WIFE WAS NOT DRIVING AT THE TIME; I DON'T KNOW THAT SHE WOULD HAVE HAD THE STRENGTH TO MAINTAIN CONTROL AND MANEUVER THE CAR SAFELY TO THE SIDE OF THE ROAD. \*TR PENSACOLA FL

Failure Date: 10/11/2014

14 10683518 2011 FORD FUSION Steering WHY IS GM RECALLING STEERING FAILURE PROBLEMS FOR THE SAME TYPE OF PROBLEM I HAVE BEEN EXPERIENCING WITH THE FORD FUSION 2011? I UNDERSTAND FORD RECALLED A COUPLE OTHER MODELS BUT HAS NOT ADDRESSED THE FUSION STEERING FAILURE AND MANY ARE AWARE OF THE FUSION STEERING LOSS PROBLEM. COMPLAINTS & LAWSUITS HAVE BEEN FILED BUT NOTHING IS BEING DONE. \*TR BROOKLYN MI Failure Date: 10/08/2014

14 10642028 2011 FORD FUSION Steering POWER STEERING ASSIST FAILURE WHILE DRIVING. LUCKILY WE WERE ABLE TO GET VEHICLE SAFELY OFF HIGHWAY. \*TR KNOXVILLE TN Failure Date: 10/07/2014

14 10643029 2011 FORD FUSION Steering POWER STEERING ASSIST FAILURE WHILE DRIVING. LUCKILY WE WERE ABLE TO GET VEHICLE SAFELY OFF HIGHWAY. \*TR KNOXVILLE TN Failure Date: 10/07/2014

14 10643125 2011 FORD FUSION Steering I WAS SLOWING DOWN TO TURN THE CORNER AND THE POWER STEERING COMPLETELY WENT OUT. HAD TO STEER HARD TO GET TO THE SIDE OF THE ROAD. I RE-STARTED THE CAR AND IT IS WORKING FINE SINCE. THIS JUST HAPPENED THIS MORNING ON MY WAY TO WORK. \*TR ELLENSBURG WA Failure Date: 10/07/2014

14 10641982 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. THE CONTACT STATED THAT WHILE DRIVING 65 MPH, THE POWER STEERING SUDDENLY MALFUNCTIONED CAUSING THE

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STEERING WHEEL TO BECOME VERY DIFFICULT TO TURN. THE CONTACT INDICATED THAT DURING THE INCIDENT THE SERVICE POWER STEERING MESSAGE HAD DISPLAYED. THE VEHICLE WAS TAKEN TO THE DEALER. THE TECHNICIAN DIAGNOSED THAT THE POWER STEERING PUMP WAS FAULTY AND WOULD NEED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED. THE FAILURE MILEAGE WAS 60,000.

NORTH CHESTERFIELD VA Failure Date: 10/06/2014

14 10641914 2011 FORD FUSION Steering WHILE DRIVING MY 2011 FORD FUSION, IN A RESIDENTIAL AREA. MY POWER STEERING GAVE OUT ON ME. THERE WAS NO WARNING, THERE WAS NO INDICATION UNTIL AFTER IT HAPPENED. I HAD A CAR FULL OF MINOR CHILDREN BECAUSE I AM A CHEERLEADING COACH AND IT WAS EXTREMELY SCARY, TO SAY THE LEAST FOR ME AND THE KIDS. \*TR TEMPLE HILLS MD Failure Date: 10/05/2014

14 10643140 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. THE CONTACT STATED THE SERVICE ADVANCED TRACTION AND THE POWER STEERING WARNING LIGHT ILLUMINATED AS THE POWER STEERING ASSIST FAILED. THE VEHICLE WAS NOT TAKEN TO A DEALER. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 86,500. ROCKY POINT NY Failure Date: 10/04/2014

14 10641865 2011 FORD FUSION Steering LOST POWER STEERING SUDDENLY WITHOUT ANY WARNINGS. THE IS THE SECOND TIME IN THE PAST YEAR THIS HAS OCCURRED. \*TR LIVONIA MI Failure Date: 10/03/2014

14 10640737 2011 FORD FUSION Steering SERVICE ADVANCETRAC NOW - POWER ASSIST FAILURE LIGHTS COME ON AND THE 2011 FORD FUSION IS DIFFICULT TO CONTROL AND STEER, THIS HAPPENED TWICE TODAY. I STOPPED TURNED THE CAR OFF, ONCE I RESTARTED THE VEHICLE THE LIGHT WENT OUT AND ASSISTED STEERING WAS WORKING. I

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DROVE ANOTHER 30 MILES AND THE WARNING LIGHT CAME BACK ON AND EXPERIENCED LOSS OF ASSISTED STEERING. I HAVE HAD THIS HAPPEN BEFORE ONCE ABOUT A YEAR AGO AND ONCE ABOUT 6 MONTHS AGO. I DID SOME RESEARCH AND SEE THEIR ARE MANY COMPLAINTS ABOUT THIS SERIOUS PROBLEM. IN MY RESEARCH I NOTED THAT A CLASS ACTION LAWSUIT HAS BEEN FILED AGAINST FORD IN JUNE OF 2014 IN THE US DISTRICT COURT OF THE NORTHERN DISTRICT OF CALIFORNIA. I HOPE THAT NHTSA AND THE US DISTRICT COURT OF THE NORTHERN DISTRICT OF CALIFORNIA WILL PROMPT AND/OR FORCE FORD MOTOR COMPANY TO RECALL THE EFFECTED VEHICLES. \*TR BROOKLYN MI Failure Date: 10/02/2014

14 10676389 2011 FORD FUSION Steering I TOOK MY VEHICLE TO A DEALER FOR EVALUATION BECAUSE I GOT A "POWER STEERING ASSIST FAULT" ERROR MESSAGE. THE STEERING BECAME VERY STIFF AND I TURNED THE IGNITION OFF AND BACK ON AND WAS ABLE TO GET STEERING. THE DEALER TOLD ME THAT THEY WERE UNABLE TO DUPLICATE THE MESSAGE AND SAID THE STEERING WAS FINE. I TOLD THEM THAT THIS IS A KNOWN ISSUE WITH THIS VEHICLE AND THAT IN FACT THERE WAS A CLASS ACTION LAWSUIT AGAINST FORD FOR IT. THEY CLAIMED NO KNOWLEDGE AND REPEATED THERE WAS NOTHING WRONG WITH THE STEERING. ON 12/30/14 I ATTEMPTED TO USE MY VEHICLE LATE IN THE AFTERNOON. I AGAIN GOT THIS MESSAGE AND WHEN TURNING THE WHEEL HEARD A TERRIBLE GRINDING/ GROANING NOISE IN EITHER DIRECTION. TURNING OFF THE IGNITION AND RESTARTING DID NOT RESOLVE SO THE NEXT MORNING I CALLED A TOW TRUCK TO TAKE MY VEHICLE BACK TO THE DEALER. THIS TIME I WAS TOLD THERE IS INDEED A PROBLEM AND THAT I NEED A NEW STEERING RACK. MY REPAIR BILL WAS \$1,821.48. HAD I BEEN ON THE ROAD WHEN THIS OCCURRED WHO KNOWS WHAT MIGHT HAVE HAPPENED. I THINK IT IS UNCONSCIONABLE THAT FORD IS AWARE OF THIS ISSUE BUT REFUSES TO ADDRESS IT. \*TR ESTERO FL Failure Date: 10/02/2014

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14 10641722 2011 FORD FUSION Steering AFTER CRANKING MY CAR AND BEFORE PUTTING IT INTO DRIVE, THE POWER STEERING FAILED AND THE "POWER STEERING ASSIST FAILURE" MESSAGE APPEARED ON THE DASH. I TURNED THE CAR OFF AND SAT FOR A MINUTE. TURNED IT BACK ON AND WAS FINE. TWO DAYS LATER, I WAS LEAVING MY HOME AND THE SAME THING HAPPENED. HOWEVER INSTEAD OF IT WORKING AFTER A RESTART, THE POWER STEERING ASSIST FAILURE MESSAGE CAME ON EACH TIME. I COULD BARELY MUSCLE IT BACK INTO THE DRIVEWAY. MYSELF BEING 5'3" 130LBS FOUND IT VERY SCARY TO TRY TO CONTROL THE VEHICLE WHEN THE POWER STEERING WAS LOST. IT WAS ALMOST IMPOSSIBLE FOR ME TO GET BACK IN THE DRIVEWAY. THE DRIVER OF THE TOW TRUCK HAD TO MOVE IT BACK BEFORE HE COULD LOAD IT. I PURCHASED THE CAR FROM FORD AS A CERTIFIED PRE-OWNED CAR WITH 63,000 MILES ON IT IN JUNE. I CANNOT BELIEVE I HAVE ALREADY HAD A \$1000 REPAIR ON THIS CERTIFIED PRE-OWNED. HUGELY DISAPPOINTED. IF THIS HAD HAPPENED TO ME WHILE DRIVING, I AM SCARED TO THINK OF WHAT THE RESULT WOULD HAVE BEEN. NO WAY I COULD HAVE CONTROLLED THE VEHICLE IF IT WERE IN MOTION AND THE POWER STEERING WENT OUT. THIS ISSUE NEEDS TO BE ADDRESSED AND I WOULD LIKE FOR FORD TO REIMBURSE THOSE INCLUDING MYSELF DEALING WITH THEIR FAULTY PARTS. \*TR WINTERVILLE GA Failure Date: 10/01/2014

14 10641828 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. THE CONTACT STATED THAT THE POWER STEERING FAILED AND THE INSTRUMENT PANEL WARNING INDICATORS ILLUMINATED. THE CONTACT MENTIONED THAT IT WAS DIFFICULT TO MAINTAIN CONTROL OF THE VEHICLE. THE VEHICLE WAS TAKEN TO A DEALER. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 62,000. VAN BUREN ME Failure Date: 10/01/2014

14 10653574 2011 FORD FUSION Steering TL-THE CONTACT OWNS A 2011 FORD FUSION. THE CONTACT STATED THAT WHILE MAKING LEFT HAND, THE STEERING WHEEL BECAME SEIZED AND THE POWER STEERING ASSIST



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FAILURE WARNING LIGHT ILLUMINATED. THE CONTACT WOULD HAVE TO SHUT THE VEHICLE OFF AND RESTART TO RESUME NORMAL. THE FAILURE OCCURRED ON NUMEROUS OCCASIONS. THE VEHICLE HAD NOT BEEN DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 44,000. NE

BATAVIA OH Failure Date: 10/01/2014

14 10659198 2011 FORD FUSION Steering WHILE DRIVING ONE SATURDAY EVENING OUT OF NO WHERE THE CAR IDLES DOWN TO ABOUT 5 MPH UNTIL IT STOPS , THE STEERING WHEEL AND GAS PEDAL LOCKS UP AND MY HUSBAND AND I ARE STUCK IN THE MIDDLE OF THE ROAD WITH TRAFFIC BEHIND US, THANKFULLY THERE WAS NO ACCIDENT. I THEN PUT THE CAR IN PARK, SWITCHED TO KEY BACK TO TURN IT OFF AND BACK ON TO TRY AND MOVE IT FROM THE ROAD TO THE GAS STATION THAT WE WERE RIGHT IN FRONT OF (THANK GOD). WE EVENTUALLY GOT THE CAR IN THE PARKING LOT AND NOTICED THE WRENCH LIGHT AND THE CHECK ENGINE LIGHT WERE BOTH ON. WE DID OUR RESEARCH AND FOUND OUT IT IS A PROBLEM CONCERNING THE THROTTLE BODY, IN WHICH I HEARD IS VERY COSTLY. THE PROBLEM STOPPED FOR ABOUT A WEEK THEN STARTED AGAIN AND HAPPENS RANDOMLY WHILE IN TRAFFIC, AGAIN THANK GOD NO ACCIDENT HAS OCCURRED. THIS CAR IS MY HUSBAND AND I ONLY MEANS OF TRANSPORTATION RIGHT NOW AND I AM 4&1/2 MONTHS PREGNANT SO WE NEED THIS CAR TO TRAVEL NOT ONLY TO AND FROM WORK BUT ALSO MY DOCTOR VISITS. I DON'T KNOW IF ANYONE ELSE HAS EXPERIENCED THIS PROBLEM BUT IT'S A HUGE SAFETY PROBLEM AND WE'VE ONLY HAD THE CAR FOR ABOUT 9 MONTHS. \*TR KENNESAW GA Failure Date: 10/01/2014

14 10664033 2011 FORD FUSION Steering STARTING IN MID-OCTOBER 2014, WE STARTED EXPERIENCING OCCURRENCES OF POWER STEERING FAILURE WITH AN ODOMETER READING OF APPROXIMATELY 50,000 MILES. EACH OCCURRENCE WAS INTERMITTENT; TYPICALLY THE POWER STEERING ASSIST WAS DISABLED WHEN FIRST ENGAGING THE TRANSMISSION IN "DRIVE" FROM PARKED POSITION. AS A REMEDY, WE WOULD STOP THE

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CAR, TURN OFF THE ENGINE, AND RESTART THE IGNITION. THIS PROCEDURE WOULD REACTIVATE POWER STEERING ASSIST AND ALLOW NORMAL STEERING. HOWEVER, THE LAST POWER STEERING FAILURE IN MID-NOVEMBER LED TO A PERMANENT DISABLEMENT OF THE POWER STEERING, AS RESTART PROCEDURE FAILED. WE CONTACTED FORD DEALER TO NOTIFY OF THE PROBLEM, AND RECEIVED ESTIMATE OF \$1500.00 FOR REPAIRS (VEHICLE'S STANDARD WARRANTY EXPIRED), AND DECLINED TO REIMBURSE THE REPAIR COST DUE TO NO RECALL. AFTER FURTHER DISCUSSIONS, DEALERSHIP AND FORD OFFERED COST SHARE; FORD WOULD BEAR 60% OF THE REPAIR COST WITH THE REMAINDER BY US. WE AGREED TO THE ARRANGEMENT; DEALERSHIP PERFORMED NECESSARY REPAIR (REPLACED STEERING GEAR INCLUDING ALIGNMENT) ON NOVEMBER 21, 2014 (ODOMETER READING OF 50,774 MILES) @ TOTAL OUT-OF-POCKET REPAIR CHARGES OF \$583.44. WE BELIEVE THE VEHICLE'S POWER STEERING FAILURE WAS GROSSLY PREMATURE. ALTHOUGH OUT OF WARRANTY, WE BELIEVE THE POWER STEERING GEAR WAS DEFECTIVE, AND SHOULD BE COVERED BY A FORMAL RECALL OR EXTENDED WARRANTY. FURTHER, POWER STEERING ISSUE WAS NOT CAUSED BY EXCESSIVE WEAR AND TEAR, BUT WAS THE BY-PRODUCT OF A LATENT DEFECT BASED ON INFERIOR QUALITY. THIS POSES A SIGNIFICANT SAFETY HAZARD AS LOSS OF POWER ASSIST MAKES "MANUAL" STEERING EXTREMELY DIFFICULT FOR ANY DRIVER. OUR DRIVING HABITS HAVE BEEN REASONABLE, AND HAVE BEEN IN LINE WITH THE INTENDED PURPOSE OF THE AUTOMOBILE. BASED ON THE ABOVE, WE REQUEST FURTHER INVESTIGATION OF THIS CASE, AS WE BELIEVE OTHER FUSIONS OF THE SAME MODEL YEAR MAY BE SIMILARLY IMPACTED. \*TR KETTERING OH Failure Date: 10/01/2014

14 10644383 2011 FORD FUSION Steering MY DAUGHTER WAS DRIVING A 2011 FORD FUSION THE STATE POLICE SAID SHE FELL ASLEEP BECAUSE SHE WORKED OVERNIGHT . YES SHE WORKS OVERNIGHT AND HAS BEEN DOING IT FOR 6 MONTHS . SHE WAS ON HER REGULAR SCHEDULE. AFTER DROPPING HER BOYFRIEND OFF WORK SHE WAS HEADING TO MY HOUSE ON A REAL POPULAR DEER ROAD . I BELIEVE SHE WAS SWERVING OFF

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THE ROAD TO TRY AN AVOID THE DEER AND LOST HER STEERING AND HIT A TREE . I KNOW MY DAUGHTER SHE WOULDN'T HAVE FELL ASLEEP. I HOPE TO GOD THIS COULD BE PROVEN ONE DAY .THE ENGINE TIRES EVERYTHING ON FRONT END WAS INSIDE THE CAR . I HAVE PIECES OF THE CAR THAT WAS LEFT THERE HER CREDIT CARD BIRTH CERTIFICATE WAS JUST LAYING ON THE GROUND . I HAVE PICTURES OF THE CAR SHOWING THE ENGINE AND TIRE IN THE CAR. \*TR PORT NORRIS NJ Failure Date: 09/29/2014

14 10644734 2011 FORD FUSION Steering MY DAUGHTER WAS KILLED IN A 2011 FORD FUSION WHEN SHE HIT A TREE THE POLICE ARE SAYING SHE FELL ASLEEP I DON'T BELIEVE THAT MY DAUGHTER'S WORKED NIGHT SHIFT FOR THE LAST SIX MONTHS AND THIS WAS HER DAILY SCHEDULE SHE WAS THE PERFECT DRIVER OF THE FAMILY TO DRIVE 17 HOURS STRAIGHT SHE DID ALL THAT ROAD TRIPS I BELIEVE SHE TRIED AVOID A DEER AND THEN LOST CONTROL OF HER VEHICLE THIS WAS A REALLY HORRIFIC CRASH EVERYTHING THAT WAS ON THE FRONT AND WENT IN TO THE CAR INCLUDING THE MOTOR THE FRONT TIRE THE BUMPERS EVERYTHING THE DRIVER SEAT WAS PUSHED ALL WAY BACK TO THE REAR SEAT I HOPE THIS CAR COULD BE INVESTIGATED I BELIEVE MY DAUGHTER LOST CONTROL OF THE STEERING AND THAT'S WHY SHE CRASHED. UPDATED 4/28/2015 \*JS PORT NORRIS NJ Failure Date: 09/29/2014

14 10640347 2011 FORD FUSION Steering WIFE WAS DRIVING HOME FROM WORK LUCKILY WITHOUT MY SON IN THE CAR, POWER STEERING ASSIST FAULT LIGHT DISPLAYED AND THEN THE POWER STEERING CUT OFF WHILE SHE WAS DRIVING INTO OUR APARTMENT COMPLEX. I STARTED THE CAR NO WARNINGS SOUNDED DROVE AROUND THE BLOCK SURE ENOUGH POWER STEERING ASSIST FAULT LIGHT CAME ON AGAIN AND LOST POWER STEERING NEVER REGAINING POWER STEERING AGAIN. SAME SONG AND DANCE AS FAR AS I CAN FIND ON THE NET \$2000 REPAIR WITHOUT 100% GUARANTEE OF FIX OR OF WHAT THE PROBLEM ACTUALLY IS. IM SORRY BUT MY WIFE AND KID IS WORTH MORE THAN THAT!!! WERE A BLUE COLLAR FAMILY AND THIS WAS TO BE OUR LUXURY VEHICLE NOW ITS

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COLLECTING DUST IN THE DRIVE WAY THANK YOU FORD, AND BEST COUNT YOUR BLESSING THAT NO HARM CAME TO MY FAMILY BECAUSE OF THIS!!!

\*TR OLIVE HILL KY Failure Date: 09/26/2014

14 10644543 2011 FORD FUSION Steering PULLING OUT OF DRIVEWAY, MADE A LEFT HAND TURN TO MAIN ROAD, POWER STEERING LOCKED INTO PLACE, COULD NOT MOVE IT. HAD TO STOP CAR. HAPPENED WHILE DRIVING. TURNED CAR OFF ONCE IT WAS TURNED BACK ON IT WAS BACK TO NORMAL AGAIN AND WAS ABLE TO MOVE STEERING AGAIN.

\*TR OLD BRIDGE NJ Failure Date: 09/25/2014

14 10693725 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. WHILE DRIVING AT 83 MPH, THE STEERING WHEEL WAS DIFFICULT TO MANEUVER AND THE TRACTION CONTROL WARNING LIGHT ILLUMINATED. THE CONTACT MENTIONED THAT THE STEERING WHEEL REQUIRED EXCESSIVE FORCE. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 159,000. LAGRANGE GA

Failure Date: 09/25/2014

14 10704137 2011 FORD FUSION Steering THIS IS NOW THE 6TH REPORT OF STEERING FAILURE ON THIS CAR. THIS INCIDENT HAPPENED EASTER SUNDAY (APRIL 5, 2015) WITH APPROXIMATELY 176K MILES ON THE CAR. THIS TIME I WAS TURNING AT A STOP SIGN AND THE STEERING FAILED COMPLETELY. THE POWER STEERING FAILURE LIGHT CAME ON WITH NO WARNING AND I COULD NOT TURN. IF THERE WOULD HAVE BEEN A CAR THERE, I WOULD HAVE HIT IT. I HAD TO KILL THE ENGINE TO RE-ENGAGE THE STEERING CONTROL. IT RESET ITSELF. THE OTHER REPORT #10693725 DATED 11-MAR-2015 REFERRED THE OTHER FAILURES: 9/25/2014 POWER STEERING COMPLETE LOSS TURNING INTO PARKING SPACE 9/29/2014 POWER STEERING COMPLETE LOSS ON HIGHWAY 10/7/2014 POWER STEERING COMPLETE LOSS ON HIGHWAY 10/09/2014 POWER STEERING COMPLETE LOSS ON HIGHWAY 3/9/2015- POWER STEERING COMPLETE LOSS WHILE TRAVELING

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83 MILES AN HOUR WITH TRAFFIC 4/5/2015- POWER STEERING COMPLETE  
LOSS TURNING RIGHT. \*TR LAGRANGE GA Failure Date: 09/25/2014

14 10641125 2011 FORD FUSION Steering TL\* THE CONTACT  
OWNS A 2011 FORD FUSION. THE CONTACT STATED THAT THE LOW TIRE  
PRESSURE INDICATOR ILLUMINATED AND THE POWER STEERING  
MALFUNCTIONED. THE CONTACT HAD TO EXERT EXCESSIVE FORCE TO TURN  
THE STEERING WHEEL. THE DEALER STATED THAT THE COMPUTER HAD TO BE  
REPROGRAMMED AND RESET. THE MANUFACTURER WAS NOTIFIED. THE  
VEHICLE WAS REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 37,000.  
LIBERTY PA Failure Date: 09/24/2014

14 10639546 2011 FORD FUSION Steering THE FIRST TIME AN  
ALARM THAT SOUNDED LIKE MUSIC BEGAN PLAYING. IT PLAYED FOR AWHILE  
AND THEN THE CAR TURNED OFF. I WAS ABLE TO STOP THE CAR SAFELY. I  
RESTARTED IT AND IT WOULD NOT START. I TRIED AGAIN AFTER A FEW  
MINUTES AND THE CAR APPEARED TO WORK NORMALLY. THE SECOND TIME I  
WAS ON THE FREEWAY IN THE FAST LANE GOING 65 MPH. I HEARD THE MUSIC/  
ALARM PLAYING AGAIN, SO I BEGAN WORKING MY WAY TO THE SIDE. BEFORE I  
GOT TO THE SIDE OF THE ROAD, THE CAR LOCKED DOWN MY STEERING  
WHEEL. A WARNING LIGHT CAME ON, THAT SAID SOMETHING LIKE "SERVICE  
ADVANCETRAC". ONCE I GOT IT RESTARTED, IT DROVE NORMALLY AGAIN.  
LATER THAT DAY, I WAS UNABLE TO BACK OUT OF A PARKING SPACE BECAUSE  
THE STEERING WAS NOT WORKING. I TOOK IT TO THE DEALER. THE DEALER  
STATED THAT THE ENTIRE POWER STEERING SYSTEM HAS TO BE REPLACED  
FOR 2100 DOLLARS. THEY TOLD ME THEY WERE NOT GOING TO ADDRESS THE  
ISSUE THAT THE CAR TURNED OFF TWO DAYS EARLIER BECAUSE THE  
STEERING WAS THE CURRENT PROBLEM. I CONTACTED THE FORD COMPANY  
AND THEY OPENED A CASE ON MY CAR. I DO NOT KNOW THE OUTCOME  
OF THIS SITUATION YET. AFTER READING SEVERAL ACCOUNTS ON THE  
INTERNET, I WANT TO BE SURE TO REPORT THIS SAFETY PROBLEM AS IT  
COULD HAVE BEEN VERY DANGEROUS. \*TR NEWCASTLE TX  
Failure Date: 09/22/2014

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14 10639500 2011 FORD FUSION Steering I WAS APPROACHING AN INTERSECTION AND HAD JUST STEPPED ON THE BRAKES TO SLOW AND MERGE INTO A TURNING LANE WHEN THE WARNING LIGHTS AND SOUNDS STARTED, AND STEERING BECAME VERY DIFFICULT, AS IF POWER STEERING WAS GONE. IT WAS EXTREMELY DIFFICULT TO STEER THE CAR THROUGH THE TURN AND PULL OFF THE ROAD SAFELY. THERE WERE A LOT OF OTHER VEHICLES AROUND ME THAT NEEDED TO SWERVE OUT OF THE WAY. ONCE ON THE SIDE OF THE ROAD, I TURNED THE CAR OFF. ONCE I RESTARTED THE CAR, THE WARNING LIGHTS CLEARED AND I HAD NORMAL STEERING. A MONTH PRIOR, THE SAME THING HAPPENED WHILE BACKING OUT OF A PARKING SPACE. TURNING THE CAR OFF AN ON CLEARED THE PROBLEM THEN, TOO. WHEN THIS HAPPENED WHILE DRIVING, RESULTING IN A DANGEROUS SITUATION, WE TOOK THE CAR TO THE DEALER. THEY ADVISED THE POWER STEERING RACK NEEDED TO BE REPLACED, FOR A COST OF \$1,700. THIS CAR WAS 2 MONTHS OUT OF WARRANTY. WE LIVE IN AN AREA WITH MANY WINDING ROADS, SO THIS PROBLEM IS A SERIOUS SAFETY CONCERN. IF THIS HAD OCCURRED WHILE DRIVING ON INTER STATE OR ON A WINDING ROAD, I DON'T THINK I COULD CONTROL THE CAR TO KEEP FROM RUNNING INTO ONCOMING TRAFFIC OR OFF THE ROAD ENTIRELY. I PAID FOR THE REPAIR, AND AM SURPRISED TO NOW SEE LOTS OF OTHER COMPLAINTS ABOUT THIS ISSUE. \*TR STAUNTON VA Failure Date: 09/19/2014

14 10643224 2011 FORD FUSION Steering ONE MONTH AGO MY CAR READ DEFAULT IN POWER STEERING AND THE WHEEL WOULD NOT TURN. I COULD NOT DRIVE THE CAR. I TURNED OFF THE VEHICLE AND RESTARTED AND IT WENT AWAY. AS A PRECAUTION I TOOK IT TO THE DEALER WHO SAID IT WAS OK AND IF IT HAPPENED AGAIN BRING IT BACK. WELL THE NEXT WEEK IT DID AND NO MATTER HOW MUCH I RESTARTED THE CAR IT WAS LOCKED WITH THE SAME DEFAULT CODE. I HAD IT TOWED TO DEALER FOR REPAIRS. THEY SAID THE REPAIRS WERE NOT COVERED UNDER WARRANTY AND SINCE MY WARRANTY JUST EXPIRED AT THE END OF JULY I HAD TO PAY FOR REPAIRS. THE PART REPLACED WAS STEERING GEAR ASSEMBLY. IT SEEMS THE SAME

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PARTS WAS DEFECTIVE IN A LOT OF OTHER FORD VEHICLES. MY FEAR IS THAT IT WILL HAPPENED WHILE DRIVING AND AN ACCIDENT OR DEATH WILL OCCUR FROM THIS PROBLEM. I AM AFRAID TO DRIVE THE CAR. THE CAR ONLY HAS 7K MILES ON IT AND IS IN PERFECT CONDITION OTHERWISE AND IS SERVICED REGULARLY FOR PREVENTATIVE MAINTENANCE. \*TR

BALTIMORE MD Failure Date: 09/10/2014

14 10644730 2011 FORD FUSION Steering WHILE DRIVING INTO WORK, MY POWER STEERING LOCKED, MY "ADVACETRAC" WARNING LIGHT CAME ON, AND MY DASHBOARD TEXT BLOCK STATED "POWER ASSIST FAILURE." THANKFULLY, TRAFFIC WAS LIGHT AND I WAS ABLE TO MUSCLE MY CAR ONTO THE SIDE OF THE ROAD. I TURNED IT OFF AND BACK ON AGAIN, AND THE POWER STEERING WORKED. A LITTLE OVER A MONTH LATER (OCTOBER 15), THE POWER STEERING FAILED AGAIN, THIS TIME WHILE I WAS TRYING TO PARK. TURNING THE VEHICLE OFF, THEN BACK ON AGAIN CORRECTED THE PROBLEM. I HAVE SPOKEN WITH A FORD DEALER, WHO ADVISED ME THAT UNLESS THE PROBLEM EXISTS WHEN I BRING THE VEHICLE IN, THERE'S NOTHING THAT CAN BE DONE. THIS HAS NOW HAPPENED THREE TIMES (THE FIRST TIME ABOUT A YEAR AGO), AND THIS IS THE SECOND COMPLAINT I'VE FILED. SIMPLE INTERNET SEARCHES, AS WELL AS A SEARCH OF NHTSA COMPLAINTS INDICATES THIS IS A WELL-DOCUMENTED PROBLEM. I'M NOT SURE WHY IT HAS NOT YET BEEN ADDRESSED. \*TR SOUTH EUCLID OH Failure Date: 09/10/2014

14 10643142 2011 FORD FUSION Steering A FEW DAYS BEFORE THE INCIDENT I HAD STARTED MY CAR AND THE STEERING WHEEL WOULD NOT TURN AND FELT STUCK THEN A MESSAGE POPPED UP IN MY DASH SAYING POWER STEERING FAULT. SO I TURNED MY CAR OFF AND LET IT SIT FOR ABOUT 2 MINUTES AND STARTED IT BACK UP AND IT DROVE FINE. THEN A COUPLE DAYS LATER I WAS ARRIVING TO A STOP LIGHT AND THE STEERING JUST WENT OUT AND LUCKILY I WAS RIGHT NEXT TO A GAS STATION AND PULLED INTO THE SIDE AND TURNED THE CAR OFF. I TRIED LETTING THE CAR SIT AND SEE IF IT WOULD RE START FINE JUST LIKE THE LAST TIME BUT THIS

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TIME WHEN I STARTED THE CAR THE MESSAGE WOULD APPEAR AGAIN IN THE DASH AND THE WHEEL WAS NOT TURNING. I TRIED MULTIPLE TIMES TURNING THE CAR OFF AND ON AND IT WOULDN'T CHANGE. I THEN HAD TO GET A TOW TRUCK AND HAVE IT TOWED TO A MECHANIC. I WAS TOLD I HAD TO REPLACE THE RACK AND PINION AND IT WOULD TAKE ABOUT 2 DAYS FOR THE PARTS AND LABOR TO BE DONE. \*TR GALVESTON TX Failure Date: 09/08/2014

14 10748217 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. WHILE DRIVING VARIOUS SPEEDS, THE STEERING WHEEL SEIZED. THE FAILURE RECURRED ON SEVERAL OCCASIONS. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED THAT THE POWER STEERING NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 24,800. OCEAN NJ Failure Date: 09/08/2014

14 10630967 2011 FORD FUSION Steering WHILE TRAVELING ON A HIGHWAY AT APPROXIMATELY 65 MPH, MY POWER STEERING WENT OUT, AND A POWER STEERING FAULT MESSAGE CAME ON. I HAD A REAL HARD TIME GETTING OVER TO THE EMERGENCY LANE AS THE STEERING WHEEL WAS ALMOST IMPOSSIBLE TO TURN. THIS CAUSED ME TO ALMOST GET HIT BY INCOMING TRAFFIC WHILE ATTEMPTING TO CHANGE LANES OR EVEN KEEP THE VEHICLE STRAIGHT, HAD THIS HAPPEN WHILE MAKING A TURN AND ACCIDENT WOULD HAVE ENSUED FOR SURE. ONCE I MADE IT TO THE EMERGENCY LANE, I TURNED THE CAR OFF AND BACK ON AND THE PROBLEM WENT AWAY. AS I LOOK ON THE WEB THIS IS A VERY COMMON PROBLEM WITH FORD FUSIONS, WHY ISN'T THERE A RECALL? \*TR DES PLAINES IL Failure Date: 09/04/2014

14 10630277 2011 FORD FUSION Steering MY WIFE WAS DRIVING ARE 2011 FORD FUSION THE OTHER DAY ON HER WAY BACK FROM A TRIP. NOTE WE JUST PURCHASED THIS CAR 35 DAYS AGO ROUGHLY. THE FUSION HAD 30,XXX MILES ON IT WHEN PURCHASED AND THE TIME OF THE INCIDENT



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WHEN THE POWER STEERING FAILED WAS 31,XXX MILES WE HAD NOT PUT MORE THEN 1000 MILES ON THIS CAR SINCE WE BOUGHT IT. THE WIFE WAS DRIVING THROUGH A CONSTRUCTION ZONE ON HER WAY HOME. SHE WAS A LITTLE MORE THEN A 100 MILES AWAY FROM ARE HOME. SHE WAS ON THE INTERSTATE WHEN SHE SUDDENLY REALIZED THE POWER STEERING LIGHT CAME ON SAYING IT NEEDED TO BE SERVICED. SHE WAS DRIVING IN SINGLE LANE OF TRAFFIC IN A 65 MPH ZONE BECAUSE OF THE CONSTRUCTION. LUCKILY THE POWER STEERING HELD UP LONG ENOUGH FOR HER TO GET OFF AT THE NEAREST EXIT OF THE INSTATE BEFORE IT FAILED COMPLETE IN THE PARKING LOT OF A GAS STATION. THINGS LIKE THIS ARE NO JOKE AND I CAN NOT BELIEVE FORD ISN'T DOING ANYTHING ABOUT THIS. I'M THANKFUL MY WIFE WAS NOT HURT OR ANYONE ELSE LIKE ON COMING TRAFFIC OR A CONSTRUCTION WORKER. BUT I'M VERY VERY ANGER AND HOPE FORD WAKES UP AND RECALLS THIS STEERING ISSUE BEFORE ITS TO LATE FOR SOME UNLUCKY PERSON!! THIS SHOULD NOT BE HAPPENING ON ANY CAR LET ALONE CLOSE TO BRAND NEW CARS WITH LESS THEN 100K ON THEM. I HAVE OWNED AND DROVE MANY FORD VEHICLES IN MY LIFE BUT I DON'T KNOW IF I WILL EVER BUY ANOTHER FORD CAR BECAUSE OF THIS CLEAR SAFETY ISSUE. MY WIFE IS FAIRLY STRONG AND SHE COULD BARELY MOVE THE CAR STEERING WHEEL AFTER IT LOST POWER TO THE WHEEL AND I EVEN MOVED THE CAR SO IT COULD BE TOWED AND I STRUGGLED TO TURN THE WHEEL I COULD NOT IMAGINE IF THE POWER STEERING WENT OUT AND I WAS NOT READY I WOULD PROBABLY LOSE CONTROL IF I WAS ON THE INTERSTATE OR IN CLOSE TRAFFIC LET ALONE TRYING TO MAKE A HARD TURN IN A CORNER. I HOPE EVER ONE THE BEST OF LUCK WITH THIS AS I KNOW I'M NOT ALONE AND PLEASE FILL OUT THE REPORT TO GET THIS RECALLED. THANKS!! \*TR BOX ELDER SD Failure Date: 08/31/2014

14 10629243 2011 FORD FUSION Steering I WAS DRIVING TO WORK ON INTERSTATE-87 NORTH IN NEW YORK WITH NORMAL DRIVING CONDITIONS WHEN, ALL OF A SUDDEN, THE POWER STEERING LIGHT ON MY 2011 FORD FUSION CAME ON THE DASH INFORMING ME OF A POWER STEERING FAILURE. AT THE TIME, I WAS DRIVING IN THE LEFT HAND LANE OF

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THE THREE-LANE HIGHWAY AND WAS HAD TO NAVIGATE MY WAY ACROSS TWO LANES OF BUSY HIGHWAY TRAFFIC TO PULL ONTO THE SHOULDER. WITH MY HAZARD LIGHTS ON, I HAD TO FIGHT THE STIFF STEERING WHEEL TO GET TO THE SHOULDER. I PUT MY CAR IN PARK, TURNED THE CAR OFF, AND TURNED THE CAR BACK ON. THE ISSUE WENT AWAY AND I DROVE THE REST OF THE WAY TO WORK. I HAVE OWNED THIS CAR FOR ALMOST 2 YEARS AND HAD NOT HAD AN INCIDENT UNTIL JULY 2014. TWO TIMES PRIOR TO THIS STEERING FAILURE, THE ELECTRONIC POWER STEERING FAILED IN MY DRIVEWAY AS I SHIFTED THE CAR INTO REVERSE TO PULL OUT OF THE DRIVEWAY. THIS TRIP COULD HAVE EASILY TURNED INTO A SERIOUS ACCIDENT FOR MYSELF AND THOSE DRIVING AROUND ME. \*TR WALDWICK NJ Failure Date: 08/28/2014

14 10628882 2011 FORD FUSION Steering UPON TRAVELING AT SLOW SPEED STEERING COMPLETELY FAILED--NO POWER ASSIST. COULD NOT TURN--VERY DANGEROUS ALMOST HAD NEAR COLLISION. SHUT DOWN CAR AND WAITED 10 MINUTES. STARTED UP AND RAN OK. IF THIS WAS AT HIGHWAY SPEED I COULD HAVE BEEN KILLED. \*TR ALTON NH Failure Date: 08/27/2014

14 10630079 2011 FORD FUSION Steering I WAS DRIVING DOWN THE ROAD TO GET TO WORK AND A ICON POPPED UP ON MY DASH IN ADDITION TO A COUPLE MESSAGES APPEARING WHERE MY ODOMETER READING TYPICALLY IS. THE MESSAGES READ : "SERVICE ADVANCED TRAC & SERVICE POWERSTEERING." THERE SEEMED TO BE NO DIFFERENCE IN THE CONTROL AND HANDLING OF MY CAR UNTIL I WENT TO PARALLEL PARK (MY STEERING FELT STIFF) SO I CONTINUED ONTO MY APPOINTMENT. AFTER RETURNING TO MY CAR AND TURNING IT BACK ON THE ICON WAS BACK AND THE MESSAGES RETURNED WITH THE ADDITION OF SAY "NOW" AFTER THE INITIAL MESSAGES. MY DRIVING EXPERIENCE HOWEVER WAS DIFFICULT. MY POWER STEERING WAS NOT WORKING AND I HAD TO EXERT A SIGNIFICANT AMOUNT OF EFFORT TO TURN THE STEERING WHEEL. IT ALSO FELT AS IF MY TURNING RADIUS WAS MUCH WIDER TO TURN CORNERS. MY DEALERSHIP

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CHECKED MY CAR AND GAVE ME AN ESTIMATE JUST UNDER \$2000 TO REPAIR THE ISSUE INCLUDING THE INITIAL DIAGNOSIS OF THE ISSUE. THE REPORT INDICATED THAT THE "MODULE ON THE STEERING RACK" WAS AT FAULT, BUT TO REPAIR THAT WOULD REQUIRE THE REPLACEMENT OF THE WHOLE STEERING RACK. \*TR TWIN FALLS ID Failure Date: 08/27/2014

14 10627996 2011 FORD FUSION Steering WHILE DRIVING THE VEHICLE AT 25 MPH I LOST THE POWER STEERING. I WAS ABLE TO SAFELY PULL THE VEHICLE INTO A PARKING LOT AND PLACE THE AUTO IN PARK. I TURNED THE CAR OFF AND BACK ON AND RECEIVE A SERVICE MESSAGE TO HAVE THE ADVANCE TRAC SYSTEM AND THE POWER STEERING SYSTEM SERVICED SOON. I ALLOWED THE CAR TO SIT FOR A FEW MINUTES, TURNED THE CAR OFF AND ON AGAIN AND THIS TIME THE WARNING MESSAGES CHANGED TO HAVE THE ADVANCE TRAC SYSTEM SERVICED AND THE POWER STEERING SYSTEM SERVICED NOW. I WAS UNABLE TO DRIVE THE AUTO. I CALLED A TOW AND THE CAR IS NOW SITTING AT FIRESTONE AUTO REPAIR. I'M ON THE PHONE WITH FORD NOW. THEY HAVE A RECALL FOR THIS ISSUE BUT ONLY FOR 2011'S MANUFACTURED AT THE KANSAS CITY PLANT. MY CAR WAS MANUFACTURED AT THE HERMOSILLO PLANT IN MEXICO. I'M ON HOLD NOW WITH FORD CUSTOMER SERVICE WAITING TO DISCUSS THIS TO SEE IF THEY ARE WILLING TO BROADEN THE RECALL TO COVER THE MEXICO PLANT. I DRIVE ON INTERSTATES IN CHICAGO EVERY DAY. IF THIS HAPPENS DURING A DAILY RUSH HOUR COMMUTE I WILL BE IN SERIOUS TROUBLE. THE FIRESTONE AUTO REPAIR DOESN'T REALLY KNOW HOW TO APPROACH THIS ISSUE. I HAVE READ THAT IT MAY HAVE SOMETHING TO DO WITH THE ROAD ANGULAR SENSOR OR THE VOLTAGE ON THE BATTERY. SUPPOSEDLY THE DEALER THAT I PURCHASED THIS AUTO FROM (MILADY NISSAN IN CRYSTAL LAKE) GAVE ME A NEW BATTERY. I HAVE HAD THE CAR FOR 5 MONTHS.  
\*TR CRYSTAL LAKE IL Failure Date: 08/24/2014

14 10627028 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. WHILE DRIVING 45 MPH, THE POWER STEERING WARNING INDICATOR ILLUMINATED AND THE POWER STEERING FAILED. THE

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VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE VIN WAS UNAVAILABLE.  
THE FAILURE MILEAGE WAS 94,000. MEMPHIS TN Failure Date:  
08/21/2014

14 10630497 2011 FORD FUSION Steering I WAS ON THE  
INTERSTATE DRIVING MY 2011 FORD FUSION AWD 3.0L AT 75 MPH WHEN  
SUDDENLY I LOST POWER STEERING. A WARNING ICON APPEARED ON MY  
DASH IN ADDITION TO A MESSAGE READING: "SERVICE ADVANCED TRAC &  
SERVICE POWER STEERING. I HAD THIS OCCUR THREE TIMES PREVIOUSLY  
AT LOW SPEEDS IN PARKING LOTS, BUT NEVER AT SUCH HIGH SPEEDS. I  
SAFELY EXITED THE INTERSTATE, CAME TO STOP, TURNED MY ENGINE OFF,  
AND RESTARTED MY CAR. THE WARNING MESSAGE DISAPPEARED AND I  
REGAINED POWER STEERING. I THEN WENT BACK ONTO THE INTERSTATE UP  
TO 65 MPH WHEN THE ISSUE HAPPENED AGAIN. I WAS ABLE TO CAREFULLY  
DRIVE HOME THE REST OF THE WAY WITHOUT POWER STEERING WHICH TOOK  
A SIGNIFICANT AMOUNT OF EFFORT TO TURN THE STEERING WHEEL. I TOOK  
THE CAR IT INTO THE DEALER THE NEXT DAY. THEY DIAGNOSED IT AS AN  
"INTERNAL MOTOR FAULT IN STEERING RACK". THEY HAD TO REPLACE THE  
STEERING RACK AND GEAR ASSEMBLY AND DO A WHEEL REALIGNMENT.  
TOTAL COST OF REPAIR WAS \$1700. I WAS FORTUNATE TO NOT BE INVOLVED  
IN AN ACCIDENT WHEN SUDDENLY LOSING POWER ST EERING ON THE  
EXPRESSWAY. FORD NEEDS TO FURTHER INVESTIGATE THIS AND REPAIR IT  
ACROSS ALL VEHICLES AFFECTED BEFORE SOMEONE GETS SERIOUSLY  
INJURED. \*TR MADISON WI Failure Date: 08/21/2014

14 10651106 2011 FORD FUSION Steering DRIVING AND POWER  
STEERING GOES OUT AND AM UNABLE TO STEER VEHICLE WARNING LIGHTS  
COME ON STATING ADVANCE SERVICE TRAC AND POWER STEERING. HAS  
HAPPENED 3 TIMES FIRST TIME POWER STEERING CAME BACK ON AFTER CAR  
SHUT OFF. NEXT 2 CAR WAS TAKEN TO FORD. \*TR FRUITA  
CO Failure Date: 08/20/2014

14 10626224 2011 FORD FUSION Steering WHILE DRIVING CAR,  
STEERING LOCKED AND POWER STEERING ASSIST FAULT MESSAGE

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APPEARED ON DASHBOARD. \*TR PALATINE IL Failure Date:  
08/18/2014

14 10626497 2011 FORD FUSION Steering THE VEHICLES POWER  
STEERING COMPLETELY TURNS OFF AND WILL NOT TURN ON UNTIL IT IS  
BROUGHT TO A FORD DEALERSHIP AND THEY CLEAR THE CODE. THE  
PROBLEM SEEMS TO BE VERY CONSISTENT WITH FORD FUSION MODELS AND I  
CANNOT UNDERSTAND WHY THERE IS NOT A RECALL ON THIS AS THE REPAIR  
WILL BE COMING OUT OF MY POCKET. \*TR MUSKEGON MI Failure Date:  
08/18/2014

14 10625893 2011 FORD FUSION Steering DRIVING TO WORK 25  
MPH AND SUDDENLY MY POWER STEERING WENT OUT, THEN THE TRACTION  
CONTROL SYSTEM(TSC) LIGHTS WENT ON. \*TR SACRAMENTO  
CA Failure Date: 08/16/2014

14 10622587 2011 FORD FUSION Steering STEERING LOCKED UP  
DUE TO A FAULTY STEERING ASSIST AND A TRACTION ISSUE. LUCKILY MY KIDS  
WERE NO HURT. THE CAR IS NEW SO WE SHOULDN'T BE HAVING THESE  
PROBLEMS. \*TR GRENADA MS Failure Date: 08/15/2014

14 10693899 2011 FORD FUSION Steering POWER STEERING  
FAILURE LIGHT CAME ON WHEN STARTING THE CAR. RESULTING IN NO POWER  
STEERING AT ALL. THIS HAS OCCURRED MANY TIMES OVER THE PAST SEVEN  
MONTHS. IN EACH CASE, WE WERE ABLE TO RESET THE SYSTEM BY TURNING  
OFF THE IGNITION AND RESTARTING THE CAR. ON 3-2-15 FAILURE OCCURRED  
AGAIN, THIS TIME IT TOOK THREE ATTEMPTS TO RESET THE SYSTEM. WE  
TOOK THE CAR TO A FORD DEALER ON 10-27-14. WE WERE TOLD THE POWER  
STEERING RACK AND RELATED COMPONENTS HAD FAILED AND NEEDED  
REPLACEMENT AT AN APPROXIMATE COST OF \$1600.00. WE CONSIDER THIS A  
MAJOR SAFETY ISSUE AND WERE SURPRISED TO FIND THAT FORD WAS NOT  
TAKING CARE OF THIS SAFETY HAZARD WITH A RECALL. \*TR  
LORIS SC Failure Date: 08/14/2014

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14 10630820 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. THE CONTACT STATED WHILE DRIVING APPROXIMATELY 30 MPH, THE STEERING WHEEL SEIZED AS THE POWER STEERING WARNING LIGHT ILLUMINATED. THE VEHICLE WAS TAKEN TO A DEALER FOR DIAGNOSTIC TESTING. THE TECHNICIAN DIAGNOSED THAT THE POWER STEERING BOX NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 64,000. LEWISTON ME Failure Date: 08/13/2014

14 10632738 2011 FORD FUSION Steering I WAS TURNING A CORNER AFTER THE EXTREMELY HEAVY RAIN IN DETROIT, MI ON THE 11TH OF AUGUST AND ALL OF A SUDDEN THESE WARNING LIGHTS AND BELLS CAME ON SAYING SERVICE TRAC ASSIST/POWER STEERING ASSIST FAULT AND THEN THE STEERING JUST STOPPED. I STRUGGLED TO GET IT HOME WITH THE EXTREME INABILITY TO STEER. LUCKILY NO ONE WAS NEAR ME SO I COULD SWING OUT AS WIDE AS NECESSARY TO TURN WITHOUT COLLIDING WITH ANOTHER CAR. I BOUGHT THIS CAR USED IN NOVEMBER OF 2013. THIS IS JUST UNACCEPTABLE. HAD I KNOWN ABOUT THIS ISSUE, I NEVER WOULD HAVE PURCHASED THIS CAR. MY POWERTRAIN WARRANT SHOULD COVER IT, SINCE I'M UNDER 60,000 MILES, BUT FORD SAYS IF IT'S DAMAGED BY WATER, THEN WARRANTY IS NOT ENGAGED. THIS NEEDS TO BE RECALLED. THEY HAVE RECALLED THE SUV'S WITH THIS ISSUE, RECALL THE FUSIONS.  
\*TR DETROIT MI Failure Date: 08/11/2014

14 10621866 2011 FORD FUSION Steering I LOST POWER STEERING WHILE MAKING A TURN ONTO A STREET. THE FIRST OCCURRENCE HAPPENED ABOUT JULY 12 MAKING A TURN ONTO A BUSY INTERSECTION. IT TOOK ME BY SURPRISE AND GRABBED ONTO THE WHEEL SO HARD TO GAIN CONTROL WHEEL MY ELBOW STILL IS SORE. PULLED OVER, TURNED OFF THE CAR. STARTED THE VEHICLE AND POWER STEERING WAS BACK. TOOK THE VEHICLE TO A SERVICE REPAIR SHOP TO RUN A DIAGNOSTICS AND THEY COULDN'T FIND ANYTHING WRONG. THEN AGAIN ON AUGUST 10, HAPPENED

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TWICE. SAME SITUATION, MAKING A TURN, LOST POWER STEERING. I WAS ABLE TO PULL INTO A DRIVEWAY. TURNED OFF THE CAR, RESTARTED, AND MADE IT HOME. TOOK IT TO THE REPAIR SHOP AND INFORMED ME IT IS THE RACK AND PINION THAT NEEDED TO BE FOR \$1150 (PART ONLY) LABOR OF COURSE WAS EXTRA. I WAS SO UPSET, I DID CALL FORD AND REPORTED THE INCIDENT. I TRIED TO MAKE AN APPOINTMENT AT A FORD DEALER, TOLD WAIT WOULD BE 2 WEEKS OR MORE. AFTER SOME ON LINE RESEARCH, DISCOVERED THIS PROBLEM IS OCCURRING, NOT ONLY IN THE FUSION, BUT OTHER FORD PRODUCTS LIKE THE ES CAPE. I CAN'T BELIEVE THERE ISN'T A RECALL! THE LOSS OF POWER STEERING CREATES A DANGEROUS SITUATION. IT IS INTERMITTENT AND HAPPENS UNEXPECTEDLY. THE WHEEL TIGHTENS AND IT TAKES A LOT OF POWER TO TURN THE WHEEL TO GET TO A SAFE SPOT. \*TR HAMBURG NY Failure Date: 08/10/2014

14 10621436 2011 FORD FUSION Steering COMING OUT OF SLOPED DRIVEWAY - ENTERING A MAIN AVENUE - STEERING WHEEL LOCKED. WAS ABLE TO GET IN MIDDLE TURNING LANE. 2 BLOCKS FROM HOME - WAITED FOR TRAFFIC ALL TO GO BY - MADE LEFT TURN INTO PARKING LOT WITH. \*TR EXTREME DIFFICULTY. STRAIGHTENED UP BY BACKING UP - MADE ANOTHER RIGHT INTO PARKING SPACE BY BACKING UP AND INCHING FORWARD AND PULLING ON WHEEL TO TURN. WORDING CAME UP "POWER STEERING ASSIST FAULT" :SERVICE ADVANCE TRAC". DEALERSHIP PUT THRU IT'S PACES ON THE COMPUTER - COULD FIND NOTHING WRONG - AND DID NOT CHARGE. KEEPING OVERNIGHT AND SOMEONE GOING TO DRIVE IT. NEVER HAD ANYTHING LIKE THIS HAPPEN AND FORD SHOULD DEFINITELY BE LOOKING INTO THIS, IN MY OPINION. NEW SMYRNA BEACH FL Failure Date: 08/09/2014

14 10621248 2011 FORD FUSION Steering FRIDAY I HAD MY 3 YEAR OLD AND 5 YEAR OLD IN THE CAR AND WE WERE PULLING OUT INTO A BUSY HIGHWAY WHEN THE STEERING WHEEL LOCKED UP AND THE POWER STEERING ASSIST FAULT LIGHT CAME ON. IN A PANIC I TURNED THE CAR OFF AN ON AGAIN BUT IT DIDN'T FIX THE PROBLEM AND WE WERE STRANDED HORIZONTALLY IN THE MIDDLE OF THE ROAD, I LITERALLY USED ALL THE

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STRENGTH I HAD AND PULLED IT ONTO THE SIDE OF THE ROAD. THE POWER STEERING IS NOW OUT ALL TOGETHER. IS IT GOING TO TAKE SOMEONE DYING FOR FORD TO FIX THIS PROBLEM? MY BABIES COULD HAVE BEEN SERIOUSLY INJURED OR WORSE. \*TR WHITNEY TX Failure Date: 08/08/2014

14 10649578 2011 FORD FUSION Steering I WAS DRIVING WITH MY TWO CHILDREN GOING APROX 25 MPG, I ATTEMPTED TO TURN RIGHT INTO A PARKING LOT, AND POWER STEERING WAS COMPLETELY LOST. I THEN DROVE TO WORK APROX 20 MILES WITH NO POWER STEERING. I TOOK MY CAR INTO THE FORD DEALERSHIP, THEY SPENT 4 DAYS TRYING TO DETERMINE WHAT THE ISSUE WAS, AND ULTIMATELY DECIDED THE ENTIRE POWER STEERING NEEDED TO BE REPLACED, AT A COST OF \$1900.00. BEING A SINGLE PARENT, AND ONLY ONE VEHICLE, I WAS LEFT NO CHOICE BUT TO PAY AND GET THE CAR FIXED. \*TR NAPPANEE IN Failure Date: 08/08/2014

14 10620769 2011 FORD FUSION Steering WAS DRIVING ABOUT 35 COMING TO A STOP AND POWER STEERING STOPPED WORKING MESSAGE APPEARED ON DASH. SERVICE STABILITRAC SERVICE POWER STEERING AND TIRE MONITER. \*TR BENTON KY Failure Date: 08/06/2014

14 10620699 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. THE CONTACT STATED THAT WHILE DRIVING 60 MPH, THE POWER STEERING ASSIST AND THE SERVICE ADVANCED TRACT WARNING LIGHTS ILLUMINATED. THE CONTACT MENTIONED THAT THE POWER STEERING BECAME INOPERABLE. THE VEHICLE WAS TAKEN TO A DEALER WHERE THE DIAGNOSIS WAS UNDETERMINED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 36,000. UPDATED 6/8/15\*CN CHASKA MN Failure Date: 08/05/2014

14 10619316 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. THE CONTACT STATED WHILE DRIVING 55 MPH, THE VEHICLE LOST POWER STEERING WITH POWER STEERING AT FAULT ILLUMINATED ON THE INSTRUMENT PANEL. THE STEERING WHEEL WAS HARD



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TO TURN. THE VEHICLE WAS NOT TAKEN TO THE DEALER FOR A DIAGNOSTIC TESTING. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 100,000. ISLAND KY

Failure Date: 08/04/2014

14 10682681 2011 FORD FUSION Steering I WAS DRIVING AND A DING SOUND WAS PRESENTED SO I LOOKED AT THE DASHBOARD AND IT SAID POWER STEERING NEEDED. SO AS I WAS PARKING AND GOT OUT GOT BACK IN MY CAR AND CRANKED IT UP IT SAID POWER STEERING SERVICE NEEDED NOW AND AS I TOOK OFF TO DRIVE IT WAS HARD TO STEER THE WHEEL.

\*TR MOBILE AL Failure Date: 08/04/2014

14 10765329 2011 FORD FUSION Steering I WAS PARKED IN A PARKING LOT WHEN I PULLED OUT OF THE PARKING SPACE AND STALLED AND A CAR HIT ME . ON SEPTEMBER 18 I WAS ON MY WAY TO WORK WHEN PULLING OUT OF MY DRIVEWAY IT STALLED THEN ONCE I PULLED ON MY STREET AT 20MPH TO 25MPH THE POWER STEERING COMPLETELY STOPPED AND ADVANCED TRAC STOPPED ALSO MAKING IT IMPOSSIBLE TO DRIVE.

COLUMBIA MD Failure Date: 08/04/2014

14 10618592 2011 FORD FUSION Steering WE HAVE A HAD A FEW INCIDENTS RECENTLY WITH THE ELECTRICAL POWER STEERING IN OUR 2011 FORD FUSION JUST QUITTING AND THE CAR BEING HARD TO TURN. MOST WERE OCCASIONS COMING OFF A STOPPED OR SLOWING POSITION ON

REGULAR SUBURBAN ROADS. \*TR LAKEWOOD OH Failure Date: 08/02/2014

14 10618078 2011 FORD FUSION Steering DRIVING DOWN THE ROAD, AND THE CHECK POWER STEERING LIGHT CAME ON, AND SERVICE ADVANCETRAC ALSO. POWER STEERING THEN QUIT WORKING COMPLETELY.

\*TR NAPPANEE IN Failure Date: 08/01/2014

14 10618363 2011 FORD FUSION Steering MY DAUGHTER WAS DRIVING MY CAR AND ALL OF A SUDDEN POWER STEERING AND ADVANCE

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TRAC SYSTEM LIGHT DISPLAYS ON THE DASH, CUT THE CAR OFF AND RESTARTED NO CHANGE. WITH ALL THESE COMPLAINTS I PRAY THAT FOR DO SOMETHING ABOUT THIS, NOW MY CAR IS OUTSIDE IN THE PARKING LOT, NOT SURE IF IM GOING TO BE ABLE TO PAY TO GET IT FIX BC I WAS JUST LAID OFF MY JOB. \*TR TIMMONSVILLE SC Failure Date: 08/01/2014

14 10650875 2011 FORD FUSION Steering THE POWER STEERING ASSIST IS FAILING. IT WILL CONTINUALLY FAIL AND VEHICLE IS HARD TO STEER/CONTROL. NUMEROUS COMPLAINTS THIS VEHICLE NEEDS TO HAVE A RECALL ISSUED. \*TR KENNESAW GA Failure Date: 08/01/2014

14 10641921 2011 FORD FUSION Steering FIRST OCCURRENCE: WHILE DRIVING IN URBAN SETTING AND PREPARING TO MAKE A TURN, I LOST POWER STEERING ASSIST. HAVING DRIVEN CARS WITHOUT POWER STEERING, I WAS ABLE TO MANUALLY STEER TO CAR TO OUR DESTINATION. I TURNED THE CAR OFF FOR 10 MINUTES AND WHEN I RESTARTED, THE POWER STEERING OPERATED CORRECTLY. ADDITIONAL OCCURRENCES: WHEN STARTING THE CAR AND TRYING TO MOVE THERE IS NO POWER STEERING ASSIST. TURNING OFF THE KEY AND RESTARTING RESETS THE POWER STEERING. SOME OF THE TIME AN ERROR MESSAGE SHOWS UP INDICATING A POWER STEERING FAILURE AND SOMETIMES IT DOESN'T. \*TR CHERRY VALLEY IL Failure Date: 07/31/2014

14 10617802 2011 FORD FUSION Steering MY 16 TEEN YEAR OLD SON WAS DRIVING, HE IS ONLY ON A LEARNERS PERMIT WHEN THE LIGHTS AND CHIMES WENT OFF AND HE LOST POWER STEERING. IT TOOK ME AND HIM TO PULL IT OFF THE ROAD. THANK GOD HE WAS ON A STRAIGHT AWAY! SHUT THE CAR OFF AND IT RESET. NEXT DAY I AM DRIVING 50 MPH WHEN I LOOSE POWER STEERING I MANAGE TO STOP AND PULL OFF TO THE SIDE OF THE ROAD. TRIED THE TURN OFF TRICK AND DID NOT WORK. HUSBAND TOOK BATTERY CABLE OFF FOR 15 MIN, STILL NO LUCK. NOW IT SITS, IT IS NOT SAFE TO DRIVE, YOU NEED TWO PEOPLE TO TURN THE CAR! \*TR QUEEN CREEK AZ Failure Date: 07/28/2014

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14 10723530 2011 FORD FUSION Steering VACATION IN  
GATLINBURG TN. DRIVING OUT OF GATLINBURG TRACTION LIGHT CAME ON  
WITH SERVICE POWER STEERING LIGHT CAME ON DROVE TO PLACE TO  
CHECK IT TURNED CAR OFF LOOKED UNDER HOOD COULD NOT SEE  
ANYTHING WRONG GOT BACK IN CRANKED CAR SERVICE STEERING NOW  
LIGHT CAME ON AND CAR WOULD NOT STEER CALLED TOW TRUCK CARRIED  
CAR TO LOCAL FORD DEALER IN SEVIERVILLE TN COST 1970.00 TO REPAIR  
PLUS HAD TO STAY EXTRA THREE DAYS LOUIN MS Failure Date:  
07/27/2014

14 10628966 2011 FORD FUSION Steering I WAS TAKING OFF  
FROM MY PARENTS FRONT YARD WHEN I RECEIVED A MESSAGE STATING  
ADVANCTRAC POWER STEERING FAILURE THE FIRST TIME. I THEN WAS ON  
THE ROAD DRIVING AROUND 50 MPH WHEN I RECEIVED THE SAME MESSAGE  
ON AUGUST 10 2014 THEN AGAIN IT OCCURRED WHILE DRIVING 5 MPH IN A  
PARKING LOT AND TURNING I RECEIVED THE SAME MESSAGE AGAIN  
ADVANCTRAC POWER STEERING FAILURE IN READING ONLINE I AM NOT THE  
ONLY PERSON TO ENCOUNTER THIS PROBLEM AND I FEEL THIS IS A  
MANUFACTURER ISSUE AS ITS NOT ONLY ME. PLEASE ADVISE THANK YOU!  
\*TR EL PASO TX Failure Date: 07/24/2014

14 10627528 2011 FORD FUSION Steering TL\* THE CONTACT  
OWNS A 2012 FORD FUSION. THE CONTACT STATED WHILE DRIVING 5 MPH, A  
TRACTION CONTROL, SERVICE POWER STEERING MESSAGE ILLUMINATED ON  
THE CONTROL PANEL. SECONDS LATER, THE POWER STEERING STOPPED  
WORKING. THE VEHICLE WAS TAKEN TO THE DEALER WHO STATED THAT THE  
POWER STEERING RACK HAD AN INTERNAL FAILURE AND NEEDED TO BE  
REPLACED. THE VEHICLE WAS REPAIRED. THE FAILURE MILEAGE WAS  
63,145. SPARTA MI Failure Date: 07/23/2014

14 10615526 2011 FORD FUSION Steering I WAS DRIVING DOWN A  
RESIDENTIAL STREET GOING ABOUT 30 MPH AND ALL OF THE SUDDEN 3 LITTLE  
DINGS HAPPENED WHILE A LIGHT CAME UP WITH THE CAR THAT LOOKED LOP  
SIDED THEN ON THE ODOMETER IT SAID "POWER STEERING ASSIST FAULT". I

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COULD BARELY TURN THE CORNER AND GET HOME. LUCKILY I WAS ALMOST HOME, BUT BY THE TIME I GOT HOME I COULDN'T EVEN TURN THE WHEEL ANYMORE. IT WAS TERRIBLE. \*TR WEST JORDAN UT Failure Date: 07/22/2014

14 10637486 2011 FORD FUSION Steering I WAS DRIVING WITH MY CHILDREN IN THE CAR, AND THE POWER STEERING CUT OUT ON ME. FORTUNATELY, THERE WAS A SHOULDER TO PULL OFF ONTO AND NO CARS RIGHT BEHIND US. IT WAS VERY DIFFICULT TO TURN THE STEERING WHEEL AND VERY SCARY. THE POWER STEERING DID NOT RETURN, BUT I DID DRIVE IT DOWN THE ROAD TO A GARAGE WHERE I FOUND OUT THAT THE STEERING RACK WOULD NEED TO BE REPLACED AND THAT THIS IS A KNOWN ISSUE TO FORD, BUT THAT NO RECALL HAD BEEN ISSUED FOR MY VEHICLE. \*TR SOUTH BERWICK ME Failure Date: 07/22/2014

14 10615157 2011 FORD FUSION Steering WHILE DRIVING DOWN A VERY BUSY HIGHWAY AT 65MPH I ATTEMPTED TO CHANGE LANES TO AVOID A DRIVER THAT HAD JUST PULLED OUT IN FRONT OF ME. WHEN I TURNED THE WHEEL, HOWEVER, THERE WAS NO POWER STEERING AT ALL RESULTING IN THE TURN BEING MUCH SLOWER AND REQUIRING MORE TURNING POWER ON THE STEERING WHEEL THAN USUAL. I STOPPED AND PULLED OVER TO INVESTIGATE THE STEERING, BUT AFTER RECRANKING THE CAR THE STEERING RETURNED TO NORMAL. I HAD THE HOBBY SHOP ON BASE CHECK IT AND THERE WAS NOTHING WRONG WITH IT DIAGNOSTICIANS. HOWEVER AS I BACKED OUT OF THE HOBBY SHOP IT WENT OUT AGAIN. WHILE I AVOIDED AN ACCIDENT, THE SUDDEN DRAMATIC CHANGE IN THE POWER STEERING IS MAKING THE CAR INCREASINGLY DIFFICULT TO DRIVE BECAUSE IT IS UNPREDICTABLE. \*TR HAVELOCK NC Failure Date: 07/20/2014

14 10611273 2011 FORD FUSION Steering POWER STEERING ASSIST FAULT MESSAGE APPEARED WHEN THE CAR WAS STARTED. TURNING THE ENGINE OFF AD BACK ON DID NOT CORRECT THE PROBLEM. CAR HAS NO POWER STEERING NOW. I HAVE BEEN READING SIMILAR COMPLAINTS THY HAVE OCCURRED WHILE THE CAR IS IN MOTION. PLEASE INVESTIGATE THIS

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ISSUE BEFORE SOMEONE GETS HURT OR KILLED. A SIMILAR ISSUE WAS RECALLED IN OTHER 2011 MODEL FORD VEHICLES THAT HAD SIMILAR OR THE SAME STEERING SYSTEM. I'M THANKFUL THE ERROR OCCURRED AS I WAS PULLING OUT OF MY DRIVEWAY INSTEAD OF ON THE INTERSTATE. \*TR

ABINGDON VA Failure Date: 07/17/2014

14 10716958 2011 FORD FUSION Steering WHILE DRIVING UNDER NORMAL CONDITIONS THE POWER STEERING SUDDENLY STOPPED WORKING. WARNING MESSAGE ON DASH SAYS "POWER STEERING ASSIST FAILURE". BARELY AVOIDED A CRASH DUE TO UNABLE TO STEER VEHICLE NORMALLY. I TOOK TO THE DEALER AND THEY CHARGED ME \$250 TO TELL ME THEY COULD NOT IDENTIFY THE PROBLEM. THIS IS AN INTERMITTENT PROBLEM WHICH HAS REOCCURRED MORE THAN 10 TIMES SINCE AT SPEEDS BETWEEN 5 AND 65 MPH. IT HAPPENED AGAIN AT MY KIDS SCHOOL PARKING LOT AND I THOUGHT I WAS GOING TO HIT A PEDESTRIAN CHILD. IT HAS NOW STOPPED WORKING COMPLETELY AT 51,000 MILES. DEALER COULDN'T IDENTIFY THE PROBLEM BEFORE, FORTUNATELY NO ONE WAS HURT, YET. I FEAR THEY ARE GOING TO REPAIR WITH THE SAME DEFECT PRESENT MAKING THIS SAFETY HAZARD CONTINUE FOR THE LIFE OF THE VEHICLE. HOPEFULLY THERE ARE NO FATALITIES IN THE FUTURE BECAUSE NO ACTION OR RECALL WAS FORCED. RUBICON WI Failure Date: 07/17/2014

14 10610510 2011 FORD FUSION Steering POWER STEERING WENT OUT ON A 55 MPH ROAD AND THE WHINING NOISE IT MAKES IS UNBEARABLE. \*TR NICHOLASVILLE KY Failure Date: 07/13/2014

14 10610551 2011 FORD FUSION Steering 2011 FORD FUSION SEL, 26K MILES: POWER STEERING ASSIST FAULT LOCKED UP MY VEHICLE ON A MAIN ROAD, SENDING MYSELF AND MY LITTLE SISTER INTO ONCOMING TRAFFIC DURING OUR COMMUTE HOME. NOW MY CAR HAS NO POWER STEERING, AND I'M LEFT TRYING TO COMPREHEND JUST HOW LUCKY WE ARE TO BE ALIVE. THERE HAVE BEEN RECALLS ON THE 2011 FORD ESCAPE FOR THE EXACT SAME PROBLEM I AM FACING. AS I UNDERSTAND IT, THE POWER STEERING ASSEMBLY/MODULE IS THE SAME, IF NOT EXTREMELY SIMILAR TO

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THAT IN MY VEHICLE. IT'S TIME SOMEONE ADDED A RECALL FOR THE 2011 FORD FUSION TO THE RECALL LIST OF FAULTY POWER STEERING COLUMNS...BEFORE SOMEONE LIKE MY LITTLE SISTER GETS HURT. I SINCERELY HOPE WHOEVER ENDS UP READING THIS TAKES IT UPON HIS/HERSELF TO PROTECT THOSE OF US WHO STILL INVEST OUR MONEY AND WELL-BEING WITH FORD PRODUCTS. -[XXX] INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6).

\*TR EDMOND OK Failure Date: 07/11/2014

14 10618458 2011 FORD FUSION Steering I WAS DRIVING APPROX 40 MPH ONTO AN ON RAMP FOR A HIGHWAY. AS I STARTED ON THE RAMP MY STEERING WHEEL WOULD NOT TURN NORMALLY. IT TOOK TREMENDOUS EFFORT TO STEER IT. FORTUNATELY THERE WAS A DIRT ROAD OFF THE RAMP BACK TO THE ROAD I WAS ON AND I WAS ABLE TO MUSCLE THE CAR INTO A GAS STATION LESS THAN 1/4 MILE AWAY. \*TR PETERSBURG

VA Failure Date: 07/10/2014

14 10609782 2011 FORD FUSION Steering MULTIPLE TIMES MY POWER STEERING WOULD QUIT AND THROW A CODE "POWER STEERING ASSIST FAULT" "SERVICE ADVANCETRAC". WHEN I WOULD SHUT OFF THE CAR AND TURN IT BACK ON IT WOULD CORRECT ITSELF AND WHEN I TOOK IT TO THE SHOP THEY SAID NO CODE SHOWED. NOW THE POWER STEERING HAS WENT ALL THE WAY OUT WHILE I WAS DRIVING DOWN THE INTERSTATE AND WILL NOT CORRECT ITSELF, THE CODES JUST STAY THERE. THIS WAS VERY SCARY TO HAVE NO POWER STEERING DRIVING IN THE MIDDLE OF TRAFFIC!!

\*TR MURRAY IA Failure Date: 07/09/2014

14 10610841 2011 FORD FUSION Steering WHILE MY WIFE WAS DRIVING OUR 2011 FORD FUSION, THE "POWER STEERING ASSIST FAULT" LIGHT BECAME ILLUMINATED AND SHE LOST ALL POWER STEERING. SHE BECAME STRANDED IN A LANE OF ONCOMING TRAFFIC. SHE FINALLY TURNED THE VEHICLE OFF, WAITED A FEW SECONDS, AND RESTARTED THE VEHICLE. THE POWER STEERING FINALLY CAME BACK AND THE "POWER STEERING ASSIST FAULT" LIGHT SHUT OFF. AFTER TAKING THE VEHICLE INTO OUR

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LOCAL FORD DEALERSHIP, THE DIAGNOSTIC RECOMMENDED THE EPAS RACK BE REMOVED AND REPLACED. THIS SERVICE TOTALED OVER \$1,500. THIS FAILURE IN THE POWER STEERING FUNCTION IS POTENTIALLY LIFE-THREATENING. \*TR MUNCIE IN Failure Date: 07/09/2014

14 10611392 2011 FORD FUSION Steering THE POWER STEERING HAD BEEN FAILING IN THE CAR LAST YEAR. WAS GIVEN THE RUN AROUND BY FORD. FINALLY WAS ABLE TO HAVE THE STEERING GEARS REPLACED IN JANUARY FOR A HEFTY PRICE TAG, \$1400. A WEEK AGO IT STARTED FAILING AGAIN! IT FAILS WHEN THE CAR IS ON AND BEING DRIVEN, THEN IT WILL COME BACK AFTER THE CAR IS TURNED OFF AND ON AGAIN. TODAY, THE POWER STEERING FAILED AND WILL NOT COME BACK. I AM FURIOUS AS I HAVE PUT ALOT OF MONEY INTO THE CAR AND ACTUALLY LIKE THE FUSION. I AM JUST NOT ENJOYING THIS PROBLEM. \*TR LITTLESTOWN PA  
Failure Date: 07/09/2014

14 10615499 2011 FORD FUSION Steering OVER THE LAST FEW WEEKS THE STEERING WHEEL OF MY 2011 FUSION LOCKS UP EVERYDAY FROM A COLD START AND SOMETIMES AFTER BEING POWERED OFF FOR OVER AN HOUR. THE CAR WORKS AFTER TURNING IT OFF AND BACK ON. LUCKILY IT HASN'T LOCKED UP WHILE DRIVING (UNLIKE THE THROTTLE BODY PROBLEM WHICH CAUSED MY CAR TO TOTALLY STOP WHILE DRIVING AT 50MPH! IT WAS VERY SCARY!). I HAVE READ MANY REPORTS THAT SAY OTHER PEOPLE WITH THE SAME CAR HAVE HAD THE STEERING WHEEL LOCK-UP WHILE DRIVING AT A HIGH SPEED. I BOUGHT THE 2011 FUSION FOR MY 17 YEAR OLD TO DRIVE SINCE WE HAD GOOD LUCK WITH OUR 2008 (WITH HIGHER MILEAGE) AND 2013 FUSIONS. BUT, I WILL NOT ALLOW HER TO DRIVE THE 2011 UNTIL I GET THIS PROBLEM FIXED. THE FORD DEALER SAID IT WILL COST ME \$2,000 TO FIX THE STEERING PROBLEM. WHY IS FORD NOT RECALLING THE 2011 FUSION FOR THE "POWER STEERING" PROBLEM AND IT IS RECALLING OTHER FORD MODELS WITH THIS PROBLEM? IS MY 17 YEAR OLD DAUGHTER NOT IMPORTANT ENOUGH TO FIX WHAT IS OBVIOUSLY A KNOWN PROBLEM WITH MANY COMPLAINTS? I AM UPSET AND WILL END MY

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FAMILY'S 50 YEAR FAMILY TRADITION OF BUYING FORDS IF FORD DOESN'T  
RECOGNIZE THIS 2011 FORD FUSION PROBLEM. \*TR AURORA OH  
Failure Date: 07/08/2014

14 10608771 2011 FORD FUSION Steering POWER STEERING  
SUDDENLY WENT OUT WHILE TRAVELING AT 34-35 MPH. CAR DASH PROVIDED  
A POWER STEERING FAILURE NOTICE AND A SERVICE ADVANCED TRACK  
NOTICE. CALLED DEALERSHIP AND AM WAITING ON CALL BACK FROM MY  
SERVICE ADVISER. WAS IN A STRAIGHT AWAY, THANKFULLY NOT TURNING.  
\*JS WILMINGTON NC Failure Date: 07/07/2014

14 10641925 2011 FORD FUSION Steering WHEN STARTING,  
CONSOLE DISPLAYED "POWER ASSIST STEERING FAILURE". POWER STEERING  
WOULD NOT WORK. REQUIRED TURNING CAR OFF AND ON AGAIN (SOMETIMES  
MULTIPLE CYCLES) TO GET THE POWER STEERING WORKING. FORD DEALER  
READ CODE C200D (STEERING GEAR INTERNAL FAILURE), WHICH REQUIRED A  
NEW POWER STEERING RACK. FORD DID PAY HALF OF THE BILL, BUT MY HALF  
WAS STILL HIGH AT \$863. I WAS TOLD THIS FAILURE WOULD NOT OCCUR  
DURING DRIVING, HOWEVER I HAD READ AND HEARD THIS WAS NOT ALWAYS  
THE CASE. THEREFORE I HAD IT FIXED BEFORE IT FAILED WHILE DRIVING OR  
COMPLETELY FAILED WHICH WOULD REQUIRE A TOW. THIS SHOULD NOT  
HAPPEN WITH A CAR WITH 40,000 MILES ON IT AND JUST OVER 3 YEARS AFTER  
PURCHASE. THIS COMPONENT HAS NO DEALER REPLACEABLE PARTS WHICH  
MEANS THE CONSUMER HAS AN EXPENSIVE REPAIR. \*TR WELDON  
SPRING MO Failure Date: 07/07/2014

14 10641935 2011 FORD FUSION Steering AFTER STARTING THE  
VEHICLE AND ATTEMPTING TO PULL OUT OF A PARKING LOT, THE STEERING  
BECAME VERY DIFFICULT. THE CAR HAD TO BE PULLED INTO A SEPARATE  
PARKING LOT AND RESTARTED. AFTER RESTARTING, THE STEERING  
RETURNED TO NORMAL. IN THE FOLLOWING DAYS, WHEN THE CAR WAS  
STARTED, SOMETIMES THE STEERING WOULD BE VERY STIFF AND A WARNING  
WOULD DISPLAY ON THE INSTRUMENT PANEL. IN SOME CASES, TURNING THE  
CAR OFF AND BACK ON WOULD RESOLVE THE PROBLEM. EVENTUALLY THE



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PROBLEM COULD NOT BE FIXED BY RESTARTING THE CAR. I TOOK THE CAR TO THE FORD DEALERSHIP WHERE I WAS TOLD THAT THE GEAR ASSEMBLY HAD TO BE REPLACED. I HAD TO PAY OVER \$2,000 FOR PARTS AND LABOR SINCE MY CAR WAS 1 MONTH BEYOND ITS WARRANTY PERIOD AT THE TIME.

\*TR FORT MILL SC Failure Date: 07/07/2014

14 10608592 2011 FORD FUSION Steering I, WAS COMING HOME FROM VACATION IN OHIO WITH DAUGHTER AND MY TWO GRANDCHILDREN, I AM TRULY THANKFUL THAT I MADE IT HOME WHEN COMING INTO THE DRIVEWAY THE STEERING SYSTEM WHEN OUT AND AND HAD TO TURN VERY HARD TO GET IN THE DRIVING WAY, THIS HAPPEN ONE BEFORE LAST YEAR AND WHEN I TOOK IT IN THEY COULD NOT FIND ANYTHING WRONG. I, READ THE MANUAL AND LET THE CAR COOL OFF AND THIS IS THE NEXT DAY AND IT IS STILL SAYING THE SAME THING. I, HOPE A RECALL BE MADE ON THIS PROBLEM SOON. \*JS BIRMINGHAM AL Failure Date: 07/06/2014

14 10609318 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. THE CONTACT STATED THAT THERE WAS A SUDDEN LOSS OF POWER STEERING AS THE POWER STEERING WARNING LIGHT ILLUMINATED. THE VEHICLE WAS TOWED TO THE DEALER, WHO DIAGNOSED THAT THE POWER STEERING GEAR NEEDED TO BE REPLACED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 36,650. UPDATED 8/28/14\*CN THE CONSUMER STATED THE VEHICLE WAS REPAIRED. UPDATED 09/15/2014 \*JS BESSEMER AL Failure Date: 07/05/2014

14 10640767 2011 FORD FUSION Steering THE STEERING SYSTEM STOPPED IN APRIL 2014. I TURNED CAR OFF THEN BACK ON NO MORE PROBLEMS SO I THOUGHT IT TO BE A GLITCH. FINALLY JULY 4, 2014 POWER ASSIST DEFAULTED AGAIN FOR GOOD. I PURCHASED THE CAR AUGUST 22, 2013 FROM STATELINE AUTO GROUP. THEY'RE NOT A FORD DEALER SO THEY REFUSE TO DO ANYTHING STATING I NEED TO FIX MY CAR PROBLEM. IT IS AN ESTIMATED \$2100.00 REPAIR. THERE NEEDS TO BE A RECALL FOR THIS PROBLEM AS THERE ARE HUNDREDS OF PEOPLE WITH THE SAME ISSUE. TOO

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BAD I DIDN'T SEE THIS BEFORE HAND. FORD IS RECALLING THE 2013 FUSION FOR THE SAME PROBLEM. MY VEHICLE ACCORDING TO MY VIN..WAS BUILT IN A MEXICO FORDPLANT. PLEASE SOME ONE HELP. \*TR

PAINESVILLE OH Failure Date: 07/04/2014

14 10615912 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. THE CONTACT STATED THAT AFTER STARTING THE VEHICLE, THE POWER STEERING FAILED. THE POWER STEERING ASSIST ILLUMINATED ON THE INSTRUMENT PANEL. THERE WAS A CHIME THAT SOUNDED THROUGHOUT THE VEHICLE. THE VEHICLE WAS PULLED OVER AND WAS TURNED OFF. THE VEHICLE WAS RESTARTED THIRTY MINUTES LATER. THE VEHICLES STEERING WHEEL WOULD NOT MOVE. THE VEHICLE WAS TOWED TO THE DEALERSHIP. THE MANUFACTURER WAS NOT CONTACTED. THE FAILURE OCCURRED ON NUMEROUS OCCASIONS. THERE WAS NO DIAGNOSIS OR REPAIRS COMPLETED ON THE VEHICLE. THE FAILURE AND CURRENT MILEAGE WAS 27,542. NEW YORK NY Failure Date: 07/03/2014

14 10607917 2011 FORD FUSION Steering AS I WAS DRIVING MY 2011 FORD FUSION TO WORK THIS MORNING, THE STEERING WHEEL STARTED SHAKING FOR THE LAST 15 MINUTES OF THE DRIVE. I PARKED AND WENT INTO WORK. WHEN I STARTED THE CAR UP AFTER WORK, I HAD NO POWER STEERING. I PURCHASED SOME POWER STEERING FLUID, BUT COULD NOT FIND WHERE TO PUT IT IN. TOOK THE CAR TO THE FORD DEALERSHIP IN SARASOTA AND THEY SAID IT WAS A RACK AND PINION FAILURE AND THAT PART IS UNDER WARRANTY BUT THE RUINED TIRES ARE MY RESPONSIBILITY. THE TIRES WERE FINE YESTERDAY AND THE CAR ONLY HAS 74,000 MILES. \*TR VENICE FL Failure Date: 07/01/2014

14 10618298 2011 FORD FUSION Steering MY POWER STEERING IN MY VEHICLE HAS BEEN GOING OUT WHILE I DRIVE. (VERY SCARY) IT HAS HAPPENED APPROXIMATELY 4-5 TIMES. I READ THE MANUAL AND IT SAID IF "ASSIST FAILURE" COMES ON, TURN OFF THE ENGINE AND LET IT SIT FOR 10 SECONDS, THEN TURN VEHICLE ON TO RESET. THE FIRST 4-5 TIMES IT DID

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RESET AFTER DOING SO. THIS VERY LAST TIME, THE VEHICLE NO LONGER WAS RESETTING. IT REMAINS IN MY DRIVEWAY BECAUSE THE "ASSIST FAILURE" STAYS ON WITH NO POWER STEERING. I CALLED THE DEALERSHIP AND THE GENTLEMAN THAT I SPOKE WITH MENTIONED THAT THE 2010 HAS A RECALL OUT FOR THAT ISSUE BUT NOT YET THE 2011. I AM VERY UPSET THAT I DID NOT GET ANY ASSISTANCE WITH THIS MATTER DUE TO THE PROBLEM NOT BEING MY FAULT. \*TR                      FLAGSTAFF AZ      Failure Date: 07/01/2014

14    10628676    2011 FORD FUSION    Steering    TL\* THE CONTACT OWNS A 2011 FORD FUSION. THE CONTACT STATED THAT WHILE DRIVING AT NO PARTICULAR SPEED, THE VEHICLE LOST POWER STEERING AND THE POWER STEERING LIGHT ILLUMINATED. THE FAILURE OCCURRED ON SEVERAL OCCASIONS. THE VEHICLE WAS TAKEN TO THE DEALER WHO STATED THAT A NEW POWER STEERING RACK WAS NEEDED TO REPAIR THE VEHICLE. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 70,000.                      WALHALLA SC      Failure Date: 07/01/2014

14    10652469    2011 FORD FUSION    Steering    POWER STEERING FAILED NUMEROUS TIMES, THE LATEST OF WHICH WAS TODAY. USUALLY IT HAPPENS WHEN JUST DEPARTING THE DRIVEWAY, BUT IT ONCE HAPPENED WHILE MOVING ON A STREET - IT'S SCARY. I UNDERSTAND THE POWER STEERING IS ELECTRICAL. I HAD TO REPLACE THE BATTERY A COUPLE MONTHS AGO AND I THOUGHT THAT MIGHT HAVE TAKEN CARE OF THE PROBLEM, BUT IT HAS RECURRED WITHIN THE LAST COUPLE OF WEEKS. I BOUGHT THE CAR USED AND PURCHASED THE EXTENDED WARRANTY WHICH IS STILL IN EFFECT, BUT THE DEALER WAS UNABLE TO REPLICATE THE PROBLEM SO NO CURE WAS ABLE TO BE UNDERTAKEN. THE DEALER SAID IF WE WANTED TO, THEY COULD REPLACE THE STEERING MECHANISM FOR ABOUT \$2,000 WHICH WE DECLINED. \*TR                      MECHANICSBURG PA                      Failure Date: 07/01/2014

14    10713817    2011 FORD FUSION    Steering    BETWEEN JUNE 1ST AND JUNE 15, 2014, I BEGAN HAVING PROBLEMS WITH MY BATTERY NOT

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STARTING MY CAR. AFTER REMOVING THE CABLES AND CLEANING THEM, THE CAR SEEMED FINE FOR A FEW DAYS THEN IT WENT OUT. I REPLACED THE BATTERY AND THE CAR WORKED FINE. A FEW DAYS LATER, THE POWER STEERING QUIT WORKING. I LEARNED AT THAT TIME THAT MY CAR IS NOT EQUIPPED WITH HYDRAULIC POWER STEERING AFTER RESEARCHING ONLINE, I ALSO LEARNED THAT MY POWER STEERING OUTAGE WAS NOT UNIQUE AND THAT THERE WAS AN INVESTIGATION INTO THIS PROBLEM FOR MY MAKE, MODEL AND YEAR MODEL. I HAVE DRIVEN WITHOUT POWER STEERING THIS ENTIRE TIME BECAUSE I CANNOT AFFORD TO PAY THE HIGH DEALERSHIP DIAGNOSTIC FEES AND WHAT I'M SURE WILL BE EXPENSIVE REPAIRS SINCE 3 TWO DIFFERENT CALLS TO THE DEALERSHIP ABOUT THEIR EXPERIENCES WITH THIS PROBLEM WERE NOT ANSWERED WITH ANYTHING BUT "WE HAVE TO SEE IT FIRST...", EVEN THOUGH I ASKED ONLY ABOUT WHAT THEIR RECENT KNOWLEDGE AND EXPERIENCES WITH THIS PROBLEM HAVE BEEN. \*TR

FORT SMITH AR Failure Date: 06/27/2014

14 10617831 2011 FORD FUSION Steering FIRST TIME IT HAPPENED I WAS DRIVING THROUGH A PARKING LOT TO THE EXIT AND MY CAR'S STEERING SUDDENLY BECAME VERY TIGHT - I COULD NOT STEER IT, THE WARNING CHIMES TURNED ON, AND A WARNING STATEMENT APPEARED ON MY DASHBOARD REGARDING MY POWER STEERING. I STOPPED THE CAR. TURNED IT OFF AND THEN TURNED IT ON AND IT RETURNED TO NORMAL. SECOND TIME I WAS BACKING OUT OF A PARKING SPOT AND THE SAME THING HAPPENED THE STEER SUDDENLY BECAME VERY TIGHT - I COULD NOT STEER IT, THE WARNING CHIMES TURNED ON, AND A WARNING STATEMENT APPEARED ON MY DASHBOARD REGARDING MY POWER STEERING. I TURNED THE CAR OFF AND THEN BACK ON AND IT WENT AWAY. I TOOK THE CAR TO THE FORD DEALERSHIP THAT I PURCHASED IT FROM THEY DIAGNOSED THE CAR AND TOLD ME MY STEERING GEAR ASSEMBLY NEEDED REPLACED. SINCE THIS IS A SAFETY ISSUE AND I WAS AFRAID IT WOULD HAPPEN AT HIGHER SPEEDS I REPAIRED THE CAR (I WAS NO LONGER UNDER WARRANTY). I GOOGLED THIS ISSUE AND IT APPEARS THIS IS HAPPENING A LOT TO OTHERS.

\*TR LOUISVILLE OH Failure Date: 06/26/2014

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14 10606142 2011 FORD FUSION Steering I WAS ENTERING A HIGHWAY DURING RUSH HOUR AND GOING ABOUT 10 MPH AND THE POWER STEERING ASSIST FAULT LIGHT CAME ON. SINCE I WAS STUCK IN TRAFFIC I WAS FORCED TO ENTER THE HIGHWAY FOR ABOUT 1/2 MILE WITH NO CONTROL OVER MY STEERING. I EXITED THE HIGHWAY, TURNED OFF THE CAR FOR ABOUT 10 MIN AND RESTARTED. THE LIGHT WENT OFF AND POWER STEERING RETURNED. FROM READING OTHER POSTS, THIS SOUND LIKE I'M NOT THE ONLY ONE THIS HAS HAPPENED TO. NO POWER STEERING ON A BUSY TEXAS HIGHWAY DURING RUSH HOUR IS PRETTY SCARY. \*TR  
MIDLOTHIAN TX Failure Date: 06/25/2014

14 10610937 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. THE CONTACT STATED THAT WHILE DRIVING AT VARIOUS SPEEDS, THE POWER STEERING ASSIST FAULT WARNING INDICATOR ILLUMINATED ON THE INSTRUMENT PANEL AND THE POWER STEERING FAILED. THE VEHICLE RESUMED NORMAL OPERATION AFTER IT WAS RESTARTED. THE VEHICLE WAS TAKEN TO THE DEALER. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 84,000. MARENGO IL Failure Date: 06/25/2014

14 10822216 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. WHILE DRIVING AT LOW SPEEDS, THE STEERING WHEEL SEIZED AND THE BATTERY WARNING INDICATOR ILLUMINATED. THE FAILURE RECURRED NUMEROUS TIMES. THE CONTACT STATED THAT THE HEATED SEATS FAILED WITHOUT WARNING. THE VEHICLE WAS TAKEN TO A DEALER NUMEROUS TIMES WHERE THE FAILURE WAS NOT DUPLICATED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 78,000. SOUTH FIELD MI Failure Date:  
06/25/2014

14 10605607 2011 FORD FUSION Steering STEERING FEELS VERY LOOSE. WHEN I HIT THE BRAKES MY CAR STEERING FEELS VERY LOOSE.  
\*TR TOWNSEND DE Failure Date: 06/24/2014

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14 10606104 2011 FORD FUSION Steering DRIVING ALONG.  
COMPLETE LOSS OF POWER STEERING. THE DASHBOARD TELLS ME  
"SERVICE ADVANCE TRACK." I TURNED THE CAR ON AND OFF AND THE  
NORMAL STEERING RESUMES. THIS HAS BEEN GOING ON FOR A FEW WEEKS.  
NOW, POWER STEERING IS COMPLETELY SHOT. \*TR NEW  
ROCHELLE NY Failure Date: 06/24/2014

14 10643533 2011 FORD FUSION Steering DRIVING DOWN THE  
ROAD (CURVY) HEARD WARNING CHIME AND ELECTRICAL POWER STEERING  
ASSIST FAILURE SHOWED UP ON DASH READ OUT. VERY HARD TO STEER.  
TURNED ENGINE OFF AND IT RESET. HAPPENED 3 TIMES. TOOK CAR TO  
DEALER THEY REPLACED GEAR ASSY. NOT COVERED BY WARRANTY COST  
\$1454.24. \*TR HAMILTON OH Failure Date: 06/23/2014

14 10605395 2011 FORD FUSION Steering I WAS DRIVING ON THE  
FREEWAY WITH MY 5 YR OLD SON IN THE CAR AND SUDDENLY OUT OF  
NOWHERE MY POWER STEERING JUST STOPPED WORKING AND SAID SERVICE  
POWER STEERING NOW, I'VE NEVER IN MY LIFE HAD A POWER STEERING  
ISSUE THIS SOON ON ANY CAR AND I KNOW FOR HAS RECALLS ON OTHER  
MODELS FOR POWER STEERING SO I'M WONDERING IF IT'S RELATED.  
\*TR WILLOUGHBY OH Failure Date: 06/22/2014

14 10609757 2011 FORD FUSION Steering STARTED MY CAR AND  
NOTICED ERROR MESSAGE ON DASH: POWER STEERING ASSIST FAULT. I  
TRIED TO TURN THE WHEEL AND, SURE ENOUGH, I HAD NO POWER STEERING.  
AFTER A FEW MOMENTS OF CONFUSION I TURNED THE CAR OFF AND THEN  
STARTED IT BACK UP. THE ERROR WAS GONE AND MY POWER STEERING HAD  
RETURNED. I BORROWED MY GIRLFRIEND'S CAR AND DID NOT DRIVE MINE  
BECAUSE I WAS GOING TO BE GETTING ON THE INTERSTATE. I TOOK THE CAR  
TO THE DEALER THE NEXT DAY. THEY FOUND NO ERROR CODE SAVED IN THE  
COMPUTER AND WERE UNABLE TO REPRODUCE THE PROBLEM. THE SERVICE  
REP SAID THEY WERE AWARE OF THIS PROBLEM AND THAT FORD WAS  
PERFORMING A 2-STEP TROUBLESHOOTING PROCESS. STEP 1 CONSISTED OF  
THE TESTS THEY PERFORMED THAT DAY (?PINPOINT TEST B FOR CTC C200C

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FROM PSCM?). STEP 2 (IF PROBLEM RECURRED) WOULD CONSIST OF INSTALLING A ?NEW GEAR? INSIDE THE RACK AND PINION STEERING SYSTEM. I TOLD THE SERVICE REP THAT CONSENSUS ON ABOUTAUTOMOBILE.COM SITE SUGGESTS THE PROBLEM IS IN THE EPAS (ELECTRONIC POWER-ASSIST STEERING) CHIP WHICH IS EMBEDDED INSIDE THE RACK AND PINION SYSTEM ? WHICH CAN ONLY BE REPAIRED BY REPLACING THE ENTIRE SYSTEM (~\$2000). SO I ASKED WHAT ?STEP 2? (INSTALLING A NEW GEAR INSIDE STEERING) WOULD ACHIEVE. THEY HAD NO EXPLANATION OTHER THAN ?FORD THINKS MAYBE A FAULTY GEAR IS CAUSING THE ERROR?. MY SUSPICION IS THE GEAR REPLACEMENT WILL CHANGE THE NON-POWER STEERING GEAR RATIO TO MAKE IT EASIER TO STEER IN THE EVENT OF A REPEAT FAILURE. I TOLD HIM THIS ?POSSIBLE FIX? (NEW GEAR) LEAVES ME WITH LITTLE FAITH IN DRIVING MY CAR. WITH SO MANY REPORTS OF OTHERS HAVING THIS HAPPEN TO THEIR FUSION WHILE DRIVING, AND FORD HAVING NO CERTAINTY ABOUT INSTALLING THIS NEW GEAR BEING A DEFINITIVE RESOLUTION, HOW AM I TO TRUST THIS WON'T HAPPEN AGAIN WHILE I'M DRIVING? AND AM I REALLY SUPPOSED TO JUST WAIT UNTIL IT DOES HAPPEN AGAIN? AND JUST HOPE (PRAY!) THAT IT'S NOT AT A CRITICAL MOMENT?

\*TR PLANO TX Failure Date: 06/22/2014

14 10605026 2011 FORD FUSION Steering BOUGHT CAR, USED 2 WEEKS AGO. DRIVING STRAIGHT AT APPROXIMATELY 30 MPH AND THE POWER STEERING ASSIST WARNING LIGHT CAME ON. THE CAR WAS VERY DIFFICULT TO STEER. HAD TO SLOW WAY DOWN AND TURN CAR WITH BOTH HANDS TUGGING ON THE STEERING WHEEL AND BRING IT INTO A PARKING LOT. TURNED MOTOR OFF AND WAITED A MINUTE OR SO AS INSTRUCTED IN THE MANUAL. STARTED CAR AGAIN AND THE POWER STEERING WORKED. THE SAME THING HAPPENED THE NEXT DAY WHILE TRAVELING AT APPROXIMATELY 50MPH. REPEATED MANEUVER AND PULLED ONTO SHOULDER OF THE ROAD. WILL RETURN TO DEALER AS IT IS UNDER WARRANTY. HAD A 2009 FUSION AND LOVED IT. \*TR WEBSTER NY Failure Date: 06/20/2014

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14 10604472 2011 FORD FUSION Steering THE CAR WAS  
DIAGNOSED AS NEEDING A NEW RACK AND PINION. CAR MAKES LOUD NOISES  
WHEN TURNING, STOPPING, AND HITTING SMALL BUMPS. POSSIBILITY OF  
POWER STEERING FAILURE WHICH CAN LEAD TO CRASH. \*TR  
BLYTHEVILLE AR Failure Date: 06/17/2014

14 10605173 2011 FORD FUSION Steering WHEN I FIRST STARTED  
MY CAR, I NOTICE THE CHIMES GOING OFF LETTING ME KNOW IT WAS AN  
ERROR OR WARNING. I NOTICED IN THE DASH IT READ POWER STEERING  
ASSIST FAULT. I NOTICED THE STEERING WHEEL WAS VERY HARD TO TURN. I  
IMMEDIATELY TURNED OFF THE CAR AND RESTARTED AND THE MESSAGE  
WENT AWAY. THE VERY NEXT MORNING THE EXACT SAME THING HAPPENED.  
SO FOUR DAYS LATER IT HAPPENED ONLY TO FIND OUT ME RESTARTING  
WOULD NOT MAKE THE MESSAGE GO AWAY. SO NOW I AM WITHOUT POWER  
STEERING AND I HAVE READ SO MANY COMPLAINTS OF THE SAME AND  
NOTHING IS BEING DONE TO CORRECT THE ISSUE. NOTHING WILL HAPPEN  
UNLESS SOMEONE GETS HURT OR GOD FORBID KILLED. ITS TOO LATE THEN.  
FORD DOES NOT WANT TO BE RESPONSIBLE. \*TR CARY NC  
Failure Date: 06/16/2014

14 10606067 2011 FORD FUSION Steering I BOUGHT A USED 2011  
FORD FUSION SEL AND 58 DAYS LATER THE POWER STEERING WENT OUT AS I  
WAS BACKING OUT OF THE DRIVEWAY. IT CURRENTLY HAS 24,000 MILES ON IT  
AND IS IN EXCELLENT CONDITION. I WAS LUCKY THAT I WAS CLOSE TO HOME  
AND MY WIFE WASN'T DRIVING IT BECAUSE I HAD TO MUSCLE IT BACK ONTO  
THE DRIVEWAY, AS THE STEERING WAS VERY STIFF. I TOOK IT TO THE DEALER  
AND THEY WANT TO REPLACE A PART ( I'LL FIND OUT TOMORROW WHAT PART  
IT IS) BUT THEY DID SAY IT COULD COST ABOUT \$1600. THIS SEEMS TO BE A  
COMMON PROBLEM WITH THE FUSIONS AND A POTENTIALLY DANGEROUS  
ONE. IF THE POWER STEERING GOES OUT AT HIGH SPEEDS DRIVEN BY A  
SMALL PERSON IT IS A DISASTER IN THE MAKING. PLEASE HELP RESOLVE  
THIS PROBLEM! \*TR HOBART IN Failure Date: 06/15/2014



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14 10621014 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 55 MPH, THE SERVICE POWER STEERING LIGHT ILLUMINATED AND IT WAS VERY DIFFICULT TO STEER THE VEHICLE. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE VIN WAS UNAVAILABLE. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 63,000. MCCLAIN MS Failure Date: 06/14/2014

14 10598258 2011 FORD FUSION Steering SUDDEN LOSS OF POWER STEERING WHILE STOPPED IN TRAFFIC..RESOLVED ON RESTART...3RD SUCH INCIDENT OVER THE LAST SEVERAL MONTHS...OTHER INCIDENTS OF POWER STEERING LOSS HAVE OCCURRED WHILE AT FREEWAY SPEEDS AND ALSO WHILE WAITING AT STOP LIGHTS...RESOLVES ON RESTART...RESTARTS AT LESS THAN 30 SECONDS AFTER THE FAILURES WILL NOT SET TROUBLE CODES, SO THAT DIAGNOSIS IS NOT POSSIBLE... \*JS NORCO CA Failure Date: 06/13/2014

14 10604893 2011 FORD FUSION Steering WHILE DRIVING HOME FROM WORK ON A 35 MPH ROADWAY MY POWER STEERING QUIT. THE POWER STEERING WAS NO LONGER AVAILABLE. I HAD TO UTILIZE TWO HANDS AND AGGRESSIVELY TURN THE STEERING WHEEL INORDER TO TURN. I HAD AN EXTREMELY DIFFICULT TIME TURNING THE STEERING WHEEL AND MAKING A TURN. LEFT CAR ON SIDE OF ROADWAY UNTIL A TOW TRUCK TOOK IT AWAY. \*TR HAMBURG NY Failure Date: 06/12/2014

14 10607700 2011 FORD FUSION Steering ABOUT A MONTH AGO THE POWER STEERING WENT OUT COMPLETELY AND HASN'T COME BACK. IT IS DIFFICULT TO DRIVE AND STEER. AFRAID TO DRIVE IT FOR FEAR OF CRASHING IF ANYTHING ELSE GOES WRONG WHILE ON THE HIGHWAY. I RECEIVED THE "CUSTOMER SATISFACTION PROGRAM" RECALL FOR THE THROTTLE BODY - WHICH DID NOT FIX THE STEERING PROBLEM. IN ADDITION TO THIS SITE, IF YOU GOOGLE THIS ISSUE YOU CAN FIND NUMEROUS COMPLAINTS FOR THE SAME PROBLEM. I CONTACTED FORD AND WAS TOLD THEY DO NOT HAVE ANY ISSUES WITH THIS CAR, COMPLAINTS OR RECALLS

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FOR STEERING PROBLEMS. THEY ARE NOT ACCEPTING RESPONSIBILITY. BASED ON THE STAGGERING AMOUNT OF COMPLAINTS IT IS OBVIOUSLY A MANUFACTURER'S DEFECT AND I DON'T FEEL I SHOULD PAY FOR THE REPAIRS. \*TR                      MARSHALL VA      Failure Date: 06/11/2014

14    10619548    2011 FORD FUSION    Steering    TL\* THE CONTACT OWNS A 2011 FORD FUSION. WHILE DRIVING APPROXIMATELY 40 MPH, THE POWER STEERING FAILED AND THE POWER STEERING FAULT WARNING INDICATOR ILLUMINATED ON THE INSTRUMENT PANEL. THE CONTACT EXPERIENCED DIFFICULTY TURNING THE STEERING WHEEL. THE FAILURE RECURRED MULTIPLE TIMES. THE DEALER WAS UNABLE TO DUPLICATE THE FAILURE. THE VEHICLE WAS NOT REPAIRED AND THE MANUFACTURER WAS NOTIFIED. THE APPROXIMATE FAILURE MILEAGE WAS 40,000.

TECUMSEH MI      Failure Date: 06/07/2014

14    10621560    2011 FORD FUSION    Steering    THE FIRST INCIDENT WAS AT WORK AROUND THE BEGINNING OF JUNE 2014, I TURNED ON THE CAR TO LEAVE AND THE "POWER STEERING ASSIST FAULT" MESSAGE CAME UP AND I HAD NO POWER STEERING. I TURNED THE CAR OFF AND THEN BACK ON AGAIN AND EVERYTHING WORKED. I MENTIONED IT TO THE DEALER AND I WAS TOLD NOT TO WORRY ABOUT IT. IT HAPPENED ABOUT 5 MORE TIMES OVER THE NEXT TWO MONTHS WHILE AT HOME AND WORK. IT WOULD HAPPEN WHEN I WOULD FIRST TURN ON THE CAR, I WOULD SHUT THE CAR OFF AND THEN RESTART THE CAR. THIS LAST TIME, AUGUST 8, 2014 I WAS AT HOME AND TURNED ON THE CAR, I RECEIVED THE "POWER STEERING ASSIST FAULT" MESSAGE AGAIN. I TURNED MY CAR OFF AND THEN BACK ON AND IT DID NOT RESET THIS TIME. I TRIED TO RESTART MY CAR 4 TIMES AND IT DIDN'T FIX THE PROBLEM. I CALLED THE DEALER AND I WAS TOLD TO DISCONNECT MY BATTERY AND THAT MIGHT HELP RESET IT. THIS ALSO DID NOT WORK. I HAD MY CAR TOWED IN TO THE DEALER AND I AM NOW BEING TOLD THAT I MIGHT NEED TO HAVE THE POWER STEERING GEAR BOX REPLACED AND THIS WILL BE EXPENSIVE. I KNOW THERE ARE MANY OTHER MODELS OF FORD CARS IN MY YEAR THAT ARE HAVING THIS PROBLEM AND I AM BEING TOLD BY THE

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DEALER THAT IT IS NOT RELATED. WE WILL SEE HOW MUCH FORD HELPS WITH OR NOT. \*TR VALENCIA CA Failure Date: 06/06/2014

14 10609066 2011 FORD FUSION Steering STARTED MY CAR STEERING WHEEL WAS VERY STIFF NO POWER STEERING TURNED CAR OFF AND BACK ON POWER STEERING WORKED. JUNE 20, 5 TIMES THIS HAPPENED WHILE DRIVING STEERING JUST WENT OUT. GOT OFF ROAD RESTARTED CAR HAD POWER STEERING. TODAY JULY 8 POWER STEERING WENT OUT WOULD NOT RESET WHEN TURNING CAR OFF AND ON HAVE NO POWER STEERING AT ALL NOW. \*JS GAINESVILLE FL Failure Date: 06/02/2014

14 10643406 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. WHILE DRIVING APPROXIMATELY 75 MPH, THE POWER STEERING WARNING INDICATOR ILLUMINATED AND THE POWER STEERING FAILED. THE VEHICLE WAS RESTARTED AND THE FAILURE RECURRED. THE DEALER STATED THAT THE RACK AND PINION AND THE POWER ASSIST PUMP NEEDED TO BE REPLACED. IN ADDITION, THE COMPUTER SYSTEM NEEDED TO BE REPROGRAMMED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED AND STATED THAT THE VEHICLE WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 13V232000 (STEERING) AND NHTSA ACTION NUMBER: PE14030 (STEERING). THE APPROXIMATE FAILURE MILEAGE WAS 107,000. COLUMBUS IN  
Failure Date: 06/02/2014

14 10595317 2011 FORD FUSION Steering POWER STEERING ASSIST FAULTS OUT. HAVE TO TURN THE CAR OFF AND TURN BACK ON. VERY DANGEROUS. HAS HAPPENED 3 TIMES NOW. \*TR  
CLARKSVILLE TN Failure Date: 05/31/2014

14 10605646 2011 FORD FUSION Steering WHILE DRIVING ALONG THE HIGHWAY MY GAUGES ON THE INSTRUMENT PANEL WENT OUT MOMENTARILY, AND THEN CAME BACK ON WITH THE MESSAGE "SERVICE ADVANCETRAC." I DIDN'T THINK MUCH ABOUT IT BECAUSE IT WENT AWAY WHEN I TURNED MY CAR OFF AND BACK ON. A COUPLE WEEKS LATER

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(STARTING JUNE 16TH) THE INSTRUMENT PANEL KEPT GOING OUT EVERY TIME I DROVE THE VEHICLE, AND MULTIPLE MESSAGES CAME UP IN THE MESSAGE CENTER ABOUT GETTING MY BRAKE SYSTEM CHECKED AND ALL FOUR TIRE PRESSURES WERE LOW. ALONG WITH THESE OTHER MESSAGE CENTER MALFUNCTIONS, THE ANTI-THEFT SECURITY SYSTEM WAS MALFUNCTIONING AND NOT RECOGNIZING EITHER KEY I HAVE FOR THE CAR. A COUPLE OF TIMES IT TOOK 20 MINUTES OF TRYING AND HOPING TO GET THE VEHICLE TO RECOGNIZE THE KEY. I TOOK IT IN TO THE DEALERSHIP, AND NOW I HAVE TO PAY \$2000 TO GET MY POWER STEERING MODULE REPLACED. I AM COMPLETELY DISAPPOINTED THAT MY 2011 FORD NEEDS TO HAVE ITS POWER STEERING REPLACED AT NOT EVEN 60000 MILES. \*TR SAGINAW

MI Failure Date: 05/29/2014

14 10594382 2011 FORD FUSION Steering WHILE DRIVING AT ABOUT 57 MPH WITH CRUISE CONTROL ON, THE DASH SHOWED THE FOLLOWING TEXT (APPROX.) "POWER STEERING ASSIST FAILURE" / "SERVICE ADVANCETRAC" AND THE STEERING WHEEL WAS VERY DIFFICULT TO TURN. I PULLED OFF THE ROAD APPROXIMATELY 1000FT AHEAD AND SHUT OFF THE CAR. UPON RESTARTING THE CAR, THE STEERING SEEMED TO BE WORKING FINE BUT MY TRUST IN THE VEHICLE'S SAFETY JUST DROPPED HUGE.

\*TR JORDAN MN Failure Date: 05/27/2014

14 10648141 2011 FORD FUSION Steering WHILE DRIVING TO WORK ALL OF A SUDDEN MY ADVANCE TRAC LIGHT WENT ON AND THERE WAS NO STEERING AT ALL. ALL THE LIGHTS WENT DEAD AND I HAD TO STOP IN THE MIDDLE OF THE STREET. I TRIED TO GET THE CAR TO THE SIDE OF THE ROAD BEFORE STOPPING BUT WASN'T ABLE TO MANEUVER IT, IT WAS TOO HARD TO STEER. AFTER STOPPING SHORT I FINALLY WAS ABLE TO FORCE THE STEERING WHEEL TO TURN AND MOVED TO THE SIDE OF THE ROAD. I READ THE MANUAL AND IT SAID TURN OFF THE CAR AND RESTART, I DID AND NOTHING HAPPENED. I CALLED AAA AND THEY TOWED ME TO FORD IN TOMS RIVER, NJ. IT COST ME \$2,152.14 FOR THE STEERING RACK TO BE REPLACED AS WELL AS HAVING MY CAR FOR 6 DAYS AND HAVING TO RENT A CAR FOR

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ADDITIONAL COSTS. \*TR TOMS RIVER NJ Failure Date:  
05/22/2014

14 10670363 2011 FORD FUSION Steering THE POWER STEERING IS NOT WORKING.THE VEHICLE IS HARD TO MAKE TURNS. I ONLY HAD THIS CAR ALMOST 3 YEARS AND I PURCHASED IT USED. THE POWER STEERING IS GONE AND I HAVE SEEN A LOT OF COMPLAINTS ABOUT THIS MODEL WITH POWER STEERING PROBLEMS. I KNOW THERE SHOULD BE SOME KIND OF RECALL ON THIS VEHICLE. I CAN NOT AFFORD TO HAVE THIS FIXED. I AM HOPING THAT YOU ALL WILL CHECK INTO THIS. IT IS UNSAFE. I AM CONSIDERING THE NEWS ABOUT THIS BECAUSE I KEEP GETTING THE RUN AROUND. I LOVE MY CAR AND I JUST CAN'T AFFORD TO HAVE IT FIXED BECAUSE OF THIS MECHANICAL PROBLEM. ERWIN NC  
Failure Date: 05/22/2014

14 10592914 2011 FORD FUSION Steering PULLED OUT OF A PARKING LOT ONTO A MAIN STREET WHEN VEHICLE LOST ALL POWER. IT WAS DARK AND THE CAR IS BLACK AND I FEARED SOMEONE WOULD HIT ME SINCE THE HAZARD FLASHERS WERE NOW INOPERATIVE. VEHICLE HAD TO BE PUSHED ONTO A SIDE ROAD. A SIMILAR INCIDENT OCCURRED IN JULY 2013 BUT THE VEHICLE WAS IN THE GARAGE AT THE TIME SO IT WASN'T A SAFETY ISSUE. AT THAT TIME THE DEALER INSTALLED A NEW BATTERY SINCE THE ORIGINAL HAD SO MUCH CORROSION THAT IT ATE AWAY AT THE POSITIVE BATTERY POST. I NO LONGER FEEL SAFE DRIVING THIS CAR AND WILL BE CONTACTING THE DEALER TOMORROW. \*TR WARREN MI  
Failure Date: 05/20/2014

14 10595967 2011 FORD FUSION Steering DRIVING VEHICLE THROUGH A PARKING GARAGE AND THE POWER STEERING WENT OUT. NO POWER STEERING ASSIST AVAILABLE. A PROMPT CAME UP ON DASHBOARD STARTING "POWER STEERING ASSIST FAILURE." \*TR SYLMAR CA  
Failure Date: 05/19/2014

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14 10599066 2011 FORD FUSION Steering WHILE DRIVING THE CAR LOST ITS POWER STEERING. THE POWER STEERING ASSIST FAULT WARNING APPEARED ON THE DASHBOARD. THE CAR WAS SHUTOFF AND RESTARTED AND THE POWER STEERING HAD BECOME FUNCTIONING AGAIN. LATER, WHILE DRIVING THE CAR AGAIN IT LOST POWER STEERING AND THE POWER STEERING ASSIST FAULT CAME ON AS WELL AS THE SERVICE ADVANCETRAC WARNING. THE CAR IS DANGEROUS TO OPERATE - THIS SHOULD SIMPLY NOT HAPPEN WHILE DRIVING. PLEASE HAVE FORD RECOGNIZE THIS PROBLEM AND TAKE RESPONSIBILITY. THERE HAVE BEEN FREQUENT COMPLAINTS ABOUT THESE EXACT EVENTS HAPPENING TO THE FUSION MODEL. HAVE BEEN INFORMED THAT THE REPAIR BILL MAY BE OVER \$2K. \*TR WEST ROXBURY MA Failure Date: 05/18/2014

14 10595761 2011 FORD FUSION Steering WAS DRIVING IN AN AREA OF STOP LIGHTS AND LOW SPEED, SERVICE POWER STEERING CAME ON AS WELL AS SERVICE ADVANCETRAC. DID NOT KNOW AT THE TIME WHAT IT MEANT, PARKED CAR AND CAME BACK, HAD NO STEERING. HAD THE VEHICLE TOWED TO CLOSEST FORD DEALERSHIP AND WAS ESTIMATED AT \$2000 REPAIR, HAD IT TOWED TO MY PERSONAL MECHANIC WHO HAS SERVICED MY CAR SINCE I PURCHASED IT. HE FIXED THE PART FOR SIGNIFICANTLY LESS AND WITH A WARRANTY. I RECEIVED MY CAR MAY 22ND. LAST NIGHT, JUNE 2ND WAS DRIVING IN LOW SPEED AREA WHEN SAME WARNINGS CAME ON, DECIDED TO DRIVE IT 2 HOURS HOME SO MY MECHANIC CAN INVESTIGATE FURTHER WITH THE DEALERSHIP I BOUGHT THE VEHICLE FROM TO SEE WHAT THE PROBLEM IS. I HAD NOT EVEN HAD MY CAR FOR TWO FULL WEEKS. VERY FRUSTRATED WITH THE FORD DEALERSHIP SAYING THAT IT WAS MY FAULT FOR NOT BRINGING THE CAR IN AS SOON AS THE WARNINGS CAME ON THE SCREEN, THEY ALSO ACCUSED IT OF BEING MY FAULT FOR "IGNORING" A CHECK ENGINE LIGHT WHEN MY MECHANIC ALWAYS CHECKS IT AND CLEARS IT BUT IT CONTINUES TO APPEAR, IT IS A "EVAP" CODE, MEANING I'M NOT GETTING THE MAXIMUM MILEAGE THAT THE CAR WAS DESIGNED FOR BUT IT DOES NOT AFFECT THE PERFORMANCE OF THE CAR. I HAVE REPEATEDLY CONFIRMED THIS AS TO AVOID ANY CAR TROUBLES SINCE I AM LIVING 2

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HOURS FROM HOME AT SCHOOL. VERY UNPROFESSIONAL CUSTOMER SERVICE AND HAVE DECIDED THAT I WILL NOT BE BUYING FORD VEHICLES IN THE FUTURE. VERY DISAPPOINTED BECAUSE I ENJOYED DRIVING THIS CAR.

\*TR BREMEN ME Failure Date: 05/12/2014

14 10717226 2011 FORD FUSION Steering THE FIRST TIME MY DAUGHTER AND I WAS BACKING OUT DRIVEWAY POWER STEERING WARNING CAME ON . I COULD NOT STEER MY CAR .I LIVE ON A VERY BUSY STREET MY NEIGHBOR CAME OUT AND PUSHED US BACK IN MY DRIVEWAY. NOW BARELY A YEAR LATER IT HAS GONE OUT AGAIN THIS TIME IN WAS DRIVING ON 31 W BYPASS AND BARELY MADE IT OFF ROAD. \*TR BOWLING GREEN KY Failure Date: 05/07/2014

14 10587133 2011 FORD FUSION Steering POWER STEERING FAILURE. DRIVING AT 35MPH WHEN SERVICE POWER STEERING NOW WARNING CAME ON. TURNED THE CAR OFF, WHEN TURNED BACK ON, CAR HAD NO POWER STEERING. TOOK CAR TO DEALER AND WAS TOLD THAT IT NEEDED A NEW POWER STEERING RACK AND REPAIRS TO COST 1500+ DOLLARS. \*TR SARASOTA FL Failure Date: 05/06/2014

14 10593136 2011 FORD FUSION Steering I STARTED THE CAR UP AND A WARNING READ POWER STEERING ASSIST FAULT. RESTARTED THE CAR AND NO PROGRESSIVE . A LITTLE OVER TWO WEEKS LATER, I STARTED THE CAR AND IT THEN READ SERVICE ADVANCETRAC IN ADDITION TO PREVIOUS WARNING. \*TR SAINT CLOUD FL Failure Date: 05/05/2014

14 10596293 2011 FORD FUSION Steering OUR POWER STEERING WHEN OUT AS WE WERE DRIVING OUR DAUGHTER TO SCHOOL. VERY UNSAFE AND WE HAD WARRANTY THAT MAGICALLY DIDN'T COVER OUR POWER STEERING. WE WERE TOLD AT THE DEALER THAT OUR TIRES MADE THE RACK FALL OUT OF PLACE, BUT WHEN WE VISITED A FEW OTHER MECHANICS, THEY SAID THAT WAS UNHEARD OF AND THAT IT WAS A GIANT GLITCH. PLEASE DON'T DO A RECALL ON JUST THE FLOORMATS...OBVIOUSLY THERE IS A HUGE

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FLAW IN THE STEERING AS WELL AND WE DON'T HAVE \$2000 TO JUST SHELL OUT TO GET IT FIXED. \*TR SARASOTA FL Failure Date: 05/05/2014

14 10598612 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. THE CONTACT STATED WHILE STARTING THE IGNITION THERE WAS A LOSS OF POWER STEERING WITHOUT WARNING. AFTER TURNING THE VEHICLE OFF AND RESTARTING IT THE VEHICLE WOULD FUNCTION NORMALLY BUT THE FAILURE RECURRED FOUR TIMES. THE MOST RECENT FAILURE OCCURRED WHEN THE POWER STEERING FAILED TO AGAIN UPON STARTING THE VEHICLE. THE VEHICLE HAD NOT BEEN DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE VIN WAS UNAVAILABLE. THE APPROXIMATE FAILURE MILEAGE WAS 54,000.

PITTSBORO IN Failure Date: 05/01/2014

14 10744842 2011 FORD FUSION Steering I TOOK MY CAR IN FOR A RECALL (15S18) AND ALL THEY DID WAS RESET MY SENSOR. THE CODE MY CAR THREW WAS NOT IN A LIST OF CODES THAT WOULD WARRANT A GEAR REPLACEMENT. THE PROBLEM IS THAT I HAVE HAD THE POWER STEERING FAIL AT LEAST 6 TIMES IN THE LAST YEAR AND I DO NOT FEEL THAT THEY WERE TAKING THAT SERIOUSLY. THEY BASICALLY STATED AT THE DEALERSHIP THAT IF I WANTED IT FIXED I WOULD HAVE TO PAY FOR IT. I CALLED THE FORD COMPANY AND THEY WERE ALSO NOT HELPFUL. THEY STATED THAT IF IT HAPPENS AGAIN I CAN BRING IT BACK TO BE CHECKED AND IT IS STILL FIXABLE UNTIL 12/31/2015. I FEEL THAT IF I AM IN AN ACCIDENT NOW BECAUSE OF THIS THEY WILL BE NEGLIGENT IN THEIR DUTIES BECAUSE OF THIS RECALL AND I DO NOT KNOW WHAT TO DO NEXT. DO I HAVE AN RECOURSE? WEST BOUNTIFUL UT Failure Date: 05/01/2014

14 10587044 2011 FORD FUSION Steering I WAS DRIVING AT 35 MPH, AND SLOWING DOWN TO ABOUT 25 MPH TO MAKE A RIGHT HAND TURN TO ENTER A MERGE LANE, AND MY FUSION'S MESSAGE CENTER FLASHED "SERVICE ADVANCETRAC" AND "SERVICE POWER STEERING NOW" MESSAGES, FOLLOWED BY THE AUDIBLE CHIMES. I NOTICED A FAILURE OF THE POWER STEERING SYSTEM, AND IT REQUIRED GREAT STRENGTH AND EFFORT TO



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GET THE VEHICLE TO TURN RIGHT TO ENTER THE MERGE LANE, ALMOST TOOK ME INTO THE STANDARD LANE. STEERING WAS EXTREMELY DIFFICULT FROM THAT POINT ON, ESPECIALLY AT LOW SPEEDS. FORD DEALER DIAGNOSED THE ISSUE, SAID THE PSCM HAD FAILED. THEY HAD TO REPLACE THE STEERING RACK BECAUSE ALL THE ELECTRONICS ARE INTEGRATED INTO IT. \*TR

ENID OK Failure Date: 04/29/2014

14 10584760 2011 FORD FUSION Steering DRIVING IN RAIN APPROXIMATELY 40 MPH ON TWO LANE BLACKTOP HIGHWAY CHIMING STARTED THEN ERROR CODES, "SERVICE ADVANCETRAC" & "SERVICE POWER STEERING NOW" WARNINGS DISPLAYED ON DASH. STEERING BECAME EXTREMELY HARD TO MANEUVER CONTINUED TO DRIVE THE VEHICLE APPROXIMATELY 10 MORE MINUTES. I THEN TURNED THE VEHICLE OFF AND LET THE VEHICLE SIT FOR AN HOUR. I NEVER PULLED KEY FROM IGNITION. I RESTARTED THE VEHICLE, STEERING BECAME EVEN MORE DIFFICULT TO MANEUVER. I DROVE MY CAR APPROXIMATELY 2 MORE MILES AND THEN SHUT THE VEHICLE OFF AGAIN. I WAITED APPROXIMATELY 2 MORE HOURS THIS TIME BEFORE RESTARTING MY VEHICLE. THE STEERING WHEEL BECAME ALMOST IMPOSSIBLE TO TURN. I EXPERIENCED AN EXTREMELY UNSAFE VEHICLE WHILE DRIVING APPROXIMATELY 25 TO 35 MPH FOR 12 MILES TO REACH MY DESTINATION. THIS VEHICLE WAS THEN PARKED AND WILL BE TOWED TO A REPAIR FACILITY TO TROUBLE SHOOT THIS SAFETY ISSUE. I HAVE TWO YOUNG DAUGHTERS THAT ARE IN THIS VEHICLE ON A REGULAR BASIS AND I AM TREMENDOUSLY CONCERNED FOR THEIR SAFETY AND THAT OF OTHERS WHO COULD BE HARMED IF THIS INCIDENT SHOULD HAPPEN AGAIN WHILE DRIVING. I DRIVE 900 MILES A WEEK TO AND FROM MY JOB. I CAN NOT MORALLY PUT OTHERS AT RISK AND AFTER SEEING SO MANY COMPLAINTS ONLINE, I BELIEVE THAT THIS IS A SEVERE SAFETY ISSUE THAT FORD MOTOR COMPANY SHOULD BE FINANCIALLY RESPONSIBLE FOR AND ADDRESS IN A TIMELY FASHION BY RECALLING AND REPAIRING ANY NECESSARY PARTS AND LABOR BEFORE A SERIOUS INJURY OR FATALITY OCCURS. \*TR CAPE GIRARDEAUMO Failure Date: 04/24/2014

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14 10689873 2011 FORD FUSION Steering NOT SURE OF THE EXACT DATE OF THE FIRST TIME THIS HAPPENED BUT I PUT IN THE CORRECT MONTH, HOWEVER THE SAME PROBLEM HAS HAPPENED AGAIN JUST FRIDAY FEB. 13, 2015 LESS THAN A YEAR FROM THE FIRST TIME IT HAPPENED. WHILE DRIVING DOWN THE ROAD THE POWER STEERING ON THE CAR JUST WENT OUT WITHOUT WARNING, THIS TIME THERE WAS ICE ON THE ROAD AND I HAD MY 8YR OLD CHILD ON THE CAR. I DID NOT HAVE TO PAY DUE TO THE CAR STILL BEING UNDER WARRANTY AND SEEING THAT IT HAS BEEN LESS THAN A YEAR BEING REPAIRED I HOPE IT IS STILL COVERED. THERE HAS TO BE A PROBLEM WITH THIS SYSTEM AND I HOPE FORD MOTOR COMPANY AND/OR THE MAKER OF THIS PART FIND A WAY TO FIX IT. I HAVE OWNED FORDS/ MERCURY'S MOST OF MY DRIVING LIFE AND NEVER HAD A SERIOUS PROBLEM LIKE THIS. \*TR GARYSBURG NC Failure Date: 04/19/2014

14 10583577 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. THE CONTACT STATED THAT WHILE TRAVELING VARIOUS SPEEDS, THE POWER STEERING AND STABILITRAC WARNING LIGHTS ILLUMINATED AND THE VEHICLE BECAME DIFFICULT TO STEER. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS FOUND THE POWER STEERING PUMP AND RACK NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS CONTACTED ABOUT THE FAILURE. THE FAILURE MILEAGE WAS 74,000. UPDATED 6/10/14\*CN FORT MEADE FL Failure Date: 04/17/2014

14 10596603 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 10 MPH, THE POWER STEERING INTERMITTENTLY FAILED WITHOUT WARNING. THE FAILURE WAS RECURRING AND THE VEHICLE WOULD BECOME INCREASINGLY DIFFICULT TO CONTROL. THE VEHICLE WAS TAKEN TO A DEALER. THE TECHNICIAN DIAGNOSED THAT THE POWER STEERING ASSIST NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE

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WAS 60,000 AND THE CURRENT MILEAGE WAS 69,000. WEST POINT  
VA Failure Date: 04/17/2014

14 10633134 2011 FORD FUSION Steering TL\* THE CONTACT  
OWNS A 2011 FORD FUSION. THE CONTACT STATED THAT WHILE DRIVING 40  
MPH, THERE WAS A LOSS OF POWER STEERING AND THE WARNING  
INDICATORS WERE ILLUMINATED. THE CONTACT WAS ABLE TO MANEUVER  
THE VEHICLE TO THE SIDE OF THE ROAD WHERE THE VEHICLE STALLED. THE  
CONTACT WAS ABLE TO RESTART THE VEHICLE. THE PROBLEM HAS  
RECURRED SEVERAL TIMES. THE VEHICLE WAS TAKEN TO A DEALER. THE  
VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT  
NOTIFIED ABOUT THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS  
84,000. MEMPHIS TN Failure Date: 04/15/2014

14 10651026 2011 FORD FUSION Steering TL\* THE CONTACT  
OWNS A 2011 FORD FUSION. THE CONTACT STATED THAT WHILE DRIVING AT  
APPROXIMATELY 5 MPH, THE STEERING WHEEL BECAME DIFFICULT TO TURN  
WITHOUT WARNING. THE VEHICLE WAS TAKEN TO A PRIVATE MECHANIC  
WHERE IT WAS DIAGNOSED THAT THE POWER STEERING RACK AND PINION  
NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE  
MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE  
WAS 51,717. UPDATED 12/17/14\*LJ UPDATED 6/2/2015 \*JS  
OSKALOOSA IA Failure Date: 04/11/2014

14 10579483 2011 FORD FUSION Steering I WAS ON MY WAY TO  
WORK MY SON WAS DRIVING ME WHEN THE POWER STEERING SERVICE  
LIGHT CAME ON WITHIN 10 MINUTES AFTER IT CAME ON MY STEERING WHEEL  
LOCKED HAD NO POWER STEERING AT ALL IF I HAD BEEN DRIVING OR MY  
DAUGHTER WE WOULD OF NOT BEEN ABLE TO HANDLE THE CAR. I BOUGHT  
MY FUSION JUST 2 YEARS AGO AND I HAVE NO ISSUES WITH IT UNTIL NOW AND  
I GET THE FIRST WARNING LIGHT AND THEN NO POWER STEERING. I HAVE  
SEEN OTHER CONSUMER COMPLAINTS WITH THE SAME ISSUE AS ME AND I AM  
NOT UNDERSTANDING WHY FORD HAS NOT DONE ANYTHING ABOUT THIS  
PROBLEM ITS TO NEW OF A CAR FOR SOMETHING THIS MAJOR TO GO WRONG

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WITH IT. IT IS A SAFETY ISSUE AND THEN THE FORD DEALERSHIP WANTS TO TELL ME THAT ITS GOING TO COST ME \$1,624.00 TO FIX WHEN IN MY EYES ITS THEIR PROBLEM SOMETHING IS GOING ON WITH THE 2011 FORD FUSION POWER STEERING IT SHOULD NOT BE GOING OUT AFTER JUST A FEW YEARS.

\*JS            RUSSELLVILLE    KY    Failure Date: 04/09/2014

14    10595318    2011   FORD FUSION    Steering    MY POWER STEERING WENT OUT AROUND MARCH 27, 2014. I GOT IT FIXED ON APRIL 31, 2014 AND MAY 1, 2014. THEN ABOUT THIRTY DAYS LATER IT WENT OUT AGAIN SO NOW I HAVE TO PAY ONCE AGAIN TO GET IT FIXED. THERE ARE MULTIPLE COMPLAINTS ONLINE ABOUT THE FORD FUSIONS YEARS 2006 TO 2013 WITH THE SAME PROBLEM. THIS IS A VERY UNSAFE CAR TO DRIVE IN THIS CONDITION. \*TR            FAYETTEVILLE    NC    Failure Date: 03/27/2014

14    10575347    2011   FORD FUSION    Steering    TL\* THE CONTACT OWNS A 2011 FORD FUSION. THE CONTACT STATED THAT WHILE TRAVELING VARIOUS SPEEDS, THE VEHICLE BECAME DIFFICULT TO STEER. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT CONTACTED ABOUT THE FAILURE. THE FAILURE MILEAGE WAS 40,000. APEX NC    Failure Date: 03/26/2014

14    10598766    2011   FORD FUSION    Steering    TL\* THE CONTACT OWNS A 2011 FORD FUSION. THE CONTACT STATED THAT WHILE DRIVING 25 MPH, THE STEERING WHEEL BECAME DIFFICULT TO TURN. THE DEALER WAS CONTACTED WHO ADVISED THE CONTACT TO MERGED TO THE SIDE OF THE ROAD AND TURN OFF AND RESTART IT. THE FAILURE RECURRED AND WAS TOWED TO THE DEALER. THE TECHNICIAN DIAGNOSED THAT THE STEERING COLUMN AND A TORQUE SENSOR WERE DEFECTIVE AND NEEDED TO BE REPLACED. THE VEHICLE HAD NOT BEEN REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE PROBLEM. THE APPROXIMATE FAILURE MILEAGE WAS 38,000. THE VIN WAS NOT AVAILABLE.            SCITUATE    MA    Failure Date: 03/12/2014

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14 10568032 2011 FORD FUSION Steering WHILE DRIVING THE WARNING MESSAGE "SERVICE POWER STEERING NOW" APPEARED AT WHICH TIME THE ELECTRIC POWER STEERING WENT OUT MAKING THE CAR ALMOST INOPERABLE. AFTER STOPPING AND RESTARTING THE CAR, THE STEERING WHEEL COULD NOT BE TURNED AT ALL. APPARENTLY THIS IS A "KNOWN ISSUE" WITH 2010-2012 FORD FUSIONS AND IT IS AN EXTREMELY HAZARDOUS "KNOWN ISSUE." IT IS GOING TO COST US \$2,200 TO REPAIR PLUS THE EXPENSE OF HAVING THE CAR SHIPPED HOME; WE WERE ON VACATION AT THE TIME. WHY ISN'T THIS DANGEROUS DEFECT BEING RECALLED? \*TR  
BRIGHTON MI Failure Date: 03/07/2014

14 10661110 2011 FORD FUSION Steering POWER STEERING HAS GONE OUT AT LEAST 5 TIMES SINCE MARCH AT DIFFERENT RATES OF SPEED. WE HAVE BEEN FORTUNATE THAT NO ONE HAS BEEN HURT. ASKED THE FORD DEALERSHIP ABOUT A RECALL BUT WAS TOLD THERE WAS NOT ONE EVEN THOUGHT THIS IS A WIDESPREAD PROBLEM WITH 2010 TO 2012 MODELS.  
\*TR STATESBORO GA Failure Date: 03/07/2014

14 10566683 2011 FORD FUSION Steering THIS SHOULD BE FORDS RESPONSIBILITY TO FIX I'VE READ WHERE THERE HAVE BEEN A LOT MORE PEOPLE WITH THIS PROBLEM COSTING 2000 DOLLARS AND I THINK THIS IS A SAFETY ISSUE. AND IF I WRECK I'M SUING!!!! \*TR  
GA Failure Date: 03/01/2014

14 10577036 2011 FORD FUSION Steering WE WERE DRIVING AN THE STEERING WHEEL LOCKED ND WR LOST CONTROL OF CA AND HIT A POLE. MY HUSBAND NOT AN INJURY ON HIS LEG AND INNER THIGH AND SOME OF US OPENWOUND FROM GLASSWA. \*TR  
SAN BERNARDINO CA  
Failure Date: 02/24/2014

14 10565406 2011 FORD FUSION Steering WAS TURNING INTO A SHOPPING CENTER PARKING LOT AND THE POWER STEERING FAILED. VEHICLE WAS EXTREMELY DIFFICULT TO MANEUVER. PUT CAR IN PARK, TURNED OFF ENGINE AND RESTARTED. WARNING LIGHTS AT THE TIME OF

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INCIDENT INDICATED POWER STEERING SYSTEM FAILURE. INCIDENT OCCURRED AGAIN ON NEXT DAY WHILE DRIVING THE VEHICLE ON THE HIGHWAY. \*TR THIBODAUX LA Failure Date: 02/21/2014

14 10619478 2011 FORD FUSION Steering THIS HAS HAPPENED ON NUMEROUS OCCASIONS BUT ON THIS PARTICULAR DATE I WAS DRIVING WITH MY TWO KIDS AND AS I WAS TURNING WITH TRAFFIC THE POWER STEERING WENT OUT, IT WAS ALL OF A SUDDEN AND ALL THE CARS WERE GOING MY SAME SPEED. I LOST CONTROL OF THE VEHICLE AND SIDE SWIPED A CAR AND ALSO WAS REAR ENDED BECAUSE I STOPPED SINCE I HAD NO IDEA WHAT WAS GOING ON WITH MY POWER STEERING. I WILL NEVER AGAIN BUY A FORD BECAUSE WHEN I CALLED THE DEALERSHIP THEY HAD NOTHING TO SAY. \*TR LEWISVILLE TX Failure Date: 02/03/2014

14 10561941 2011 FORD FUSION Steering I TURNED MY CAR ON, AND WENT TO REVERSE. THE CAR STARTED BEEPING, AND A LIGHT CAME ON. I CONTINUED TO DRIVE THINKING IT WAS BECAUSE I DIDN'T HAVE TRACTION IN THE GRAVEL LOT I WAS IN. I DIDN'T HAVE ANY POWER STEERING AND THE BRAKES WEREN'T WORKING AS WELL AS NORMAL. WHEN I TURNED OFF THE CAR AND LET IT SIT FOR A HALF HOUR, IT STARTED UP AND WAS WORKING JUST FINE. THE WARNING MY CAR GAVE ME WAS TO SERVICE THE ADVANCED TRAC. \*TR WEST JORDAN UT Failure Date: 01/28/2014

14 10564871 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 45 MPH, THE POWER STEERING WARNING LIGHT ILLUMINATED. IN ADDITION, THE RACK AND PINION AND CONTROL BARS BECAME INOPERABLE. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC, WHO DIAGNOSED THAT THE CONTROL BARS AND THE MODULE NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE PROBLEM. THE APPROXIMATE FAILURE MILEAGE WAS 85,000. ROYAL PPOND BEACH FL  
Failure Date: 01/28/2014

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14 10560832 2011 FORD FUSION Steering I WAS DRIVING AT 35 MPH WHEN SUDDENLY THE CAR COULDN'T STAY GOING IN AN STRAIGHT LINE, THE POWER STEERING STILL WORKED. I TURNED OFF THE ENGINE AND WHEN STARTED AGAIN A WARNING MESSAGE APPEARED IN THE DASHBOARD SAYING "SERVICE ADVANCETRAC" AND "SERVICE POWER STEERING NOW." AT THAT TIME I LOST THE POWER STEERING I IT WAS REALLY HARD TO TURN. I TOOK THE CAR TO THE DEALERSHIP AND THEY TOLD ME THAT THE POWER STEERING RACK HAD TO BE REPLACED, THE PROBLEM IS IN THE ELECTRONICS BUT SINCE THE ELECTRONICS ARE INSIDE THE RACK, THE ENTIRE PART HAS TO BE REPLACED COSTING ME \$1960 BECAUSE MY WARRANTY EXPIRED LAST MONTH. THIS ISSUE HAVE TO BE RECALLED BY FORD. IT'S SO FRUSTRATING THAT FOR SUCH A COMMON PROBLEM (GOOGLE "FORD FUSION STEERING PROBLEM") THE CUSTOMER IS THE ONE THAT PAYS FOR THEIR MISTAKES. \*TR PLANTATION FL Failure Date: 01/21/2014

14 10606463 2011 FORD FUSION Steering 5 INCIDENTS IN TOTAL DATING BACK TO JANUARY 2014. DESCRIPTION OF FIRST 4 INCIDENTS (ALL SIMILAR): \*DRIVING 25 - 35 MPH DOWN RESIDENTIAL STREET \*WITHOUT WARNING THE "POWER STEERING ASSIST FAULT" DASH LIGHT COMES ON - POWER STEERING SHUTS OFF \*PULLED OVER. TURNED OFF CAR. TURNED CAR ON. POWER STEERING RESTORED. ON ONE OF THE INSTANCES IT SHUT OFF AGAIN 30 MINUTES LATER BUT TURNING CAR ON/OFF WORKED AGAIN. \*THIS HAS HAPPENED AT LEAST 5 TIMES. DESCRIPTION OF LAST INCIDENT (YESTERDAY 6/26/14): \*PARKED. TURNED CAR ON. "POWER STEERING ASSIST FAULT" DASH LIGHT COMES ON - POWER STEERING SHUTS OFF \*TRIED THE SAME AS THE LAST 5 TIMES. TURNED CAR ON/OFF. STILL NO POWER STEERING. STILL DASH WARNING LIT. DID THIS APPROXIMATELY 20 TIMES. NO CHANGE. \*WAITED OVERNIGHT. TRIED AGAIN. WARNING LIGHT ON. NO POWER STEERING. TURNED ON AND OFF 5 TIMES. NO CHANGE. \*CURRENTLY CAR IS PARKED AS TOO DANGEROUS TO DRIVE. [XXX] INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6). \*TR REDMOND WA Failure Date: 01/15/2014

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14 10558517 2011 FORD FUSION Steering RAN INTO THE STORE LEFT CAR RUNNING WHEN I CAME OUT THE TRACTION LIGHT WAS ON AND AN ERROR CODE STATING SERVICE ADVANCETRAC SOON AND SERVICE POWER STEERING SOON WAS ON. I DROVE LESS THAN A MILE HOME AT LOW SPEED AND THE POWER STEERING WAS SEEMING TO GET A BIT TIGHT. ABOUT AN HOUR LATER I WENT BACK TO THE CAR STARTED IT UP AND THE ERROR CODE SAID SERVICE POWER STEERING NOW AND I HAD COMPLETE LOSS OF POWER STEERING. \*TR BRADDOCK PA Failure Date: 01/04/2014

14 10583252 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. THE CONTACT STATED THAT THE STEERING WHEEL SEIZED WITHOUT WARNING. THE FAILURE WAS EXPERIENCED SEVERAL TIMES. THE VEHICLE WAS TAKEN TO THE DEALER HOWEVER, THE DEALER STATED THAT THERE WAS NOTHING WRONG WITH THE VEHICLE. THE VIN WAS NOT AVAILABLE. THE FAILURE MILEAGE WAS 22,000 AND CURRENT MILEAGE WAS 94,189. FREEMONT CA Failure Date: 01/01/2014

14 10557675 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. THE CONTACT WAS DRIVING 20 MPH WHEN THE POWER STEERING WARNING LIGHT ILLUMINATED SIMULTANEOUSLY AS THE POWER STEERING FAILED. THE VEHICLE WAS NOT TAKEN TO A DEALER OR INDEPENDENT MECHANIC FOR INSPECTION. THE VEHICLE HAS NOT BEEN REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE INCIDENT. THE APPROXIMATE FAILURE MILEAGE WAS 68,000. PAWTUCKET RI Failure Date: 12/28/2013

14 10558404 2011 FORD FUSION Steering I WAS DRIVING DOWN THE ROAD AT ABOUT 35 MPH IRONICALLY HEADED TO AN AUTO STORE WHEN THE WARNING LIGHT CAME ON. THE WARNING SAID "SERVICE ADVANCETRAC" AND "SERVICE POWER STEERING NOW." I HAD MY WIFE AND KIDS WITH ME AT THE TIME, AND IT COULD HAVE BEEN VERY DANGEROUS IF THERE WAS AN ACCIDENT. LUCKILY I WAS DRIVING AT THE TIME BECAUSE THE WHEEL WAS SO HARD TO TURN THAT MY WIFE WOULD NOT HAVE BEEN ABLE TO TURN IT. I THEN TOOK IT TO THE SHOP WHERE ONLY A FORD MECHANIC CAN ORDER THE



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PART TO THE PRICE OF \$1,300 NOT INCLUDING LABOR. I THOUGHT I WAS BUYING A RELIABLE CAR BUT I WAS WRONG. WHAT CAR'S POWER STEERING GOES OUT SHORTLY AFTER THE WARRANTY DOES AND HAS TO BE TAKEN TO THE DEALERSHIP WHERE ONLY A FORD MECHANIC CAN FIX IT? A FORD FUSION. IT LOOKS LIKE THEY WANTED MORE MONEY AND MADE A CHEAP CAR THAT WOULD BREAK DOWN SO YOU HAD TO TAKE IT BACK TO THEM.

\*TR MOUNT JULIET TN Failure Date: 12/28/2013

14 10558660 2011 FORD FUSION Steering LOST POWER STEERING. TOOK IT TO THE FORD DEALER THE NEXT DAY. WAS TOLD THE RACK & PINION NEEDED TO BE REPLACED. WAS TOLD NOT COVERED UNDER WARRANTY AND THE DEALER WANTED TO CHARGE ME \$1136 FOR THE PART AND \$450 TO INSTALL. HAD THE ERROR CODE ERASED AND WAS ABLE TO DRIVE IT FOR ABOUT A WEEK BEFORE LOSING POWER STEERING AGAIN. FOUND THE PART AT A LOCAL AUTO PARTS STORE FOR \$476 AND IF I RETURN THE DEFECTIVE PART I GET \$170 BACK. AFTER RESEARCHING THIS ISSUE IT SEEMS OTHER FORD FUSION OWNERS ARE HAVING THE SAME PROBLEM & FORD IS RECALLING THE 2013 FOR THE SAME REASON. \*TR ROYAL PALM BEACH FL Failure Date: 12/27/2013

14 10555396 2011 FORD FUSION Steering I WAS TURNING AND SUDDENLY THE STEERING BECAME VERY STIFF AND HARD TO TURN. THE MESSAGE ON THE DASH IS SHOWING "SERVICE THE POWER STEERING NOW".

\*TR BLOOMFIELD MI Failure Date: 12/09/2013

14 10556897 2011 FORD FUSION Steering MY WIFE WAS DRIVING AND LOST POWER STEERING ADVANCE TRAC WARNING AND SERVICE POWER STEERING NOW WENT ON. SHE WENT INTO ON COMING TRAFFIC LUCKILY NO ACCIDENT. TOOK IT TO FORD DEALER EST COST WAS 2800 DOLLARS FOR NEW RACK FOR STEERING. WAS TOLD THE INTERNALS WERE DAMAGED. NOT HAPPY AND I WASN'T SURE THAT WAS THE PROBLEM. ARGUED WITH THEM AND TOLD THEM THEY WERE WRONG AND REFUSED REPAIR BUT WAS STILL CHARGED A DIAGNOSIS FEE. BROUGHT CAR HOME AND TOOK THE WHEELS OFF AND CLEANED EVERY THING THAT HAS TO DO WITH STEERING AND

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TRACTION. I NOW HAVE POWER STEERING. BAD DESIGN ON THIS CAR THE SENSORS WILL PICK UP A PROBLEM AND TURN ITEMS OFF TO PROTECT THEM FROM OVERHEATING. I HOPE THIS HELPS OTHERS DON'T TRUST YOUR FORD DEALER THEY WILL TAKE YOU FOR THE MOST EXPENSIVE ITEM. \*TR

ALMONT MI Failure Date: 12/05/2013

14 10608207 2011 FORD FUSION Steering WAS PULLING INTO DRIVE WAY. AS SOON AS STRAIGHTENED OUT THE WHEELS, STEERING LOCKED UP. I COULD NOT TURN THE WHEELS NONE AT ALL. THEY WERE LOCKED IN THE LAST POSITION THEY WERE IN BEFORE THE POWER STEERING LOCKED UP. IT HAS HAPPENED AGAIN ALSO. LOCKED UP AND CANNOT BUDGE THE STEERING. LOOKED ON LINE AND HAVE SEEN WHERE THIS IS HAPPENING TO A LOT OF FORD FUSIONS. NEEDS TO BE LOOKED INTO. SOMEONE IS GOING TO GET KILLED IF NOT ALREADY! \*TR

LORETTO TN Failure Date: 12/04/2013

14 10568675 2011 FORD FUSION Steering I HAVE OWNED THIS CAR FOR BARELY 2 YEARS AND ALL OF A SUDDEN I HAVE NO STEERING AT ALL. IF IT IS AN EXTREMELY COLD DAY IT MAY WORK OK BUT OTHER THAN THAT IT DOESN'T WORK AT ALL AND IS UNSAFE TO DRIVE. I DID RESEARCH AND WAS TOLD IT IS ELECTRIC STEERING AND WILL COST ROUGHLY \$2000.00 TO FIX. THIS CAR IS TOO NEW TO HAVE THAT KIND OF PROBLEM. DURING MY SEARCH I HAVE FOUND MANY PEOPLE ARE EXPERIENCING THE EXACT SAME THING AND THERE WAS AN ACTUAL RECALL FOR THE 2013 FUSIONS WITH THIS PROBLEM. NOT SURE WHY THE 2011 HASN'T ALSO BEEN RECALLED. I AM STILL RESEARCHING THAT BECAUSE I DEFINITELY CAN'T AFFORD \$2,000 OUT OF POCKET EXPENSE ON MY VEHICLE RIGHT NOW. \*TR NEW

IPSWICH NH Failure Date: 12/02/2013

14 10554439 2011 FORD FUSION Steering I WAS GOING ABOUT 55 MPH AND LOST ALL STEERING ABILITY, THE SERVICE POWERSTEERING NOW LIGHT CAME ON AND I LOST ALL ABILITY TO STEER. I ALMOST CRASHED. ALSO ALONG WITH THAT MESSAGE ANOTHER MESSAGE SAYING TO SERVICE ADVANCE TRAC NOW. THE POWER STEERING IS A TOTAL LOST. I TRIED

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TURNING THE CAR OFF AND THERE IS NOTHING. ALSO ABOUT 3000 MILES AGO THE SAME MESSAGE WITH THE SERVICE ADVANCE TRAC WITH A MESSAGE SAYING POWERSTEERING FAULT. THEN I TURNED THE CAR OFF AND IT WAS FINE UP UNTIL THE LAST INCIDENT. \*TR NEW BERN NC Failure Date: 11/30/2013

14 10652543 2011 FORD FUSION Steering WHILE DRIVING MY 2011 FORD FUSION I LOST ALL POWER STEERING TO THE VEHICLE. I COULDN'T CONTROL THE STEERING AND IMMEDIATELY TURNED THE VEHICLE OFF TO SEE IF THIS RESOLVED IT. THIS HAPPENED TWO OTHER TIMES, AND THE ISSUE RESOLVED ITSELF AFTER I TURNED OFF THE VEHICLE AND TURNED IT BACK ON. THIS LAST TIME WAS A DIFFERENT STORY. THE POWER STEERING WENT COMPLETELY OUT, AND IT HAS NEVER COME BACK. I WAS DRIVING TO A RESTAURANT, AND GOT MY VEHICLE PARKED OKAY, AND I THOUGHT THAT THE PROBLEM WOULD BE RESOLVED AFTER I TURNED IT OFF AND BACK ON. THIS TIME IT DIDN'T. I HAD TO HAVE MY VEHICLE TOWED HOME! (THIS WAS THE OCCURRENCE ON OCTOBER 28, 2014. I HAVE HAD MY BATTERY CHECKED TO MAKE SURE THAT IT IS NOT LOSING POWER, BUT THE POWER STEERING IS STILL OUT! I'VE SEEN LOTS OF REPORTS ABOUT THIS, AND AM HOPING FOR A RECALL. I CANNOT AFFORD TO GET THIS FIXED IF IT COSTS AS MUCH AS SOME OF THE OTHER POSTS SAY (UPWARDS OF \$2,000.00 TO FIX IT) FORD NEEDS TO HELP ALL OF THESE CUSTOMERS NOW! \*TR  
ATWATER CA Failure Date: 11/28/2013

14 10865008 2011 FORD FUSION Steering BEGAN HAVING PROBLEMS WITH THIS VEHICLE THE SECOND MONTH AFTER PURCHASE. THE FIRST INCIDENT WAS STEERING WHEEL LOCKED AND I COULD NOT CONTROL THE DIRECTION OF THE CAR. I ENDED UP ON THE LEFT SIDE OF THE ROAD OFF THE SHOULDER BEFORE I COULD STOP IT. IT HAPPENED ON SEVERAL OCCASIONS. CAR DIES FOR NO REASON. I END UP HAVING IT TOWED OR RESTARTED BY CHARGING BATTERY. THE BATTERY ALWAYS HAS A FULL CHARGE. ALSO I HAVE BEEN SHOPPING AND GET IN THE CAR TO START IT AND IT WILL NOT START. DOOR HANDLES WOULD NOT WORK FROM INSIDE.

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WINDOWS WOULD NOT OPEN. HAD TO FORCE WINDOW DOWN ENOUGH TO OPEN FROM THE OUTSIDE. HAD FRONT DOOR HANDLE ASSEMBLY REPLACED HAD TRANSFER CASE RESEALED HORRIBLE SMELL, NEW TIRES 3 TIMES SINCE IT WAS PURCHASED HAD REAR DRIVE SHAFT REPLACED, FUEL PUMP REPLACED HAD TAKEN IT TO FORD JUST RECENTLY FOR WHAT I DEEMED WAS COMPUTER PROBLEMS, OF COURSE THEY COULD NOT FIND ANYTHING WRONG. I WAS TOLD BY MY MECHANIC THE LAST TIME I HAD NEW TIRES PUT ON THE CAR THAT I WOULD NEED NEW RIMS SOON. THE RIMS ARE ERODING FROM THE INSIDE OUT. I HAVE SEVERAL INVOICES FOR WORK THAT WAS DONE AND A FEW MORE I CAN'T LOCATE AT THIS TIME. I WOULD LIKE TO SEND THEM ALL TO YOU. PURCHASE CAR 12/1/12. GALES FERRY CT

Failure Date: 11/21/2013

14 10553184 2011 FORD FUSION Steering POWER STEERING FAILURE. \*TR HURLEY NY Failure Date: 11/20/2013

14 10552944 2011 FORD FUSION Steering TRAVELING AT 55MPH, WHEN THE SERVICE POWER STEERING NOW AND ADVANCE TRAC LIGHT CAME ON,, NO POWER STEERING,,MADE IT HOME,, TRIED IT AGAIN IN THE MORNING STILL NO POWER STEERING, HAD IT TOWED TO A FORD DEALER, WHO SAID THEY CLEARED THE CODES AND CANT DUPLICATE THE PROBLEM,, THE 4 CODES STORED WERE P07AE, U0415,, C1277,, C1963,, WE LIVE A RURAL AREA WITH NO GUARD RAILS AND BETWEEN 20 TO 150 FOOT DROP OFFS,, IF THIS WOULD HAVE HAPPENED TO THE WIFE,, WHICH IS HER CAR TO DRIVE,, SHE WOULDN'T BE ABLE TO STEER THIS VEHICLE,, TOOK ME ALL I HAD TO GET IT HOME,, NOT VERY CONFIDANT ON LETTING HER DRIVE THIS CAR,, FORD NEEDS TO RESOLVE THIS PROBLEM. \*TR ELROY WI Failure Date: 11/13/2013

14 10553761 2011 FORD FUSION Steering PURCHASED THE VEHICLE USED APPRX 3 MONTHS AGO. TWICE IN THE 3500 MILES WE HAVE PUT ON IT, THE POWER STEERING HAS CUT OUT WHILE DRIVING. AFTER TAKING IT TO OUR LOCAL FORD DEALERSHIP, WE WERE TOLD THE STEERING GEARS NEED REPLACED AND WILL COST US ALMOST \$1500. NONE OF WHICH

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IS COVERED UNDER THE WARRANTY THAT CAME WITH THE VEHICLE. AFTER CONTACTING FORD CUSTOMER ASSISTANCE, WE HAVE BEEN TOLD THAT THERE ARE "NOT ENOUGH COMPLAINTS" TO WARRANT A RECALL. I DO NOT THINK THIS IS SOMETHING WE, THE CUSTOMER, SHOULD BE HELD RESPONSIBLE FOR PAYING FOR AS IT IS A MANUFACTURERS DEFECT. HOW MANY COMPLAINTS DO THEY NEED? IT'S A SAFETY ISSUE AND FORD NEEDS TO STEP UP AND TAKE CARE OF IT. \*TR LITTLESTOWN PA

Failure Date: 11/11/2013

14 10649941 2011 FORD FUSION Steering I WAS GOING APPROXIMATELY 60 MPH AND THE POWER STEERING WENT AWAY. I PULLED OVER AND TURNED OFF THE CAR AND RESTARTED AND IT WAS FINE.

\*TR PORT ORCHARD WA Failure Date: 10/24/2013

14 10632263 2011 FORD FUSION Steering SUDDEN LOSS OF POWER STEERING. MESSAGES SHOW POWER STEERING ASSIST FAULT AND SERVICE ADVANCETRAC. ADVANTRAC LED IS LIT ON CONSOLE. THIS IS AN INTERMITTENT PROBLEM THAT STARTED ON 10/23/2013 AT 69,000 MILES UNTIL IT FINALLY FAILED COMPLETELY ON 7/14/2014 AT 86,700 MILES. BETWEEN OCTOBER, 2013 AND JULY, 2014, IT COULD FAIL AT ANY MOMENT AT ANY SPEED. THERE WERE APPROXIMATELY 30 INSTANCES OF POWER STEERING LOSS DURING THIS TIME. I FOUND OUT THAT THE PROBLEM WOULD GO AWAY WHEN I STOPPED THE CAR, TURNED IT OFF, AND RESTARTED. IT WOULD CLEAR THE MESSAGES AND THE POWER STEERING WOULD WORK FINE UNTIL THE NEXT INCIDENT. MY FORD DEALER STATED THAT THEY COULDN'T FIX IT UNTIL THEY GOT THE FAULT CODE. I WOULD HAVE TO BRING IN WHEN IT WAS IN THE FAILED STATE. NEEDLESS TO SAY, IT DIDN'T CONVENIENTLY FAIL WHEN I WAS NEAR MY FORD DEALER DURING BUSINESS HOURS. THIS IS A SERIOUS SAFETY ISSUE THAT MANY OTHER FORD FUSION DRIVERS HAVE EXPERIENCED. IT WAS VERY STRESSFUL DRIVING THE CAR WITHOUT POWER STEERING. THE CODE FAULT IS C20 0D. THE STEERING RACK (AE5Z\*3504\*CE) NEEDED TO BE REPLACED TO FIX THE PROBLEM. I HAD TO PAY FOR THE REPAIR. MY FORD DEALER PROVIDED SOME REIMBURSEMENT, BUT I THINK

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THIS SHOULD HAVE BEEN A RECALL TO COVER ALL COSTS BECAUSE IT WAS A KNOWN A SAFETY ISSUE. THERE IS A RECALL FOR SUDDEN LOSS OF POWER STEERING ON EXPLORER AND ESCAPE, BUT NOT FUSION. WHY NOT? IT'S OKAY FOR FUSION OWNERS TO DRIVE WITH AN INCREASE RISK OF CRASHING, BUT NOT EXPLORER OR ESCAPE OWNERS? THE CAR IS AWFUL TO DRIVE WITHOUT POWER STEERING ESPECIALLY AT LOW SPEEDS. \*TR

MELROSE MA Failure Date: 10/23/2013

14 10625847 2011 FORD FUSION Steering DRIVING ON A SURFACE STREET AT APPROX 10-15 MPH AND THE POWER STEERING GOES OUT.

"POWER STEERING ASSIST FAULT" MESSAGE ON DASH BOARD. PULLED CAR OVER TO SIDE AND SHUT OFF ENGINE. RESTARTED AND ISSUE WENT AWAY. THIS HAPPENED 5-6 TIMES IN THE FOLLOWING 9 MONTHS. THEN ON AUG 6 (WARRANTY EXPIRED), POWER STEERING WOULD NOT WORK AND MESSAGE WOULD NOT GO AWAY, EVEN AFTER RESTART. TOOK IT TO THE DEALER AND WAS CHARGED \$1827.88 TO FIX. (PART INSTALLED - AE5Z 3504 CE: GEAR ASSY - STEERING). \*TR TAYLORSVILLE KY Failure Date: 10/16/2013

14 10548290 2011 FORD FUSION Steering I WAS DRIVING ON THE INTERSTATE AND ABOUT TO EXIT OFF OF THE INTERSTATE WHEN MY POWER STEERING LOCKED UP. I WAS ABLE TO PULL MY STEERING WHEEL ENOUGH TO GET OFF OF THE INTERSTATE AND ONTO THE SHOULDER BUT COULD NOT TURN MY STEERING BACK AND FORTH. I TURNED MY CAR OFF AND WHEN I TURNED THE CAR BACK ON I WAS ABLE TO MOVE MY STEERING WHEEL. I HAVE HAD THIS CAR SINCE IT WAS BRAND NEW AND I HAVE SERVICED IT ON A REGULAR BASIS. THE CAR IS A 2011 WITH ONLY 50,000 MILES ON THE VEHICLE. I WAS ABLE TO GET THE CAR SAFELY TO THE SHOULDER BUT COULD HAVE ENDED HAD A VERY BAD ACCIDENT. I AM NOW FEARFUL TO DRIVE THE CAR.

\*TR DURHAM NC Failure Date: 10/15/2013

14 10547661 2011 FORD FUSION Steering WHILE DRIVING AT ABOUT 45 MPH THE CAR CHIMED AND POSTED A WARNING ON THE DISPLAY. IT TOLD ME TO CHECK THE POWER STEERING. THE POWER STEERING WAS STILL WORKING SO I CONTINUED DRIVING. ONCE I CAME UPON A STOP LIGHT I

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TURNED THE VEHICLE OFF TO TRY AND CLEAR THE CODE. WHEN I TURNED THE VEHICLE BACK ON IT CHIMED AGAIN AND THEN POSTED A SERVICE STEERING NOW WARNING. I PROCEEDED FROM THE TRAFFIC LIGHT AND MADE A RIGHT HAND TURN ONTO ANOTHER ROAD. THE POWER STEERING WAS GONE AND THE VEHICLE WAS VERY HARD TO TURN. I HAD THE VEHICLE TOWED TO THE FORD DEALERSHIP AND THEY CLAIM THE PROBLEM IS A STEERING GEAR AND WILL COST \$1700 TO REPLACE IT. \*TR

MILFORD MI Failure Date: 10/10/2013

14 10596760 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. THE CONTACT STATED THAT THE POWER STEERING FAILED. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE TECHNICIAN DIAGNOSED THAT THE ELECTRIC RACK AND PINION NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 100,000 AND THE CURRENT MILEAGE WAS 125,000. RIVERSIDE CA Failure Date: 10/09/2013

14 10642011 2011 FORD FUSION Steering WAS EXITING HIGHWAY AND DEPRESSED THE BRAKE. CAR PULLED TO THE LEFT AND POWER STEERING WENT OUT. ADVANCE TRAC FAILURE MESSAGE DISPLAYED ON INDICATOR PANEL. PULLED OFF THE ROAD, TURNED OFF ENGINE, THEN RESTARTED THE VEHICLE. ALL SYSTEMS STARTED NORMALLY. TOOK VEHICLE TO FORD DEALER FOR SERVICE ON NOVEMBER 1ST, 2013. THEY CHECKED BRAKES AND INDICATED ALL WAS FINE. ALSO INDICATED NO ERROR MESSAGE WAS IN MEMORY OF THE SERVICE MODULE. AS HISTORY, CAR HAS ALWAYS HAD ISSUES WITH PULLING WHEN BRAKING (AND SOMETIMES WHEN ACCELERATING). TYPICALLY PULLS TO THE LEFT, BUT SOMETIMES TO THE RIGHT. NEVER HAD IT THOROUGHLY CHECKED UNTIL THIS VISIT AS SYMPTOM IS NOT CONSISTENT. PULLING IS STILL OCCURRING SPORADICALLY AS OF THIS DATE. \*TR SCOTT DEPOT WV Failure Date: 10/06/2013

14 10549612 2011 FORD FUSION Steering WHEN STARTING MY CAR THE POWER STEERING ASSIST WARNING WAS DISPLAYED. WHEN I SHUT

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THE CAR BACK OFF AND RESTARTED IT THE PROBLEM WENT AWAY. THIS HAPPENED ABOUT 3 TIMES IN ABOUT 3000 MILES. ABOUT THE FOURTH TIME THIS HAPPENED, SHUTTING IT OFF DID NOT CORRECT THE PROBLEM. SERVICE ADVANCETRAC WAS NOW ALSO DISPLAYED. THE CAR HAS NO POWER STEERING OR ADVANCETRAC AT THIS TIME. THE CODES THAT WERE STORED IN THE COMPUTER WERE FOR THE PINION SENSOR FAILURE. THIS SENSOR IS USED BY BOTH SYSTEMS AND IS NOT REPLACEABLE BY ITSELF. THE ENTIRE RACK AND PINION NEEDS TO BE CHANGED. THE QUOTE FROM MY DEALER WAS ABOUT \$1400. \*TR SEVILLE OH Failure Date: 10/01/2013

14 10641651 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. WHILE DRIVING IN REVERSE, THE POWER STEERING FAILED. AS A RESULT, THE CONTACT HAD TO USE EXTREME FORCE TO TURN THE STEERING WHEEL. THE VEHICLE HAD TO BE RESTARTED IN ORDER TO RESUME NORMAL OPERATION. THE FAILURE OCCURRED SEVERAL TIMES. THE DEALER WAS UNABLE TO DIAGNOSE THE CAUSE OF THE FAILURE. THE MANUFACTURER WAS NOT NOTIFIED. THE APPROXIMATE FAILURE MILEAGE WAS 25,000. UPDATED 11/20/14\*LJ FARMINGTON HILLS MI Failure Date: 10/01/2013

14 10713769 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. WHILE DRIVING AT 35 MPH, THE STEERING WHEEL SEIZED. THE VEHICLE WAS TAKEN TO A DEALER WHO DIAGNOSED THAT THE ELECTRONIC POWER STEERING GEARS NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 72,000. SAND SPRINGS OK Failure Date: 10/01/2013

14 10544390 2011 FORD FUSION Steering WHILE DRIVING IN TOWN AT APPROXIMATELY 35MPH ON 9/18/13, THE FOLLOWING MESSAGE APPEARED IN THE INSTRUMENT CLUSTER DISPLAY "SERVICE ADVANCETRAK" AND "POWER STEERING ASSIST FAULT". AT THAT MOMENT, THE CAR DID NOT HAVE POWER STEERING. I PULLED OVER AND SHUT OFF THE CAR AND



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RESTARTED IT AND THE CAR WORKED NORMALLY FOR A FEW BLOCKS THEN DID THE SAME SEQUENCE AGAIN. AS OF THIS MORNING 9/19/13, THE POWER STEERING IS WORKING FINE. \*TR EAU CLAIREWI Failure Date: 09/18/2013

14 10547294 2011 FORD FUSION Steering BACKING OUT OF MY GARAGE, STARTED HEARING WARNING SOUNDS GOING OFF, MESSAGE BOARD SCROLLED THE FOLLOWING: POWER STEERING SYSTEM FAULT. I WAS UNABLE TO STEER MY VEHICLE AT ALL. I HAD TO HAVE THE CAR TOWED TO A CAR REPAIR SHOP. AFTER A FEW DAYS OF TRYING TO GET THE COMPUTER TO READ MY CAR TO SEE WHAT WAS WRONG, THE CAR REPAIR SHOP HAD TO TOW MY CAR OVER TO A FORD DEALER WHO WAS ABLE TO TELL THE MECHANIC THAT MY ENTIRE STEERING SYSTEM WAS OUT AND NEEDED TO BE REPLACED. NOT ONLY THAT, THIS PARTICULAR PART CAN ONLY BE PURCHASED FROM FORD AND THE PART ALONE COST \$1105.26. THIS IS VERY MUCH A SAFETY ISSUE AND THIS SHOULD BE RECALLED. A COUPLE OF DAYS PRIOR TO THIS INCIDENT I WAS DRIVING DOWN 24 HWY GOING BETWEEN 40 AND 45 MPH WHEN THIS FIRST OCCURRED AND I FINALLY FOUND MYSELF IN THE MIDDLE OF A HEAVILY TRAFFIC AREA NOT ABLE TO STEER MY VEHICLE TO THE LEFT OR RIGHT. I WAS CONCERNED WITH GETTING OFF THE ROAD IN A SAFE MANOR. THANKFULLY I WAS ABLE TO COAST MY VEHICLE TO A STOPPING POINT, READ MY MANUAL AND DISCOVER A RESETTING PROCESSING. IT WORKED AND I WAS ABLE TO MAKE IT HOME. UNFORTUNATELY, THE RESET PROCESS DID NOT WORK THIS LAST TIME. I CONTACTED FORD AND THEY DID NOT OFFER ANY HELP, ONLY STATED THERE WAS NO RECALL ON THIS DEVICE AND THAT MY WARRANTY WAS NO LONGER VALID AND I HAD NO EXTRA COVERAGE. FORD SHOULD BE FORCED TO RECALL THIS SYSTEM SINCE SO MANY PEOPLE AROUND THE COUNTRY ARE HAVING AN ISSUE WITH THIS SYSTEM. THERE IS NO WAY THE STEERING SYSTEM SHOULD GO OUT WITHIN 60 THOUSAND MILES. I WOULD APPRECIATE AN INVESTIGATION INTO THIS ISSUE AND A RESPONSE TO MY COMPLAINT. \*TRKANSAS CITY MO Failure Date: 09/15/2013

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14 10543106 2011 FORD FUSION Steering WHILE TRAVELING AT A SPEED OF APPROX 35 MPH, THE I RECEIVED A VEHICLE WARNING ON THE DASH OF "POWER STEERING ASSIST FAULT/SERVICE ADVANCE TRAC SYSTEM". THE VEHICLE BECAME HARD TO MANEUVER AND APPEARED TO REVERT BACK TO MANUAL STEERING. DROVE APPROXIMATELY ANOTHER 2.5 MILES AND TURNED CAR OFF. UPON RESTART STEERING RETURNED TO NORMAL. DROVE VEHICLE TO DEALERSHIP AND WAS TOLD POSSIBLE FAULTY ELECTRICAL STEERING SENSOR AND MAYNEED TOTAL STEERING SYSTEM REPLACED. WAITING FOR FINAL DIAGNOSES AT THIS TIME. \*TR  
RESTON VA Failure Date: 09/11/2013

14 10578115 2011 FORD FUSION Steering POWER STEERING WENT OUT ON THE VEHICLE ON SEVERAL OCCASIONS, BOTH WHILE DRIVING AND SITTING AT A STOP. THE STEERING WHEEL WOULD NOT BE ABLE TO TURN, THUS THE VEHICLE WOULD NOT TURN. "POWER STEERING ASSIST FAILURE" WARNING CAME ON DURING ALL OCCASIONS. POWER STEERING WOULD COME BACK ON AFTER TURNING THE CAR OFF, BUT EVENTUALLY TOTALLY WENT OUT. THE VEHICLE HAD TO BE TOWED TO A LOCAL FORD DEALERSHIP SO THE ELECTRONIC POWER STEERING RACK COULD BE REPLACED. LUCKILY MY WIFE WAS NOT IN HEAVY TRAFFIC DURING OCCASIONS WHEN POWER STEERING WENT OUT, OTHERWISE THE SITUATIONS COULD HAVE BEEN VERY BAD. OUR TODDLER WAS IN THE CAR DURING ALL OCCASIONS AS WELL. I HAVE SEEN COUNTLESS OTHER STORIES ON ONLINE FORUMS ABOUT THE POWER STEERING FAILING IN 2011 FORD FUSIONS. THERE HAS JUST BEEN A MASSIVE RECALL FOR GM VEHICLES INVOLVING THE ELECTRONIC POWER STEERING, PERHAPS THEY ARE RELATED. PLEASE HELP IN THIS MATTER. FORD NEEDS TO ADDRESS THIS PROBLEM AND ISSUE A RECALL. HOPEFULLY FORD ISN'T HIDING AND RUNNING FROM TH IS PROBLEM DUE TO MONEY, AS WE HAD TO PAY \$1,800 FOR THE REPAIR. THANK YOU. \*TR  
GLEN CARBON IL  
Failure Date: 09/10/2013

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14 10542190 2011 FORD FUSION Steering LEAVING WORK ON MY WAY HOME IT WAS FINE. I PROCEEDED TO GET ONTO THE EXPRESS WAY, AS I WENT TO CHANGE LANES THE STEERING GOT REALLY HARD TO TURN AFTER 10 MILES DOWN THE ROAD THE POWER STEERING ASSIST LIGHT CAME ON. I PULLED TO THE SIDE OF THE ROAD TO CHECK ANY FUSES BUT WERE ALL GOOD. I THEN TRIED TO FIGURE OUT HOW TO RESET IT. I TRIED A FEW BUT THE ONE THAT WORK FOR ME WAS TURNING THE CAR OFF THEN TURN THE KEY TO THE ON POSITION PUT IT IN NEUTRAL WHILE IN NEUTRAL TURN THE KEY TO THE OFF POSITION THEN PUT THE CAR IN PARK THEN START IT UP AND IT WORKED. THEN IT STARTED DOING IT AGAIN. I THINK THIS IS A VERY DANGEROUS COMPONENT TO PUT ON A CAR, BECAUSE IT GOES OUT WHILE DRIVING. \*JB CEDAR HILL TX Failure Date: 09/04/2013

14 10546142 2011 FORD FUSION Steering THE STEERING SUDDENLY WENT OUT AS I WAS IN THE MIDDLE OF A CURVING DRIVING ABOUT 58-60 MPH. A CHIME SOUNDED AND THE ADVANCETRAC SERVICE LIGHT CAME ON. I WAS ABLE TO GET TO MY DESTINATION WITHIN 7-8 MINUTES. I TURNED OFF THE CAR AND LET IT SIT FOR ABOUT 20 MINUTES. I THEN RESTARTED THE CAR AND DROVE HOME WITHOUT ANY INCIDENT. \*TR EDEN NC Failure Date: 09/04/2013

14 10567220 2011 FORD FUSION Steering GOING AROUND A CURVE AT ABOUT 60 MPH, THE STEERING SUDDENLY WENT OUT. A CHIME SOUNDED AND THE ADVANCETRAC SERVICE LIGHT CAME ON. I WAS ABLE TO GET TO MY DESTINATION WITHIN 7-8 MINUTES. I TURNED OFF THE CAR AND LET IT SIT FOR ABOUT 20 MINUTES. I THEN RESTARTED THE CAR AND DROVE HOME WITHOUT ANY INCIDENT. EDEN NC Failure Date: 09/04/2013

14 10538477 2011 FORD FUSION Steering DRIVING APPROX 25 MPH AND POWER STEERING SHUT DOWN WITHOUT WARNING. I NARROWLY MISSED HITTING ANOTHER CAR. PULLED CAR OVER (WITH GREAT DIFFICULTY). AN ERROR MESSAGE APPEARED "POWER STEERING ASSIST FAULT" AND "SERVICE ADVANCE TRAC." I TURNED CAR OFF FOR A MINUTE AND RESTARTED. MESSAGE WAS GONE AND CAR SEEMED TO DRIVE OK. I WAS ONE

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MINUTE AWAY FROM A MAJOR ARTERIAL STREET (50 MPH LIMIT) AND COULD HAVE BEEN KILLED IF THIS HAPPENED THERE!!\*JB

NAPERVILLE IL Failure Date: 09/02/2013

14 10537542 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 25 MPH, THE TRAC CONTROL AND POWER STEERING WARNING INDICATORS ILLUMINATED FOLLOWED BY A COMPLETE LOSS OF THE POWER STEERING. THE STEERING WHEEL BECAME EXTREMELY DIFFICULT TO MANEUVER. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER, WHO INFORMED THE CONTACT THAT THE FAILURE WAS CONTRIBUTED TO THE ELECTRONIC STEERING GEAR. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE PROBLEM. THE APPROXIMATE FAILURE MILEAGE WAS 42,000. MUSCATINE IA Failure Date: 08/27/2013

14 10537623 2011 FORD FUSION Steering VEHICLE WAS BEING DRIVEN TO PLACE OF WORK. AS THE VEHICLE WAS ATTEMPTED TO BE TURNED RIGHT INTO DRIVEWAY THE POWER STEERING COMPLETELY FAILED AND THE DRIVER NEARLY HIT ANOTHER VEHICLE WHICH WAS EXITING THE BUSINESS AND THE CURB. BRAKES WERE APPLIED SHARPLY AND EVERY BIT OF THE 120 LB FEMALE DRIVER'S STRENGTH WAS NEEDED TO MANUALLY STEER THE VEHICLE INTO THE PARKING LOT. THE CLUSTER DISPLAYED TWO ERROR MESSAGES; "POWER STEERING ASSIST FAULT" AND "SERVICE ADVANCETRAC." THIS WAS THE FOURTH OCCURENCE OF THIS TYPE WITH THIS VEHICLE. IN THE THREE PREVIOUS SITUATIONS WHEN THE KEY WAS CYCLED OFF AND BACK ON AFTER THE STEERING FAILED IT RETURNED TO OPERATION UPON RESTART. IN THIS OCCURENCE MULTIPLE KEY CYCLES WERE COMPLETED WITHOUT ANY CHANGE. DEALER CHARGE FOR REPAIR WAS OVER \$1600. \*TT SHELBY TOWNSHIP MI Failure Date: 08/26/2013

14 10538570 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. THE CONTACT STATED THAT WHILE ATTEMPTING

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TO START THE VEHICLE, THE POWER STEERING WARNING LIGHT ILLUMINATED AS THE STEERING WHEEL FAILED AND TIGHTENED. THE VEHICLE WAS NOT REPAIRED AND THE MANUFACTURER WAS NOTIFIED. THE APPROXIMATE FAILURE MILEAGE WAS 53,000. WESTMINSTER MD Failure Date: 08/26/2013

14 10554156 2011 FORD FUSION Steering I WAS TURNING WHEN MY STEERING LOCKED UP AND STEERING FAILURE LIGHT LIT ON MY DASH. I LOST CONTROL OF MY STEERING AND COULD HAVE CRASHED. \*TR UNION CITY NJ Failure Date: 08/22/2013

14 10535875 2011 FORD FUSION Steering VEHICLE'S POWER STEERING FAILED WHEN SHIFTING VEHICLE INTO REVERSE. "POWER ASSIST" AND "ADVANCETRAC" NOTIFICATIONS APPEARED ON DASH. FLUID NORMAL AND NO VISUAL DEFECTS. TURNED OFF AND RESTARTED VEHICLE, AND POWER STEERING RETURNED. INTERNET SEARCHES REVEALED THIS TO BE A COMMON PROBLEM WITH NO CERTAIN SOLUTION. \*TR SOUTH EUCLID OH Failure Date: 08/17/2013

14 10536371 2011 FORD FUSION Steering WHILE DRIVING DOWN THE FREEWAY AT 70MPH ON A STRAIGHT SECTION OF ROAD THE POWER STEERING ASSIST FAULT AND ADVANCE TRAC FAULT APPEARED ON THE DASH AND THE STEERING WHEEL BECAME VERY STIFF (DIFFICULT TO TURN). THIS HAS HAPPENED A TOTAL OF 4 TIMES, ONCE ABOUT A MONTH AGO, AND TWICE ON THE 16TH. 3 WERE ON THE FREEWAY AND THE FOURTH UPON STARTING THE CAR LATER ON THE 16TH. EVERY TIME IT WAS RESET BY TURNING THE CAR OFF AND LETTING IT SIT FOR A MINUTE AND RESTARTING. \*TR SHELBY TWP MI Failure Date: 08/16/2013

14 10535028 2011 FORD FUSION Steering ACCELERATING MODESTLY FROM 4 WAY STOP, THE POWER STEERING JUST WENT OUT. THERE WAS A BEEPING NOISE AND THE DASH READ "POWER STEERING ASSIST FAULT, SERVICE ADVANCETRAC". COULD BE VERY DANGEROUS ON

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ANY SORT OF TURN. VERY DIFFICULT TO STEER VEHICLE AT THAT POINT.

\*TR INDIANAPOLIS IN Failure Date: 08/12/2013

14 10538446 2011 FORD FUSION Steering I WAS DRIVING ABOUT 40 MPH WHEN THE SERVICE ADVANCE TRAC ALARM CAME ON. IT SAID SERVICE POWER STEERING. WHEN I CAME TO A STOP AND TURNED OFF THE VEHICLE, MY FUSION HAD NO POWER STEERING WHATSOEVER AND I COULD NOT EVEN TURN THE WHEEL. SO I HAD IT TOWED TO THE NEAREST FORD DEALERSHIP. THEY FIRST REPLACED THE STEERING GEAR ASSEMBLY WHICH THREE DAYS LATER IT WENT OUT AGAIN! I TOOK IT BACK TO THE DEALER WHERE THEY SAID IT WAS A GLITCH IN THE SENSOR SO THEY MANUALLY RESET EVERYTHING. WELL THAT FIXED THE PROBLEM FOR MAYBE 2 DAYS, AND IT WENT OUT ON ME AGAIN. ALSO, THERE WAS A PIECE OF PLASTIC THAT THE DEALERSHIP FAILED TO PUT ON CORRECTLY, THUS RESULTING IN THE PIECE OF PLASTIC DRAGGING THE GROUND AND BROKE OFF WHILE I WAS DRIVING. NEARLY SCARED ME TO DEATH. THEY REPLACED THE ABS MODULE AND THAT ALSO DID NOT FIX THE PROBLEM. SO I AM NOW AT A STANDSTILL AND I REFUSE TO BE HUMILIATED WITH THIS SITUATION. FORD HAS TO FIX MY CAR OR GIVE ME A NEW ONE BECAUSE THIS IS COMPLETELY RIDICULOUS. IF THIS ISN'T A RECALL ON THIS MODEL THEN IT SHOULD BE BECAUSE THERE IS NO WAY THIS CAR SHOULD HAVE THIS PROBLEM IN THE THREE YEARS I HAVE HAD IT. I AM VERY FRUSTRATED WITH THIS DEALERSHIP AND ALSO WITH FORD. HELP! \*JB CHAPMANVILLE WV Failure Date: 08/10/2013

14 10622660 2011 FORD FUSION Steering AFTER SEVERAL INTERMITTENT LOSSES OF POWER STEERING WHEN DRIVING THE CAR THE PAST YEAR THE POWER STEERING GEAR ASSEMBLY FAILED ON 8/12/14. COST TO REPAIR: \$1987.73. IT'S A DANGEROUS SITUATION WHEN YOU LOSE POWER STEERING WHILE DRIVING-ESPECIALLY FOR WOMEN OR ELDERLY PEOPLE. I CAN'T LET MY WIFE DRIVE MY CAR ANYMORE IN GOOD CONSCIENCE.

\*TR MIDLOTHIAN IL Failure Date: 08/10/2013

14 10534199 2011 FORD FUSION Steering I WAS DRIVING ON THE EXPRESSWAY EARLY THIS MORNING TRAVELING AT ~70 MILES AN HOUR.

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WITHOUT WARNING THE POWER STEERING CEASED TO WORK AND I GOT A WARNING THAT THERE WAS A POWER ASSIST FAULT AND TO SERVICE ADVANCTRAC. IF I WOULD HAVE BEEN TAKING A CURVE AT THAT EXACT MOMENT THE RESULTS COULD HAVE BEEN CATASTROPHIC. AFTER MAKING IT OFF THE EXPRESSWAY I WAS ABLE TO TURN THE CAR OFF AND THEN BACK ON AND ALL WAS FINE AND THE POWER STEERING WAS ONCE AGAIN WORKING. MY CONCERN AT THIS POINT IS THAT I NEVER KNOW, MOVING FORWARD, IF AND WHEN THIS ISSUE MAY OCCUR AGAIN. BASED ON SOME ONLINE RESEARCH I SEE MANY OTHER FUSION OWNERS COMPLAINING OF THIS EXACT ISSUE. PLEASE DON'T WAIT FOR SOMEONE TO DIE BEFORE TAKING ACTION AND FORCING FORD TO ANALYZE ROOT CAUSE. \*TR

SHEPHERDSVILLEKY Failure Date: 08/08/2013

14 10566858 2011 FORD FUSION Steering BOUGHT THE CAR ON AUG 06,2013. WHILE DRIVING HOME AT 60 MPH ON EXPRESSWAY RPM WENT FROM 2 TO 6 AT 60. DID NOT WANT TO GO OVER. SUDDENLY THE VEHICLE STALLED ON THE MIDDLE LANE. NO OTHER VEHICLES COMING. THE NEXT DAY RETURNED TO DEALERSHIP. THEY SAID IT WAS NOT THEIR PROB ANYMORE. THEY HAD ADDED A EXTENDED WARRANTY AND SAID TO TAKE IT TO FORD DEALERSHIP. TOOK IT THEY SAID IT WAS THE THROTTLE BODY. CHANGED IT. THE NEXT WEEK IT DID THE SAME THING AGAIN. TOOK IT BACK. SAID THE EXTENDED WARRANTY WAS VOID BECAUSE PROBLEM WAS EXISTING. STALLED @ 8 TIMES. CAR IS PARKED AT HOME. STILL PAYING \$400 FOR 72 MONTHS. PIECE OF JUNK. \*TR WESLACO TX Failure Date: 08/08/2013

14 10537022 2011 FORD FUSION Steering ON THREE SEPARATE OCCASIONS WITHIN THE LAST TWO WEEKS, (TWO WHILE PULLING OUT OF MY DRIVEWAY, AND ONCE WHILE LEAVING WORK), MY STEERING HAS "LOCKED" ON ME. THE CODE THAT APPEARED ON THE DASH WAS POWER STEERING ASSIST FAULT. NOT BEING TOO SURE OF WHAT THIS WAS ABOUT WE TOOK IT TO THE DEALER WHO TOLD US IT WAS THE RACK AND PINION THAT HAD GONE OUT. THE DEALER THEN STATED IN ORDER TO FIX IT THE ROCKER ARMS AS

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WELL AS THE RACK AND PINION WOULD HAVE TO BE REPLACED TO THE TUNE OF 2700 IN REPAIRS, THAT WAS NOT INCLUDING LABOR AND TAX. WHILE OUR VEHICLE IS STILL UNDER WARRANTY, I FEEL THIS SHOULD BE PART OF THE POWER TRAIN, AS WITHOUT STEERING YOU CANNOT DRIVE. THIS IS ALSO A HUGE SAFETY ISSUE. I CANNOT IMAGINE HOW THIS WOULD HAVE GONE IF I HAD BEEN IN TRAFFIC, LET ALONE IF MY CHILDREN HAD BEEN IN THE CAR. I HAVE SEEN HOW MANY COMPLAINTS THERE IS ABOUT THIS SITUATION. WHEN WILL THERE BE RESULTS? \*TR COPPERAS COVE TX Failure Date: 08/07/2013

14 10533512 2011 FORD FUSION Steering POWER STEERING FAILURE MAKES THE CAR STEERING CONTROL TO BE VERY HARD. I TRIED MANY WAYS (TURN OFF THE CAR, DISCONNECT BATTERY) BUT DID NOT WORK. \*TR ROSEVILLE CA Failure Date: 08/04/2013

14 10533309 2011 FORD FUSION Steering I WAS DRIVING AND THE CAR WAS RUNNING FINE WITH NO WARNING OF ANY PROBLEMS. I WENT THROUGH A TOLL BOOTH, ACCELERATED AND ALL OF THE SUDDEN THE STEERING WHEEL LOCKED UP AND BECAME VERY DIFFICULT TO TURN THE WHEEL. THE POWER STEERING ASSIST FAILURE WARNING CAME ON IN THE MESSAGE CENTER. IF THIS WERE TO OCCUR ON A CORNER THERE WOULD BE NO WAY TO SAVE IT. IT IS VERY DANGEROUS AND HAVE NO OTHER WAY OF GETTING AROUND. NOW EVERY TIME I GET INTO MY CAR, I AM PUTTING MY LIFE ON THE LINE. NOT SAFE THERE NEEDS TO BE A RECALL ON THIS VEHICLE AS I SEE NOW MANY PROBLEMS JUST LIKE MINE HAVE OCCURRED TO THOUSANDS OF PEOPLE. I PURCHASED MY CAR ONLY 8 MONTHS AGO AND HAVE PUT AROUND 9,000 MILES ON IT. \*TR ROCHESTER NH Failure Date: 08/02/2013

14 10533891 2011 FORD FUSION Steering TWICE IN THE LAST 3 WEEKS WHILE DRIVING AND MAKING A TURN MY POWER STEERING FAILED WITHOUT WARNING. I HAD TO PULL OVER AND RESTART THE CAR AND POWER STEERING RETURNED TO NORMAL. \*TR DEARBORN HTS MI Failure Date: 08/02/2013



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14 10534739 2011 FORD FUSION Steering DASH BOARD REPORTS  
POWER STEERING ASSIST FAULT. DIFFICULTY STEERING. DRIVE TO PARKING  
PLACE. TURN CAR OFF. TWO HOURS LATER RETURN TO CAR. TURN ON CAR  
AND THE POWER STEERING IS OK. SECOND FAULT AT 46045 MILES. CAR WAS  
PARKED. TURN CAR ON. POWER STEERING ASSIST FAULT. TURN CAR OFF.  
TURN CAR ON. POWER STEERING OK. \*TR CONCORD MA  
Failure Date: 08/02/2013

14 10625860 2011 FORD FUSION Steering AFTER HAVING MY CAR  
FOR 3 MONTHS OR SO I HAD THE FIRST INCIDENT WITH THE POWER STEERING  
FAILING ON MY CAR WHILE DRIVING WITH A WARNING MESSAGE THAT STATED  
"POWER STEERING ASSIST FAULT, SERVICE ADVANCETRAC" I WAS ABLE TO  
PULL OVER TURN THE VEHICLE OFF AND BACK ON AND THE PROBLEM WOULD  
BE CORRECTED, THE LAST EVENT WITH.WITH THIS SAME PROBLEM DID NOT  
CLEAR THE MESSAGE, I HAVE READ A NUMBER OF BLOGS WITH PEEP OWNING  
FORD FUSIONS TO.KNOW THIS IS NOT AN ISOLATED ISSUE AND YET FORD  
MOTOR COMPANY STILL HAS YET TO TAKE CORRECTIVE ACTION AGAINST THIS  
PROBLEM AND AT AROUND 1900.00 FOR REPAIR COSTS OF THIS ISSUE THAT IS  
UNACCEPTABLE. \*TR GIRARD PA Failure Date: 08/01/2013

14 10536632 2011 FORD FUSION Steering POWER STEERING  
STOPPED WORKING AND THE DASHBOARD DISPLAYED THAT THE POWER  
STEERING FAULT ASSEMBLY MALFUNCTIONED AND THE ADVANCE TRACK  
LIGHT CAME ON. VEHICLE WAS UNRESPONSIVE AND DIFFICULT TO MANEUVER.  
GLEN ROCK PA Failure Date: 07/30/2013

14 10532065 2011 FORD FUSION Steering I WAS GOING AROUND A  
CURVE AT 25 MPH WHEN SUDDENLY THE STEERING WHEEL JERKED IN MY  
HAND AND THEN BECAME ALMOST IMPOSSIBLE TO TURN. A WARNING DISPLAY  
CAME ON THAT READ "POWER STEERING ASSIST FAILURE, SERVICE  
ADVANCETRAC." I MANAGED TO GET THE CAR TO THE SIDE OF THE ROAD AND  
THEN TURN IT OFF. I RESTARTED THE ENGINE AND THE WARNING MESSAGE  
WAS CLEARED AND THE STEERING WORKED FINE THE REST OF THE TRIP. I  
CALLED THE SERVICE DEPARTMENT AT THE FORD DEALERSHIP WHERE I

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PURCHASED THE CAR AND EXPLAINED WHAT HAPPENED. THE SERVICE MANAGE TOLD ME HE HAD NEVER HEARD OF ANY SIMILAR PROBLEMS AND NOTHING COULD BE DONE ABOUT IT IF THERE WAS NO WARNING CODE DISPLAYING THAT THEY COULD READ. UPON RESEARCHING SEVERAL SITES ON THE INTERNET, I FOUND HUNDREDS AND HUNDREDS OF COMPLAINTS FOR THE SAME PROBLEM BEING EXPERIENCED BY OTHER FORD FUSION OWNERS. WILL MAJOR ACCIDENTS CLAIMING HUMAN LIVES HAVE TO OCCUR BEFORE THIS VERY SERIOUS PROBLEM IS ADDRESSED BY FORD MOTOR COMPANY AND THE NHTSA? \*TR                      SIOUX FALLS                      SD                      Failure Date: 07/26/2013

14      10716026      2011      FORD FUSION      Steering      WHILE DRIVING THE CAR THE POWER STEERING STOPPED WORKING, TURNED THE CAR OFF AND RESTARTED AND THEN IT WORKED AGAIN. THIS HAS HAPPENED ABOUT 15-20 TIMES SINCE THE FIRST INCIDENT. SINCE THE ERROR MESSAGE WENT AWAY WHEN THE CAR WAS RESTARTED, A DIAGNOSTIC WOULD NOT FIND THE PROBLEM. 4 DAYS AGO WE WERE BACKING OUT OF THE DRIVEWAY AND IT HAPPENED AGAIN WITH THE ERROR MESSAGE - POWER STEERING ASSIST DEFAULT- THIS TIME RESTARTING THE CAR DID NOT MAKE THE MESSAGE GO AWAY. AND THE POWER STEERING WAS COMPLETED GONE. WE HAD TO HAVE THE CAR TOWED TO THE DEALERSHIP. THEY SAID THE THE ENTIRE POWER STEERING MODULE HAS TO BE REPLACED FOR A TOTAL COST OF \$2000. IF THIS WOULD HAVE HAPPENED WHILE DRIVING AT A HIGH SPEED, THIS COULD OF RESULTED IN A VERY SERIOUS ACCIDENT WITH INJURY AND DAMAGES TO THE CAR. THE REPAIR OF THIS DEFECT WITH THIS CAR SHOULD OF BEEN HANDLED BY FORD BUT THEY ARE NOT PAYING FOR THE REPAIR.

VIRGINIA BEACH      VA                      Failure Date: 07/25/2013

14      10608930      2011      FORD FUSION      Steering      DRIVING AT CITY SPEEDS AND THE POWER STEERING COMPLETELY FAILS. TURN THE VEHICLE OFF AND THEN ON AGAIN AND IT FIXES THE PROBLEM. DRIVE SOME MORE AND A FEW DAYS LATER, IT HAPPENS AGAIN. A FEW DAYS LATER, IT COMPLETELY GOES. TAKE THE CAR TO THE LOCAL FORD DEALER AND AM CHARGED \$1832.35 FOR A NEW RACK AND PINION. LADIES AND GENTLEMEN,

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A RACK AND PINION WON'T FIX ITSELF IF YOU TURN THE CAR ON AND OFF. I DID SOME RESEARCH ON THIS PROBLEM ON LINE AT FORDFUSIONFORUM.COM. IT SEEMS TO BE AN ABS MODULE, NOT THE RACK AND PINION. CALLED FORD TODAY AND THEY SAID NO REIMBURSEMENT WAS POSSIBLE. A NEW RACK AND PINION FOR A CAR WITH ONLY 21 THOUSAND MILES ON IT? CRAZY. \*JS NEW ROCHELLE NY Failure Date: 07/24/2013

14 10526341 2011 FORD FUSION Steering I TURNED THE CAR ON WHILE PARKED IN MY DRIVEWAY AND THE SCREEN FLASHED "POWER STEERING ASSIST FAULT." I WASN'T ABLE TO TURN THE STEERING WHEEL AT ALL. THIS HAPPENED ONCE BEFORE RECENTLY AND THE PROBLEM CEASED WHEN I RESTARTED THE CAR. HOWEVER, AFTER THIS CURRENT INCIDENT THE STEERING WHEEL WILL NOT TURN, EVEN WITH FORCE. IF THIS HAD HAPPENED WHILE I WAS DRIVING, I WOULD HAVE NO CONTROL OF THE CAR AND WOULD HAVE MOST LIKELY RESULTED IN A TERRIBLE CAR ACCIDENT AND/OR WORSE. I DEMAND THIS PROBLEM BE FIXED IMMEDIATELY AS I KNOW THAT THERE ARE SEVERAL OTHER FUSION OWNERS WHO HAVE HAD SIMILAR ISSUES. \*TR WESTLAND MI Failure Date: 07/23/2013

14 10531651 2011 FORD FUSION Steering THE STEERING OF THE VEHICLE WENT OUT AND LOCKED WHILE DRIVING. THIS IS A FAIRLY NEW VEHICLE AND I SEE SOME TRENDING OF COMPLAINTS AND SIMILAR DESCRIPTIONS OF THE FAILURE. EXTREMELY DANGEROUS. VERY THANKFUL I WAS NOT ON THE HIGHWAY. WAS ADVISED BY FORD THAT RACK AND PINION NEEDED REPLACEMENT AND THEY COULD NOT DIAGNOSE CAUSE. \$2000 REPAIR. NOT COVERED, OUTSIDE WARRANTY PERIOD OF 36K MILES. SEEMS TO BE MORE OF A RECALL ISSUE? \*TR PORT CHARLOTTE FL Failure Date: 07/23/2013

14 10525708 2011 FORD FUSION Steering \*\*\*NOTE: THIS STARTED IN MAY 2013 HAPPENED 3 TIMES. DEALERSHIP REPLACE AN INTAKE SENSOR AND THEN IT HAPPENED AGAIN AS LISTED BELOW. THIS IS PUTTING ME AND MY DAUGHTERS IN DANGER EVERYTIME THIS HAPPENS WITHOUT

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PRIOR WARNING. ----- JULY 19, 2013 @ 3:29 AM:  
WITHOUT WARNING THIS TIME THE "CHECK ENGINE" INDICATOR CAME ON ,  
THE CAR MADE A WEIRD NOISE LIKE A DYING RUMBLE/PURRING NOISE AS IT  
BECAME SILENT AND ALL POWER LEFT. -SHE PUT THE CARE IN ?P? PARK -  
STARTED THE ENGINE AND IT ACTED NORMAL ----- JULY  
19, 2013 @3:28 AM: WITHOUT WARNING THE ?THROTTLE CONTROL/  
TRANSMISSION? INDICATOR LIT UP, THE CAR BECAME SILENT AND ALL POWER  
LEFT. -SHE PUT THE CARE IN ?P? PARK -STARTED THE ENGINE AND IT ACTED  
NORMAL ----- JULY 19, 2013 @ 1:20 AM : WITHOUT  
WARNING THE ?THROTTLE CONTROL/TRANSMISSION? INDICATOR LIT UP, THE  
CAR BECAME SILENT AND ALL POWER LEFT. -SHE PUT THE CARE IN ?P? PARK  
-STARTE D THE ENGINE AND IT ACTED NORMAL  
----- JULY 18, 2013 @4:30 PM: WITHOUT  
WARNING THE ?THROTTLE CONTROL/TRANSMISSION? INDICATOR LIT UP, THE  
CAR BECAME SILENT AND ALL POWER LEFT. -SHE PUT THE CARE IN ?P?  
PARK ?.I WAS IN THE BACK SEAT & INSTRUCTED HER WHAT TO DO. -STARTED  
THE ENGINE AND IT ACTED NORMAL \*\*\*\*\* FORD DEALERSHIP SERVICE  
TECHNICIANS COULD NOT FIND OR DUPLICATE THE PROBLEM. THE ISSUE  
ESCALATED TO THE FORD ENGINEERS. THEY DETERMINED THAT IT WAS  
SOMETHING LIKE THE MASSIVE INTAKE AIR FLOW SENSOR AND INSTALLED A  
NEW ONE ( FORD PART: FP 3L3Z-128579-BA SENSOR ASSY) JUNE 13 JUST  
PRIOR TO MY BUSINESS TRIP ON JUNE 17,2013. \*TR EUGENE OR  
Failure Date: 07/18/2013

14 10533125 2011 FORD FUSION Steering MY WIFE WAS PULLING  
INTO THE PARKING LOT WHERE SHE WORKS AND THE POWER STEERING QUIT.  
ON THE READOUT IT SAID POWER STEERING ASSIST FAULT AND SERVICE  
ADVANCE TRAC. ALSO THE ADVANCE TRAC LIGHT CAME ON. WITH  
DIFFICULTY SHE FINISHED PARKING THE CAR AND CALLED ME. SHE THEN  
SHUT THE CAR OFF AND WENT IN TO WORK. I DROVE TO WHERE SHE PARKED  
AND CHECKED UNDER THE HOOD FOR THE POWER STEERING. COULD NOT  
FIND IT SO LOOKED IN MANUAL AND FOUND THAT POWER STEERING ASSIST IS  
ELECTRONIC AND NOT HYDRAULIC. I STARTED CAR AND EVERYTHING

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WORKED NORMAL INCLUDING STEERING. LOOKED ONLINE AND FOUND MANY OTHER COMPLAINTS OF SAME PROBLEM ON 2011 FUSIONS. PLUGGED A DIAGNOSTIC TOOL IN UNDER THE DASH AND IT SHOWED NO FAULT CODES STORED. TOOK TO A FORD DEALER THE FOLLOWING WEEK AFTER DISCUSSING THE PROBLEM WITH THEM. THEY KEPT IT 4 DAYS AND COULD NOT GET THE PROBLEM TO COME UP AGAIN. WAS TOLD TO DRIVE IT UNTIL IT CAME UP AGAIN. PICKED UP THE CAR ON FRIDAY THE 26TH AND DROVE IT. THE STEERING WENT OUT AGAIN ON SUNDAY THE 28TH OF JULY WHEN I WAS DRIVING ABOUT 20 MPH. PULLED OVER TO SIDE OF ROAD AND SHUT OFF. RESTARTED AND EVERYTHING WAS NORMAL AGAIN. TALKED TO 2 OTHER FORD DEALERS AND WAS TOLD TO BRING IT IN WHEN IT HAPPENS AGAIN WITHOUT SHUTTING OFF SO THEY CAN CHECK IT WHEN IT IS HAPPENING. (BUT OF COURSE IT HAS TO BE A DAY AND TIME THEY ARE OPEN) I FEEL THIS IS A SAFETY ISSUE. MY WIFE DRIVES THIS TO WORK DAILY AND HAS TO TRAVEL OVER ROADS WHERE THERE IS NO PLACE TO PULL OFF TO RESET. ALSO IT WOULD BE VERY DIFFICULT FOR HER TO KEEP STEERING WHILE SHE IS CONTINUING TO DRIVE. I CALLED FORD CUSTOMER SERVICE AND FILED A COMPLAINT BUT WITH NO IMMEDIATE RESOLVE. \*TR HYRUM UT

Failure Date: 07/18/2013

14 10541850 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. THE CONTACT STATED THAT WHILE TRAVELING APPROXIMATELY 25 MPH, THE VEHICLE BECAME DIFFICULT TO STEER AND THE POWER STEERING WARNING LIGHT ILLUMINATED. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE FAILURE COULD NOT BE REPLICATED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS CONTACTED ABOUT THE FAILURE. THE FAILURE MILEAGE WAS 52,600.

BONNETERRE MO Failure Date: 07/18/2013

14 10525385 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 5 MPH, THE POWER STEERING FAILED AS THE POWER STEERING ASSIST WARNING LIGHT ILLUMINATED. THE VEHICLE WAS SHUT

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DOWN AND RESTARTED BUT THE FAILURE RECURRED. THE VEHICLE WAS TOWED TO THE DEALER WHERE IT WAS DETERMINED THAT THE POWER STEERING ASSIST NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS CONTACTED ABOUT THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 44,200. ST. LOUIS

MO Failure Date: 07/16/2013

14 10643328 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. WHILE DRIVING APPROXIMATELY 35 MPH, THE POWER STEERING WARNING INDICATOR ILLUMINATED. IN ADDITION, WHILE ATTEMPTING TO TURN THE VEHICLE, THE STEERING WHEEL SEIZED AND THE CONTACT HAD TO USE EXTREME FORCE TO CONTROL THE STEERING WHEEL. THE DEALER STATED THAT THE POWER STEERING ASSEMBLY NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED, BUT THE FAILURE PERSISTED. THE MANUFACTURER WAS NOTIFIED. THE APPROXIMATE FAILURE MILEAGE WAS 41,015. UPDATED 7/7/15\*CN GOODYEAR AZ Failure Date: 07/15/2013

14 10526031 2011 FORD FUSION Steering I WANTED TO CONTACT YOU ABOUT A SERIOUS SAFETY ISSUE IN MY 2011 FORD FUSION. I TOOK IT IN FOR SERVICE IN JANUARY 2013 AND WAS TOLD THAT THE THROTTLE BODY NEEDED REPLACED AFTER MY CAR STALLED A FEW TIMES. I WAS TOLD THEN THE THROTTLE BODY WAS BACKORDERED. I TRIED AGAIN IN JUNE AND WAS TOLD THAT THIS IS A COMMON PROBLEM AND THEY ARE STILL BACKORDERED. AFTER THAT, I WAS TOLD THAT I COULD SIMPLY TAKE THE KEY OUT AND PUT IT BACK IN AFTER IT STALLED AND IT WOULD BE FINE. AND THEY WERE BACKORDERED FROM FORD. ON JULY 11TH, THE CAR STALLED AT THE CORNER OF I-70 AND I-270 IN COLUMBUS WHILE TRAVELING AT 65MPH. I PULLED OFF TO THE SIDE OF THE ROAD AND RESET THE CAR. WHILE TRYING TO GET OFF THE ROAD, I WENT OFF THE ROAD TO AVOID ANY OTHER CARS AS THEIR WAS CONSTRUCTION AND NO SHOULDER. AFTER RESTARTING IT, I GOT BACK ONTO THE ROAD AND THE CAR STALLED AND I WASN'T ABLE TO MAKE IT BACK OFF THE ROAD AND NEARLY WAS HIT BY A SEMI FROM BEHIND.

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THE CAR STALLED A MINIMUM OF TEN TIMES DURING RUSH HOUR. \*TR

HILLIARD OH Failure Date: 07/11/2013

14 10532938 2011 FORD FUSION Steering MY WIFE, SON AND I WAS AT A STOP LIGHT GETTING READY TO TURN RIGHT AND ALL ASUDDEN THERE WAS NO STEERING AT ALL LOCKED COMPLETELY UP SO WE PULLED OVER AND TRIED TO RESTART CALL AND MESSAGE POPPED UP SERVICE BRAKE SYSTEM, CHECK POWER STEERING NOW, SERVICE ADVANCE TRACK. THE ELECTRIC POWER STEERING HAD WENT COMPLETELY OUT OF THE CAR TOTALLY NOT SAFE AT ALL. WHEN WILL THERE BE A RECALL ON SUCH A MAJOR ISSUE THIS NEEDS TO BE ADDRESSED I HAVE READ OTHER FUSIONS WITH THE SAME PROBLEM AS MINE. THIS VEHICLE WILL NOT BE DRIVEN ANYMORE NOT WORTH THE LIFE OF MY FAMILY OVER SOMETHING THAT SHOULD HAVE BEEN RECALLED YEARS AGO BY FORD STILL NOTHING LAST FORD I WILL OWN.

\*TR FROSTBURG MD Failure Date: 07/11/2013

14 10524041 2011 FORD FUSION Steering WHILE DRIVING OUT OF A PARKING LOT AND TURNING ONTO A MAIN ROAD, THE POWER STEERING BECAME EXTREMELY HEAVY AND DIFFICULT. I HEARD BEEPING INSIDE THE CAR AND THE MESSAGE- POWER STEERING ASSIST FAILURE LIGHT CAME ON. I WAS ABLE TO MANEUVER THE CAR TO THE SIDE OF THE ROAD AND TURNED THE CAR OFF AND BACK ON AGAIN AND THE STEERING RETURNED TO NORMAL. THIS WAS SCARY AS IT HAPPENED WITH OUT WARNING SO I IMMEDIATELY CALLED THE CLOSEST FORD DEALER AFTERWARDS (MONDAY) AND EXPLAINED WHAT HAD JUST HAPPENED AND THAT I WAS WORRIED IT WOULD REOCCUR AND IS DANGEROUS BUT THEY COULDN'T TAKE IT UNTIL FRIDAY. ALSO, CONCERNED ABOUT READING VERY SIMILAR COMPLAINTS WITH NO RECALL FROM FORD TO LOOK INTO AND FIX BEFORE THIS MALFUNCTION CAUSES A DANGEROUS ACCIDENT. LUCKILY, I HAD JUST MADE A TURN AT THE TIME AND WASN'T MOVING FAST AT ALL BUT OTHERS HAVE WRITTEN THAT IT HAPPENS AT HIGHER SPEEDS AS WELL. \*TR

STATEN ISLAND NY Failure Date: 07/08/2013

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14 10525754 2011 FORD FUSION Steering WHILE DRIVING ON THE EXPRESSWAY AT APPROXIMATELY 60 MPH, POWER STEERING STOPPED WORKING. VEHICLE DISPLAY FLASHED POWER STEERING FAILURE ALTERNATING WITH SERVICE ADVANCE TRACK. THE PROBLEM HAS RECURRED MULTIPLE TIMES UNDER SIMILAR CONDITIONS, AND RECENTLY HAPPENED ON A TURN. TOOK VEHICLE TO DEALER ON 7/3/13. THEY COULD NOT NOTE ANYTHING WRONG, BUT RESET SENSOR ANYWAY. THE PROBLEM HAS OCCURRED TWICE SINCE THE SENSOR WAS RESET. I FEEL THAT THIS COULD BE A DANGEROUS PROBLEM, DEPENDING ON WHEN THE MALFUNCTION OCCURS. \*TR CHICAGO IL Failure Date: 07/03/2013

14 10523487 2011 FORD FUSION Steering THE POWER STEERING WENT OF WHILE I WAS DRIVING AT APPROXIMATELY 45MPH. THE INDICATOR SHOWED CHECK POWER TRAC POWER STEERING. TOOK IT TO THE DEALER WHERE I BOUGHT THE CAR AND THEY PUT IT ON A COMPUTER TO SEE WHAT WAS WRONG. THE COMPUTER SHOWED THE POWER GEAR NEEDS TO BE REPLACED AT \$1600. BUT THE SERVICE TECH SAID THAT MAY NOT BE ALL THAT'S WRONG, BUT FIRST NEED TO REPLACE THE POWER GEAR. THIS SHOULD BE COVERED IN THE WARRANTY AND THIS SHOULD BE A RECALL DUE TO HAVING OCCURRED NUMEROUS TIMES BEFORE. NEITHER OF WHICH IS OCCURRING. THIS COULD BE VERY DANGEROUS AND CAUSE SERIOUS INJURY IF THE CAR, FOR INCIDENCE, IS IN THE PASSING LANE. AFTER THE CAR LOST ITS POWER STEERING, I WAS ABLE TO STOP AND RESTART, WHICH CORRECTED THE STEERING. \*TR SALTVILLE VA Failure Date: 07/02/2013

14 10525913 2011 FORD FUSION Steering POWER STEERING STOPPED WORKING, AND BRAKES ACTING UP, VERY HARD TO DRIVE TO THE SIDE OF THE ROAD AND STOP. WARNING LIGHTS CAME ON FOR POWER STEERING DEFAULT AND SERVICE ADVANCETRAC. TOOK MY FUSION TO THE FORD DEALER IN GRAND HAVEN,MI. TO SEE WHAT THE PROBLEM WAS. WITHOUT LOOKING AT MY CAR THEY SAID THEY COULDN'T HELP ME, CAME BACK TO MY DAUGHTERS HOME. THIS HAS HAPPENED 3 TIMES IN THE LAST 2



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WEEKS, WHEN I SHUT THE CAR OFF FOR AWHILE, IT SEEMS TO CORRECT ITSELF. BUT THERE IS NO WAY OF TELLING WHEN IT WILL HAPPEN AGAIN. I'M VISITING FROM PENNSYLVANIA IN MICHIGAN, AND I GUESS I'M SUPPOSE TO TAKE THE CHANCE OF DRIVING MY CAR THE 700 MILES TO PA WITHOUT IT HAPPENING AGAIN!! CONSIDERING ALL THE COMMENTS I HAVE SEEN ON THE INTERNET ABOUT THE SAME ISSUES WITH OTHER FUSIONS, IT WOULD SEEM TO ME THAT FORD MIGHT TAKE A LOOK AT THE PROBLEM AND HELP THEIR CUSTOMERS. I WONDERED ABOUT THE FORD DEALER, IF HE NOTICED MY PA. PLATES AND I'M 77 YEARS OLD, AND THAT WAS THAT!! I HOPE NOT! RIGHT NOW I'M STILL IN MICHIGAN, DECIDING WHAT TO DO? \*TR NUNICA MI Failure Date: 07/02/2013

14 10610596 2011 FORD FUSION Steering ALL OF A SUDDEN, MY POWER STEERING FROZE AND I GOT THE "POWER STEERING ASSIST FAULT, SERVICE ADVANCETRAC" WARNING LIGHT. THIS HAPPENED ON SEVERAL INSTANCES LAST SUMMER, AND ALL I HAD TO DO WAS STOP THE CAR, TURN IT OFF, AND START IT UP AGAIN AND THERE WAS NO PROBLEM. I TOOK THIS TO THE FORD DEALERSHIP AND THEY WERE UNABLE TO DUPLICATE THE PROBLEM AND UNABLE TO DO ANYTHING. THIS DID NOT OCCUR AGAIN OVER THE WINTER, BUT IT DID AGAIN ON THE THURSDAY BEFORE MEMORIAL DAY. I TOOK IT TO THE FORD DEALERSHIP, AS THEY ASKED IF I COULD BRING IT IN WITH THE PROBLEM, BUT THEY DID NOT LOOK AT IT. TODAY (JULY 15, 2014) I HAD THE SAME INSTANCE AGAIN OF THE POWER STEERING FREEZING WHEN I WAS BACKING OUT OF MY DRIVEWAY. HOWEVER, WHEN I SHUT THE CAR OFF AND RESTARTED IT, IT HAS NOT FIXED THE PROBLEM. I PLAN TO TAKE IT TO THE DEALERSHIP TODAY, BUT THIS IS A SERIOUS SAFETY PROBLEM FOR THE POWER STEERING TO GO INTERMITTENTLY, AND I HAVE READ SIMILAR COMPLAINTS ON VARIOUS WEBSITES. IF THIS IS A RECURRING PROBLEM, THERE OUGHT TO BE A RECALL. \*TR NEEDHAM MA Failure Date: 07/01/2013

14 10693089 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. THE CONTACT STATED THAT WHILE DRIVING AT

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APPROXIMATELY 10 MPH, THE POWER STEERING WARNING LIGHT ILLUMINATED AND THE STEERING WHEEL BECAME DIFFICULT TO TURN. THE CONTACT RESTARTED THE VEHICLE AND IT RESUMED TO NORMAL OPERATION. THE FAILURE OCCURRED ON NUMEROUS OCCASIONS. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 70,000.....UPDATED 06/09/15\*BF THE CONSUMER STATED THE POWER STEERING WENT COMPLETELY OUT IN THE FIRST WEEK OF APRIL. IT WAS TAKEN TO A FORD DEALERSHIP, AND WAS ADVISED THAT THE RACK AND PINION NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. UPDATED 11/20/2015\*JS  
MEEKER OK Failure Date: 07/01/2013

14 10523055 2011 FORD FUSION Steering THE CAR SUDDENLY DEVELOPED SOME SLOP OR PLAY IN THE STEERING OF THE CAR WITH A CLUNKING NOISE UPON STEERING. A GARAGE CHECKED IT OUT AND DETERMINED THAT THE "RACK AND PINION" ASSEMBLY HOUSING, WHICH IS MADE A ALUMINUM, HAD A VERTICAL CRACK IN THE MIDDLE OF IT. THIS IS VERY DANGEROUS SITUATION THAT COULD CAUSE STEERING FAILURE RESULTING IN A TOTAL LOSS OF VEHICLE CONTROL. CAR IS DRIVABLE AT THIS POINT. \*TR WANTAGH NY Failure Date: 06/30/2013

14 10535337 2011 FORD FUSION Steering THE MESSAGE CENTER DISPLAYED "POWER STEERING ASSIST FAIL" AND THE POWER STEERING TO MY CAR STOPPED FUNCTIONING. RESEARCH AS TO WHAT MAY HAVE CAUSED THIS RESULTED IN NUMEROUS INSTANCES OF THIS FAULT REPORTED BY OTHER FORD OWNERS WITH THE SAME MODEL YEAR AND THE SAME APPROXIMATE MILEAGE. THIS IS A SERIOUS SAFETY ISSUE AND SHOULD BE ACKNOWLEDGED BY FORD AND A RECALL BE INITIATED. \*TR  
OGDENSBURG NY Failure Date: 06/28/2013

14 10523208 2011 FORD FUSION Steering MY POWER STEERING HAS GONE OUT ON 3 SEPARATE OCCASIONS NOW. THE FIRST INCIDENT WAS JUNE 26. I HAD PARKED THE CAR (PULLED OVER BECAUSE OF A BAD RAIN STORM). WHEN I RESTARTED THE CAR AND STARTED TO PULL OUT OF THE

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PARKING PLACE, THE POWER STEERING ASSIST DEFAULT LIGHT CAME ON AND IT BECAME EXTREMELY DIFFICULT TO STEER THE CAR. I PULLED OVER AGAIN, TURNED OFF THE ENGINE FOR SEVERAL MINUTES AND WHEN I RESTARTED IT, THE DEFAULT LIGHT WAS OFF AND IT WAS FINE. THE SECOND INCIDENT OCCURRED ON JUNE 28. AGAIN, IT HAPPENED WHEN I STARTED THE CAR. I WAS PARALLEL PARKED AND WHEN I STARTED THE CAR, THE POWER STEERING ASSIST DEFAULT LIGHT CAME ON AND THE STEERING WAS AGAIN VERY DIFFICULT TO MANEUVER. I TURNED THE ENGINE OFF FOR SEVERAL MINUTES, RESTARTED AND IT WAS FINE. THE THIRD INCIDENT OCCURRED TODAY, 7/4/2013, AND THIS TIME IT HAPPENED WHILE I WAS DRIVING. I WAS DRIVING APPROXIMATELY 45 MPH WHEN THE POWER STEERING ASSIST DEFAULT LIGHT CAME ON AGAIN. I WAS ABLE TO PULL OFF OF THE HIGHWAY SAFELY. I TURNED THE CAR OFF FOR SEVERAL MINUTES AND ONCE AGAIN, IT WAS FINE. HOWEVER, TO JUST SUDDENLY LOSE THE CAPABILITY TO STEER IS QUITE TERRIFYING AND EXTREMELY DANGEROUS, ESPECIALLY ON A HIGHWAY. SINCE THIS HAS HAPPENED, I HAVE DONE SOME RESEARCH ONLINE AND THIS POWER STEERING ASSIST DEFAULT SEEMS TO BE QUITE A COMMON PROBLEM WITH FORD FUSION OWNERS- ESPECIALLY 2010-2012 MODELS. FORD NEEDS TO ADDRESS THIS ISSUE BEFORE THERE IS A REALLY SERIOUS ACCIDENT. I'VE ONLY MADE A FEW PAYMENTS ON MY CAR AND I AM NOW AFRAID TO DRIVE IT- IT IS NOT SAFE!! \*TR BARTLETT IL Failure Date: 06/26/2013

14 10522934 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 25 MPH, THE STEERING WHEEL BECAME DIFFICULT TO MANEUVER AS THE POWER STEERING WARNING LIGHT ILLUMINATED. THE VEHICLE WAS TAKEN TO A DEALER FOR A DIAGNOSTIC TESTING WHERE THE FAILURE WAS UNABLE TO BE REPLICATED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 60,250 AND THE CURRENT MILEAGE WAS 60,344. \*TR MARTINSVILLE VA Failure Date: 06/25/2013

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14 10523795 2011 FORD FUSION Steering I TURNED ON MY CAR. THE POWERING STEERING ASSIST FAULT LIGHT CAME ON AND IT WAS HARD TO TURN. I TURNED MY CAR OFF AND ON AGAIN. THE LIGHT WAS STILL THERE.  
\*TR CAMDEN AR Failure Date: 06/25/2013

14 10521453 2011 FORD FUSION Steering WHILE TAKING A FREEWAY EXIT RAMP, AN ALERT POPPED UP ON MY DASHBOARD AND MY STEERING IMMEDIATELY BECAME LABORED. I WASN'T DOING ANYTHING UNUSUAL AT THE TIME, SO MY IMMEDIATE ASSUMPTION WAS THAT I HAD A FLAT TIRE. I BEGAN TO SLOW AS I NEARED THE EXIT RAMP, AND AT THIS POINT MY DASHBOARD SHOWED A "POWER STEERING ASSIST FAULT" ERROR AND A "SERVICE ADVANCETRAC" ERROR MESSAGE, WHICH RESULTED IN THE LOSS OF ALL POWER STEERING. AT THIS POINT I PULLED OFF THE HIGHWAY AND INTO A PARKING LOT, SHUT OFF MY CAR, AND LET IT REST FOR APPROXIMATELY 15 MINUTES WHILE I READ THE FORD OWNER GUIDE FOR MORE INFORMATION. AFTER INSPECTING THE ENGINE AND FINDING NOTHING UNUSUAL, I STARTED THE CAR AND THE POWER STEERING HAD RETURNED. I HAVE NOT EXPERIENCED THIS ISSUE AGAIN AND IT HAS BEEN 24 HOURS, BUT I'M STILL WEARY OF TRAVELING AT HIGHER SPEEDS LEST MY POWER STEERING SUDDENLY FAIL AGAIN. \*TR SILVER SPRING MD  
Failure Date: 06/23/2013

14 10521887 2011 FORD FUSION Steering WAS STOPPED AT RED LIGHT IN RIGHT TURN LANE . LIGHT CHANGED AND I STARTED FORWARD THE STEERING LOCKED UP AND LIGHTS AND BUZZERS WENT OFF THERE WAS NO ONE STOPPED AT LIGHT IN OTHER LANE SO I WAS ABLE TO STEER SAFELY TO RIGHT AND CLEAR TRAFFIC. LIGHTS ON DASH SAID POWER STEERING ASSIST FAILURE AND SOMETHING ABOUT ADVANCE TRAC. CALLED THE LOCAL FORD PLACE AND THEY SENT MAN TO CHECK PROBLEM. HE CRANKED ENGINE AND EVERYTHING WAS BACK TO NORMAL. COULDN'T MAKE IT DO IT AGAIN.  
\*TR TEAGUE, TX Failure Date: 06/20/2013

14 10520093 2011 FORD FUSION Steering TRAVELING DOWN THE HIGHWAY, THE ADVANCETRAC LIGHT CAME ON AND SYSTEM CHIMED.

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MESSAGE CENTER DISPLAYED SERVICE ADVANCETRAC AND POWER STEERING ASSIST FAULT, I LOST ALL POWER STEERING, THE VEHICLE BECAME VERY HARD TO CONTROL. UPON TURNING THE VEHICLE OFF AND BACK ON I WAS ABLE TO REGAIN POWER STEERING. BRINGING VEHICLE TO DEALERSHIP TODAY FOR INVESTIGATION. \*TR WEYMOUTHMA

Failure Date: 06/17/2013

14 10521463 2011 FORD FUSION Steering IN THE BEGINNING WHILE DRIVING I HAD THE WARNING LIGHT OF "POWER STEERING ASSIST FAILURE" COME ON, THE WHEEL WOULD BECOME DIFFICULT TO TURN SO I PULLED INTO THE SHOULDER AND TURNED OFF THE VEHICLE TO CHECK THE POWER STEERING FLUID AND WHEN I GOT BACK IN AND STARTED THE VEHICLE IT WOULD RESET AND WORK FINE. I THOUGHT IT WAS A FLUKE AT FIRST. THEN IT HAPPENED AGAIN A FEW WEEKS LATER SO I CALLED THE FORD DEALERSHIP, SPOKE TO THE SERVICE MANAGER WHO TOLD ME THEY WOULDN'T BE ABLE TO FIGURE OUT WHAT IT WAS IF THE VEHICLE DIDN'T STORE A CODE THAT IT WOULD BE BEST FOR ME TO BRING IT IN ONCE THE WARNING LIGHT STAYED ON AND IT WOULDN'T RESET ITSELF. HE TOLD ME THIS BECAUSE A FEW WEEKS PRIOR SAME THING HAPPENED WITH THE WRENCH WARNING LIGHT AND WHEN I TOOK IT IN THE VEHICLE DIDN'T STORE A CODE.. THEY KEPT MY CAR FOR A WEEK AND COULDN'T FIGURE IT OUT. I HAD TO PAY TO GET MY VEHICLE BACK. NO WORK WAS PERFORMED 2 DAYS LATER SAME ISSUE, I HAVE SINCE FIXED THE WRENCH LIGHT ISSUE AND UNABLE TO PAY FOR THE POWER STEERING ISSUE. THESE 2 ITEMS WENT OUT WHEN I WAS ON THE HIGHWAY AND ARE UNSAFE CONDITIONS TO LOOSE ACCELERATION ON THE HIGHWAY ALL OF A SUDDEN IS NOT GOOD AT ALL AND TO HAVE POWER STEERING FAILURE ON A 2011 VEHICLE IS NOT ACCEPTABLE.

\*TR LONGVIEW TX Failure Date: 06/14/2013

14 10524075 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. THE CONTACT STARTED HER VEHICLE AND THE "POWER STEERING ASSIST FAULT" WARNING ALERT ILLUMINATED. THE CONTACT RESTARTED THE VEHICLE AND IT FUNCTIONED PROPERLY. THE

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VEHICLE WAS NOT TAKEN TO A DEALER FOR INSPECTION. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 38,000. SOUTHFIELD MI Failure Date: 06/12/2013

14 10524083 2011 FORD FUSION Steering CAR IS HAVING A HARD TIME CRANKING AND IDLING HIGH, POWER STEERING HARD TO MOVE BECAUSE OF A POWER STEERING ASSIST FAULT AND THE CAR IS HARD TO STEER IT HAS DONE IT 3 TIMES. ONCE WHILE DRIVING AND 2 OTHER TIMES WHILE PARKED BUT CAR WAS HARD TO CRANK. \*TR ERWIN NC Failure Date: 06/09/2013

14 10659704 2011 FORD FUSION Steering POWER STEERING FAILED WHILE DRIVING. NO POWER UNTIL VEHICLE WAS SHUT OFF AND RESTARTED. \*TR IVOR VA Failure Date: 06/03/2013

14 10511635 2011 FORD FUSION Steering MYSELF ALONG WITH MY THREE CHILDREN WERE TRAVELING ON I-45 FROM DALLAS TO HOUSTON. WHILE TRAVELING 75MPH, THE INDICATOR LIGHT FOR THE POWER STEER ASSIST FAULT CAME ON ALONG WITH THE SERVICE ADVANCETRAC. ONCE THE ALARM WENT OFF, I NO LONGER HAD POWER STEERING. THIS SEEMS TO BE A COMMON OCCURRENCE WITH THIS SPECIFIC VEHICLE, AND CAN BE VERY DANGEROUS DEPENDING OF THE DRIVING CONDITIONS. \*TR KELLER TX Failure Date: 05/12/2013

14 10509906 2011 FORD FUSION Steering I WAS PULLING INTO TRAFFIC WHEN ALL OF A SUDDENLY STEERING BECAME VERY STIFF. A MESSAGE APPEARED THAT STATED THE POWER STEERING WAS OUT. I WILL BE TAKING THE VEHICLE IN TOMORROW MORNING BUT I HAVE READ THAT THIS IS A COMMON PROBLEM. ALSO I HAVE A ONE MONTH OLD AND IF WE WOULD HAVE BEEN IN TRAFFIC FAR AWAY FROM HOME THIS WOULD HAVE BEEN VERY DETRIMENTAL. \*TR LEWISVILLE TX Failure Date: 04/29/2013

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14 10510445 2011 FORD FUSION Steering DROVE THE CAR FOR ABOUT AN HOUR, FOR ABOUT 20 MILES. PARKED THE CAR. TURNED ON CAR AFTER IT WAS PARKED IN A PARKING LOT FOR ABOUT 1.5 HOURS. AS WE ATTEMPTED TO PULL OUT OF OUR SPOT, IT WAS APPARENT THAT THE POWER STEERING WAS NOT WORKING. SECONDS LATER, THE WARNING MESSAGE APPEARED THAT THERE WAS A POWER STEERING FAILURE, CHECK THE ADVANCETRAC SYSTEM. WE ATTEMPTED TO TURN THE CAR ON AND OFF TO NO AVAIL. WE ADDED 3 BOTTLES OF POWER STEERING FLUID AND IT DIDN'T SEEM TO FILL UP THE TANK NOR DID IT HELP THE POWER STEERING. CAR WAS TOWED TO THE DEALER, WHERE THEY TOLD US THE RACK AND PINION NEEDED TO BE REPLACED. \*TR BROOKLYN NY Failure Date: 04/25/2013

14 10565155 2011 FORD FUSION Steering 3 TIMES THE VEHICLE HAS JUST SHUT ITSELF OFF WHEN DRIVING IN TRAFFIC. I PUT IT IN GEAR AND IT THEN STARTS AGAIN. SOME ISSUES WITH ACCELERATION WHILE DRIVING ALSO. AFTER HAVING THE VEHICLE FOR A FEW MONTHS THE POWER STEERING WOULD SHUT OFF WHILE DRIVING. FORD HAS SINCE REPLACED THE STEERING COLUMN. THE PROBLEM WITH THE CAR SHUTTING ITSELF OFF STILL EXISTS. \*TR MESQUITE TX Failure Date: 03/07/2013

14 10564481 2011 FORD FUSION Steering THE CAR WAS PARKED, AND WHEN I PUT IT ON REVERSE TO BACK OUT, THERE WAS A BEEPING SOUND THAT SAID "POWER STEERING FAULT" AND THE WHEEL WAS SUPER HARD I COULD NOT CONTINUE TO DRIVE, SO I PUT THE CAR ON PARK AND TURNED IT OFF. LEFT THE CAR, AND WHEN MY HUSBAND WENT TO GET THE CAR, IT TURNED ON FINE & DRIVE FINE. TWO DAYS LATER THE SAME THING. WONDERING IF THIS IS A RECALL OR THIS CAN BE REPLACED BY FORD????? FIRST A FEW MONTHS AGO, THE "THROTTLE BODY" & NOW THIS!!!! \*TR HEMET CA Failure Date: 02/12/2013

14 10606341 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. THE CONTACT STATED THAT THE POWER STEERING FAILED AND THE STEERING WHEEL BECAME EXTREMELY DIFFICULT

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TO TURN. THE POWER STEERING WARNING LAMP ILLUMINATED. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER WHO DIAGNOSED THAT THE ELECTRONIC POWER STEERING PUMP NEEDED TO BE REPLACED. THE VEHICLE WAS TO BE REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 30,000. UPDATED 09/02/14\*LJ THE CONSUMER STATED THE VEHICLE WAS REPAIRED. THE STEERING RACK WAS REPLACED. UPDATED 09/11/2014 \*JS

JACKSONVILLE FL Failure Date: 02/04/2013

14 10490091 2011 FORD FUSION Steering I DROVE FOR APPROX 5 MINS FROM MY HOME TO A LOCAL STORE. WHEN I RESTARTED THE CAR FROM THE STORE THE STEERING WHEEL WAS ALMOST IMPOSSIBLE TO TURN. THE MESSAGE "POWERSTEERING ASSIST FAILURE" APPEARED. THE OUTSIDE TEMP WAS APPROX 20F. MY INTENTION WAS TO DRIVE SLOWLY BACK TO MY HOME AND CALL TOWING BUT I DECIDED TO RESTART THE CAR FIRST. AFTER RESTARTING THE STEERING WAS WORKING NORMALLY. AFTER READING OTHER POSTINGS IT SEEMS THAT THIS TYPE OF FAILURE COULD ALSO OCCUR WHILE DRIVING. THIS WOULD POSE AN EXTREMELY DANGEROUS SITUATION. I WILL CONTACT MY FORD DEALERSHIP AND AM HOPEFUL THAT THEY ARE ABLE TO REPAIR THIS PROBLEM IN A PERMANENT FASHION. OTHERWISE I WOULD NOT ALLOW MY WIFE OR KIDS TO DRIVE THIS CAR AND WOULD NEED TO ESCALATE THIS ISSUE WITH FORD. \*TR ROUSES POINT NY

Failure Date: 12/26/2012

14 10653476 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. THE CONTACT STATED THAT WHILE DRIVING 10 MPH, THE STEERING WHEEL BECAME DIFFICULT TO TURN. THE VEHICLE WAS TAKEN TO THE DEALER. THE TECHNICIAN DIAGNOSED THAT THE POWER STEERING WAS FAULTY. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE VIN WAS UNAVAILABLE. THE APPROXIMATE FAILURE MILEAGE WAS 100,000.

ABERNATHY TX Failure Date: 10/29/2012



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14 10706337 2011 FORD FUSION Steering POWER STEERING HAS GONE OUT SEVERAL TIMES SINCE I FIRST BOUGHT THIS CAR. EACH TIME I HAVE TAKEN IT INTO THE DEALER IN THE PAST THEY HAVE TOLD ME THEY WEREN'T WILLING TO LOOK AT IT WITHOUT A FAULT CODE ON THE DASH. TODAY (04/17/2015) I FINALLY MANAGED TO GET THEM TO LOOK AT THE CODE AND THEY ARE UNWILLING TO FIX THE PROBLEM UNDER WARRANTY DESPITE IT HAVING BEEN AN ONGOING ISSUE. LOOKING IT SEEMS TO BE A PROBLEM NOT JUST RELATED TO MY CAR, BUT A NUMBER OF THESE 2011 FUSIONS.

\*TR HALETHORPE MD Failure Date: 10/17/2012

14 10475287 2011 FORD FUSION Steering BEGINNING ON MONDAY, SEPTEMBER 10, 2012 RIGHT UP UNTIL THIS MORNING, THURSDAY, SEPTEMBER 13TH, THE POWER STEERING ON MY 2011 FORD FUSION HAS LOCKED UP SIX TIMES. THE FIRST OCCURRENCE HAPPENED ON MONDAY 9/10/2012 AS I WAS ABOUT TO TURN A CORNER AT A VERY BUSY INTERSECTION. I WAS GOING APPROXIMATELY 30 MPH. AS I WAS ABOUT TO TURN, BELLS AND WHISTLES WENT OFF, MY POWER STEERING FAILED AND A MESSAGE ON MY DASH BOARD READ "SERVICE ADVANCETRAC" AND "POWER STEERING ASSIST FAILURE." THE STEERING WHEEL BECAME VERY DIFFICULT TO MANEUVER - BASICALLY LOCKED UP. LUCKILY I WAS ABLE TO SAFELY PULL OVER TO WHERE I COULD TURN MY CAR OFF, TAKE THE KEY OUT OF THE IGNITION AND RESTART IT TO UNLOCK THE STEERING. SINCE THEN, (3 DAYS LATER) THIS HAS OCCURRED ANOTHER FIVE TIMES. NOT ALL INSTANCES HAVE BEEN WHILE TURNING A CORNER AND IT HAPPENS AT RANDOM SPEED. THE ONLY WAY I CAN UNLOCK THE STEERING IS BY SHUTTING THE CAR OFF, TAKING THE KEY OUT OF THE IGNITION AND TOTALLY RESTARTING IT. I LIVE IN HOUSTON, TX AND SPEND SEVERAL HOURS IN MY CAR EACH DAY JUST COMMUTING BACK AND FORTH FROM WORK ALONE. I AM TRULY TERRIFIED EACH TIME I GET IN MY CAR - ESPECIALLY ON THE INTERSTATES DURING RUSH HOUR. I SHOULD NOT HAVE TO FEEL LIKE THIS. THIS IS A MAJOR SAFETY ISSUE AND IN MY OPINION, FORD NEEDS TO ADMINISTER A RECALL! I HAVE AN APPOINTMENT SCHEDULED TO TAKE MY CAR IN BUT FROM EVERYTHING THAT I HAVE READ ONLINE, THE PARTS THAT ARE NEEDED TO

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REMEDY THIS PROBLEM ARE ALL ON BACK ORDER. PLEASE HELP! I KNOW THERE ARE SEVERAL OTHERS OUT THERE THAT ARE DEALING WITH THIS SAFETY ISSUE. DON'T LET IT GET TO THE POINT OF SOMEONE LOSING THEIR LIFE OR SOMEONE TAKING ANOTHER'S LIFE. PLEASE PLEASE PLEASE HELP!!!!

[XXX] INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6). \*TR HOUSTON TX Failure Date: 09/10/2012

14 10683873 2011 FORD FUSION Steering POWER STEERING WENT OUT WHEN DRIVING. HAD IT FIXED TO THE AMOUNT OF 1300.00 REPLACED THE RACK AND PINION STEERING. SIX MONTHS LATER WHILE DRIVING AGAIN THE POWER STEERING FAILED AGAIN. REPLACED THE RACK AND PINION AGAIN. NOT EVEN TWO WEEKS LATER, AND NOT HAVING DRIVEN IT NO MORE THAN FIFTY MILES, THE POWER STEERING FAILED AGAIN. THIS IS A SERIOUS PROBLEM. \*TR EASLEY SC Failure Date: 08/14/2012

14 10470741 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 5 MPH, THE STEERING WHEEL BECAME DIFFICULT TO MANEUVER. THE VEHICLE WAS TAKEN TO THE DEALER WHO DIAGNOSED THAT THE STEERING BOX NEEDED TO BE REPLACED. THE PART WAS ON BACKORDER AND WAS NOT AVAILABLE FOR REPAIR. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 17,000. ..UPDATED 09/12/12 \*BF UPDATED 09/12/2012 \*JS GRANBURY TX Failure Date: 08/07/2012

14 10471310 2011 FORD FUSION Steering I WAS DRIVING HOME ON THE HIGHWAY ALL OF A SUDDEN POWER STEERING FROZE. WARNING LIGHT "SERVICE ADVANCETRAC" AND "POWER STEERING FAILURE CAME ON. NEXT DAY 8/8/12, TOOK IT TO THE DEALERSHIP WHERE IT STILL SITS. WAS TOLD THAT THE PART THAT IS BAD (THE RACK AND PINION) IS ON BACK ORDER. WAS JUST TOLD TODAY 8/17/12 THAT IT WILL BE OCTOBER BEFORE THE PART WILL BE SHIPPED. CALLED FORD (COMPANY) AND WAS TOLD THAT MY CASE WAS MADE A PRIORITY AND I WOULD HAVE TO WAIT UNTIL

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SEPTEMBER 10TH FOR A FOLLOW UP (RIDICULOUS). A CUSTOMER WHO IS SPENDING THIS KIND OF MONEY SHOULDN'T HAVE TO WAIT A MONTH TO GET HELP OR WAIT TWO MONTHS TO HAVE HIS/HER VEHICLE FIXED. AS OF NEXT THURSDAY AUG. 23 IT WILL BE 16 DAYS WITHOUT MY CAR. I WILL THEN SEND A LETTER TO THE FORD FOR A "LAST CHANCE TO REPAIR MY CAR." AFTER THAT THEY HAVE 10 DAYS TO FIX IT. AFTER TEN DAYS I CAN DEMAND A REFUND OR A NEW CAR. IF FORD DOESN'T COMPLY THEN I CAN FILE A SUIT AGAINST FORD ACCORDING TO THE MISSISSIPPI LEMON LAW (CONSUMER PROTECTION DIVISION OF THE MISSISSIPPI ATTORNEY GENERAL'S OFFICE) FORD I WILL SEE YOU IN COURT! SINCERELY A DISAPPOINTED CUSTOMER. \*TR

SALTILLO MS Failure Date: 08/07/2012

14 10469733 2011 FORD FUSION Steering AS EARLY AS JANUARY THIS YEAR I TURNED A CORNER AND THE POWER STEERING FAILED. I PARKED THE CAR AS I HAD ARRIVED AT MY DESTINATION AND WHEN I RESTARTED IT THE STEERING WAS WORKING FINE. THIS HAS HAPPENED AT LEAST THREE TIMES SINCE THEN WHILE I WAS ON THE HIGHWAY. I WOULD TURN OFF THE IGNITION FOR A FEW SECONDS AND TURN IT BACK ON WITHOUT STOPPING AND THE POWER STEERING WOULD RETURN. MONDAY I PARKED THE CAR AT MY OFFICE AND WHEN I RESTARTED IT I GOT TWO ALERTS ONE WAS FOR A STEERING FAULT AND THE OTHER WAS FOR ADVANCE TRACK NEEDS SERVICE. I GOT THE CAR TO A DEALER TODAY AND THE PROBLEM CAN'T BE REPAIRED. THE STEERING COLUMN MUST BE REMOVED FROM THE CAR AS THE DEALER IS NOT ALLOWED TO REPAIR THE ELECTRONICS. I THOUGHT THIS WAS A MINOR PROBLEM WITH A SENSOR RECEIVING THE WRONG SIGNAL BUT FORD HAS TURNED IT INTO A MAJOR REPAIR JOB. IF THIS PROBLEM IS SOMETHING THAT COULD HAPPEN TO ANY FUSION IT COULD BE VERY DANGEROUS AS THE CAR IS VERY HARD TO STEER. THE COMPUTER SHOULD NOT BE ALLOWED TO SWITCH OFF THE POWER STEERING WHILE THERE IS NOT A PROBLEM WITH THE ACTUAL POWER STEERING MECHANISM. \*TR WEST RIVER

MD Failure Date: 08/06/2012

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14 10505498 2011 FORD FUSION Steering THE DRIVER OF THIS VEHICLE STATED THAT WHILE TRAVELING ON THE INTERSTATE AT 70 MPH THE STEERING WHEEL LOCKED UP AND HE WAS UNABLE TO STEER THE VEHICLE. HE FORCED THE STEERING WHEEL TO THE RIGHT AND IT RELEASED AND SWERVED SEVERELY THEN SEEMED TO OPERATE CORRECTLY FOR THE REMAINDER OF HIS TRIP. I TOOK THE VEHICLE TO THE DEALERSHIP AND THEY REPLACED THE CONTROL UNIT. THE VEHICLE HAS SINCE HAD THE SAME PROBLEM MULTIPLE TIMES WITH DIFFERENT DRIVERS. IT HAS BEEN RETURNED TO THE DEALERSHIP TWICE. BOTH TIME I WAS TOLD THAT THE DEALERSHIP COULD NOT DUPLICATE THE PROBLEM AND NO REPAIRS WERE MADE. I HAVE CONTACTED THE FORD CUSTOMER SERVICE DEPARTMENT AND FILED A COMPLAINT WITH THEM AND THEY ARE CURRENTLY INVESTIGATING.  
\*TR LITTLE ROCK AR Failure Date: 08/06/2012

14 10470803 2011 FORD FUSION Steering WHILE DRIVING THE VEHICLE I RECEIVED A SERVICE ADVANCE TRACK AND A POWER STEERING MALFUNCTION NOTIFICATION AND THEN THE STEERING FROZE. I WAS ABLE TO PULL TO THE SIDE OF THE ROAD. I TURNED THE CAR OFF AND THEN BACK ON WHICH SEEMED TO RESET SOMETHING. THE VEHICLE IS PRESENTLY AT THE DEALER AND I WAS INFORMED THERE WAS A BACK ORDER FOR 2000 OF THE DEFECTIVE PARTS. \*TR ARNOLD MD Failure Date: 08/05/2012

14 10478493 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. THE CONTACT STATED THAT WHILE DRIVING 35 MPH, THE STEERING WHEEL SEIZED, CAUSING HER TO CRASH INTO A CURB. THE VEHICLE WAS RESTARTED AND THE STEERING WHEEL OPERATED UNDER NORMAL CONDITIONS. THE FAILURE RECURRED SEVERAL TIMES HOWEVER. THE VEHICLE WAS TAKEN TO THE DEALER THREE TIMES AND EACH TIME, THE FAILURE COULD NOT BE REPLICATED. THE MANUFACTURER WAS NOTIFIED BUT OFFERED NO ASSISTANCE. THE FAILURE AND CURRENT MILEAGES WERE 20,000. THE VIN WAS NOT AVAILABLE. SPRING HILL FL  
Failure Date: 08/03/2012

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14 10464613 2011 FORD FUSION Steering WHEN TAKING A RIGHT HAND TURN OFF MAIN ROAD STEERING FROZE, WARNING BEEP SOUNDED AND POWER STEERING MESSAGE SHOWED ON DASHBOARD. THIS IS THE FIRST INCIDENT WITH THIS CAR, BUT MY WIFE HAD THIS SAME PROBLEM WITH HER 2011 FUSION ABOUT TWO WEEKS PRIOR. IT TOOK TWO TRIPS TO THE DEALER TO "FIX" THE PROBLEM. \*TR MILTON MA Failure Date: 07/08/2012

14 10467040 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. THE CONTACT STATED THAT WHILE DRIVING 35 MPH, THE VEHICLE POWERS STEERING FAILED. THE CONTACT WAS ABLE TO MANAGE THE VEHICLE BY EXITING THE ROADWAY. THE POWER STEERING WARNING LIGHT ILLUMINATED PRIOR TO THE FAILURE. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE VIN WAS NOT AVAILABLE. THE FAILURE MILEAGE WAS 11, 000 AND THE CURRENT MILEAGE WAS 11,400. HAMMOND IN Failure Date: 07/02/2012

14 10461267 2011 FORD FUSION Steering ON 6/7/12 WAS DRIVING CAR AND CHECK ENGINE LIGHT AND WRENCH LIGHT CAME ON WHILE DRIVING ON THE ROAD, 30 SECONDS LATER, ENGINE SHUT OFF COMPLETELY, COULD NOT ACCELERATE AND HAD TO GET THE VEHICLE TOWED TO THE DEALERSHIP. I WAS TOLD THAT THE PURGE VALVE AND FUEL FILLER PIPE HAD TO BE REPLACED. ON 6/11/12, PICKED UP MY VEHICLE FROM THE DEALERSHIP AND WAS CHARGED OVER \$500 DOLLARS FOR THE SERVICE. 20 MINUTES LATER WHILE DRIVING ON I45 NORTH AT 65 MPH. SAME THING HAPPENED, CAR COMPLETELY TURNED OFF, HAD TO "COAST" TO THE SHOULDER AND AVOID ANY VEHICLES. MY VEHICLE, AGAIN, WAS TOWED TO THE DEALERSHIP. THIS IS VERY DANGEROUS AND MUST BE TAKEN CARE OF IMMEDIATELY. THE FACT THAT I WAS CHARGED OVER \$500 TO TAKE CARE OF THE ISSUE AND FOR IT TO HAPPEN AGAIN IS ABSURD. \*TR THE WOODLANDS TX Failure Date: 06/11/2012

14 10463902 2011 FORD FUSION Steering TURNING LEFT OFF MAIN ROAD WHEN POWER STEERING WENT AND MESSAGE SHOWED

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"ADVANCE TRACK PROBLEM AND POWER STEERING PROBLEM ". TURNED CAR OFF , RESTARTED AND CAR SEEMED OK. NO PROBLEM FOR ABOUT A WEEK, THEN MESSAGES SHOWED AGAIN. TOOK CAR TO DEALERSHIP \. THEY KEPT IT OVER A WEEKEND AND THEN SAID IT WAS ALL FIXED., HAVING REPLACED SOME SMALL PARTS. SERVICE MANAGER STATED THAT IT WAS "PROBABLY ONE IN A MILLION CARS THAT HAD THIS PROBLEM". FOLLOWING FRIDAY, HAD SAME PROBLEM AGAIN. CAR IS CURRENTLY IN DEALERSHIP. SERVICE MANAGER STATED THAT THEY WERE NOW GOING TO REPLACE THE WHOLE SYSTEM. \*TR MILTON MA Failure Date: 06/08/2012

14 10462367 2011 FORD FUSION Steering WHILE DRIVING MY VEHICLE AT THE RED LIGHT STARTED TO MAKE A LEFT TURN WHEN THE LIGHT CHANGE AS I WAS TURNING MY STEERING FAILED WHICH CAUSED THE CAR TO BE HARD TO TURN, I PULLED OVER AND TURN THE CAR OFF AND IT RESET ITSELF. ALSO WHILE BACKING OUT OF MY GARAGE THE SAME HAPPEN HAD TO TURN OFF THE CAR TO RESET ITSELF. IT IS NOW AT THE SHOP AND THEY SAID IT HAS NOT HAPPEN WHILE THEY HAVE BEEN DRIVING. \*JS EAST POINT GA Failure Date: 06/01/2012

14 10499927 2011 FORD FUSION Steering 2011 FORD FUSION - WHILE DRIVING ON THE INTERSTATE AT 70 MPH, VEHICLE SUDDENLY LOST ACCELERATION, TACHOMETER STARTED GOING UP AND DOWN, TRACTION LIGHT CAME ON,FUEL GAGE GOING UP AND DOWN, A LOCK LIGHT WAS ILLUMINATED, BELLS WERE GOING OFF AND CAR BEGAN TO DE-ACCELERATE. WHEN I PULLED THE CAR TO THE SHOULDER TURNED THE CAR OFF AND BACK ON THE PROBLEM CONTINUED. I IMMEDIATELY DROVE TO THE FORD DEALER WHICH WAS CLOSE BY AT THE TIME AND HAD THE MANAGER VIEW WHAT WAS HAPPENING. HE PULLED THE CAR INTO THE SHOP, SHUT OFF THE ENGINE AND IT NEVER RESTARTED. THIS COULD HAVE CAUSED A SERIOUS ACCIDENT IF I WAS NOT ABLE TO REACT AS QUICKLY AS I DID. THE CAR HAS ONLY 37000 MILES. THIS PROBLEM HAS BEEN INTERMITTENTLY OCCURRING IN THIS VEHICLE FOR A YEAR NOW. THE CAR IS NOT SAFE! WHEN IS FORD GOING TO

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RECALL THIS CAR!!! \*TR SOUTH ROCKWOOD MI Failure Date:  
06/01/2012

14 10499930 2011 FORD FUSION Steering 2011 FORD FUSION -  
WHILE DRIVING ON THE INTERSTATE AT 70 MPH, VEHICLE SUDDENLY LOST  
ACCELERATION, TACHOMETER STARTED GOING UP AND DOWN, TRACTION  
LIGHT CAME ON, FUEL GAGE GOING UP AND DOWN, A LOCK LIGHT WAS  
ILLUMINATED, BELLS WERE GOING OFF AND CAR BEGAN TO DE-ACCELERATE.  
WHEN I PULLED THE CAR TO THE SHOULDER TURNED THE CAR OFF AND BACK  
ON THE PROBLEM CONTINUED. I IMMEDIATELY DROVE TO THE FORD DEALER  
WHICH WAS CLOSE BY AT THE TIME AND HAD THE MANAGER VIEW WHAT WAS  
HAPPENING. HE PULLED THE CAR INTO THE SHOP, SHUT OFF THE ENGINE  
AND IT NEVER RESTARTED. THIS COULD HAVE CAUSED A SERIOUS ACCIDENT  
IF I WAS NOT ABLE TO REACT AS QUICKLY AS I DID. THE CAR HAS ONLY 37000  
MILES. THIS PROBLEM HAS BEEN INTERMITTENTLY OCCURRING IN THIS  
VEHICLE FOR A YEAR NOW. WHEN IT FIRST STARTED TO OCCUR I COULD TURN  
OFF THE ENGINE AND TURN IT BACK ON AND THE PROBLEM WOULD CLEAR,  
BUT NOT NOW! THE CAR IS NOT SAFE! WHEN IS FORD GOING TO RECALL THIS  
CAR!!! \*TR SOUTH ROCKWOOD MI Failure Date: 06/01/2012

14 10460058 2011 FORD FUSION Steering WAS DRIVING ON I5  
SOUTH TOWARD THE OFF-RAMP WHEN A THE FOLLOWING WARNING CAME ON  
SERVICE ADVANCETRAC POWER STEERING ASSIST FAULT. THEN THE POWER  
STEERING FAILED THOUGH THE CAR WAS OTHERWISE RUNNING. THIS  
ALMOST CAUSED AN ACCIDENT AND THE OFF-RAMP WAS A HARD CURVE. I  
TURNED OFF THE IGNITION AND RESTARTED THE VEHICLE AND IT WAS BACK  
TO NORMAL. \*TR IRVINE CA Failure Date: 05/30/2012

14 10459681 2011 FORD FUSION Steering YESTERDAY, AS I WAS  
DRIVING UP AN ON RAMP, MY ADVANCE TRAC LIGHT AND ALARM CAME ON AND  
THE POWER STEERING FAILED. STEERING WAS VERY DIFFICULT AS THE  
STEERING WHEEL WAS BASICALLY FROZEN. I WAS ABLE TO PULL OFF TO THE  
SIDE OF THE ROAD. I TURNED THE CAR OFF AND BACK ON AND EVERYTHING  
SEEMED TO GO BACK TO NORMAL AND THE POWER STEERING WORKED.

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TODAY I TOOK IT TO A DEALER TO GET IT REPAIRED. AT FIRST THEY TOLD ME MY CAR MUST HAVE STALLED WHILE I WAS DRIVING AND THEY REPLACED THE THROTTLE BODY. I INSISTED THE CAR DID NOT STALL OR TURN OFF OR DECELERATE AND THAT ONLY THE POWER STEERING WAS NOT WORKING. I LEFT THE DEALERSHIP. LATER IN THE DAY THEY CONTACTED ME AFTER DISCUSSING THE PROBLEM WITH SOME PEERS, THEY REALIZED WHAT THE PROBLEM WAS AND ASKED ME TO RETURN. I TOOK IT BACK AND THEY TOLD ME I WOULD NEED THE POWER STEERING RACK REPLACED. I'M REALLY SURPRISED THAT THERE HAS NOT BEEN A RECALL--IN DOING A GOOGLE SEARCH, I SEE THAT IT IS NOT A NEW PROBLEM WITH FUSIONS AND IT HAS HAPPENED TO QUITE A FEW PEOPLE. I SPOKE TO 2 COLLEAGUES TODAY WITH THE SAME CAR WHO ALSO HAD THEIR POWER STEERING MALFUNCTION.

\*TR WINDERMERE FL Failure Date: 05/24/2012

14 10459162 2011 FORD FUSION Steering STARTED TO DRIVE AND SUDDENLY ERROR LIGHT MESSAGE OF POWER STEERING ASSIST NEEDS SERVICED, AND THERE WAS NO POWER STEERING. LUCKILY I WAS GOING AT A LOW RATE OF SPEED AND WAS NOT ON A MAJOR ROAD AT THE TIME. DROVE CAR WITH NO POWER STEERING FOR APPROX 1.5 MILES, PULLED OVER TURNED CAR OFF AND THEN BACK ON AND ERROR WAS GONE AND THE POWER STEERING SEEMED FINE AGAIN. TOOK CAR TO THE DEALERSHIP TODAY AND THEY CANNOT GET THE ISSUE TO HAPPEN AGAIN? THEY STATE FORD HAS NOT ISSUED ANY TECHNICAL BULLETINS OR RECALLS ABOUT THIS, HOWEVER IN RESEARCHING ON-LINE IT SEEMS THIS HAS BEEN A COMMON ISSUE FOR OTHER FORD FUSION OWNERS. \*TT HUBER HEIGHTS

OH Failure Date: 05/20/2012

14 10614511 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. THE CONTACT STATED THAT WHILE DRIVING 10 MPH, THE POWER STEERING WARNING LIGHT ILLUMINATED AND THE STEERING WHEEL SEIZED. THE VEHICLE WAS RESTARTED AND RESUMED TO NORMAL. THE FAILURE OCCURRED ON FIVE DIFFERENT OCCASIONS. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED THAT THE



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POWER STEERING AND THAT THE ELECTRONIC POWER STEERING ASSIST/ STEERING RACK NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 10,000 AND THE CURRENT MILEAGE WAS 30,000.

BURKE VA Failure Date: 05/05/2012

14 10511479 2011 FORD FUSION Steering ABOUT ONE YEAR AGO, THE POWER STEERING FAILED WHILE DRIVING. AFTER TURNING OFF THE VEHICLE AND RESTARTING IT, IT WAS FINE. IT HAPPENED ONLY A FEW TIMES WITHIN THE LAST YEAR. JUST THIS WEEK ALONE NOW, AT 35,000 MILES, IT HAS HAPPENED NUMEROUS TIMES. I'VE STOPPED DRIVING IT DUE TO THIS. I LIVE IN A BUSY CITY, AND SHOULD IT FAIL AGAIN AT THE WRONG TURN THERE COULD BE A SERIOUS ACCIDENT. I'VE SEEN NUMEROUS COMPLAINTS ABOUT THIS, WHY HAS IT NOT BEEN RECALLED YET? \*TR SAN

ANTONIO TX Failure Date: 05/01/2012

14 10456904 2011 FORD FUSION Steering TL\* THE CONTACT OWNS A 2011 FORD FUSION. THE CONTACT WAS IN A PARKING LOT DRIVING AT VERY LOW SPEEDS WHEN THE POWER STEERING ASSIST FAILED. THE CONTACT SHUT OFF AND RESTARTED THE VEHICLE, AND THE POWER STEERING HAS RESET INDEPENDENTLY. THE CONTACT TOOK THE VEHICLE TO THE DEALER AND WAS TOLD THERE WAS NOTHING WRONG WITH THE VEHICLE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE AND THE CURRENT MILEAGE WAS 28,649. ROCKY MOUNT NC Failure Date: 04/29/2012

14 10466086 2011 FORD FUSION Steering 2011 FORD FUSION. CONSUMER STATES SAFETY ISSUES WITH VEHICLE RELATED TO DRIVER CONTROLS AND DISTRACTIONS, BATTERY FAILURE AND LOSS OF ELECTRIC POWER STEERING CAPABILITY \*TGW THE CONSUMER STATED THERE WAS NO WARNING THAT THE STEERING WAS ABOUT TO FREEZE WHILE DRIVING. THE CONSUMER ALSO STATED IT WAS DIFFICULT TO READ THE INSTRUMENT PANEL. THE HEADLIGHT CONTROL WAS LOCATED IN AN INCONVENIENT PLACE, THE OBSTRUCTION OF THE LEFT SIDE PLASTIC MOLDING INSIDE THE

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STEERING WHEEL PREVENTED A CLEAR VIEW OF OBJECT. \*JB

ELYRIA OH Failure Date: 04/21/2012

14 10474599 2011 FORD FUSION Steering STEERING JUST QUIT ALL KINDS OF LIGHTS CAME ON THE DASH THEY REPLACED IT TWICE. AND IT STILL ISN'T RIGHT. \*TR LAKE CITY FL Failure Date: 03/29/2012

14 10524707 2011 FORD FUSION Steering I BROUGHT MY FUSION IN FOR SERVICE ON 2/28/12 (17899 MILES) FOR THE FIRST TIME W/ HEAVY VIBRATION IN STEERING WHEEL WHEN APPLYING BRAKES. I WAS TOLD THEY MY ROTORS NEEDED TO BE MACHINED, & THAT WAS COVERED UNDER WARRANTY. IT WAS NOT EVEN A MONTH LATER WHEN I COULD FEEL SLIGHT VIBRATION IN MY STEERING WHEEL AGAIN, & WOULD PROGRESS UNTIL I FINALLY HAD TO BRING IN AGAIN TO BE SERVICED WITH SEVERAL OTHER PROBLEMS W/ MY CAR. ON 11/9/12 (32,651 MILES) (1.) HEAVY VIBRATION, THEY REPLACED ROTORS. (2) MY ADVANCE TRAC AND CHECK BRAKING SYSTEM MESSAGE KEPT COMING UP, THEY TOLD ME IT WAS DUE TO LOW BATTERY VOLTAGE. (3)VEHICLE STALLS WHEN STARTING, THEY REPLACED BATTERY. (4) SKIPPING GEARS & STALLING, REPROGRAMMED PCM. ON 6/15/13 MY CAR LOSES ALL POWER AND DIES IN THE MIDDLE OF HIGHWAY @ NIGHT AS I WAS BACKING OUT OF A PRIVATE DRIVE W/ MY DAUGHTER & HER FRIEND IN BACKSEAT, I HAD TO PUT IT BACK IN GEAR & JIGGLE KEY TO TURN OFF, RESTART CAR, & BE ABLE TO DRIVE OFF ALL THE WHILE CARS RUNNING OFF THE ROAD TO KEEP FROM HITTING ME! BROUGHT MY CAR IN FOR SERVICE FINALLY AGAIN 7/11/12(44158 MILES) (WAITED 2 WEEKS TIL THEY COULD GET ME IN TO DIAG)WITH RECURRING PROBLEMS ABOVE + POWER LOSS! (1) CAR SPUTTERS/GEARS SKIP/STALLING/LOSES POWER, & THEY FIND A BUG MASS AIR FLOW(AS THEY SAID) BUT 1ST TOLD ME TB THEN SAID NO & AS FAR AS LOSING POWER THEY HAVE NO IDEA! (2)VIBRATION IN STEERING, ROTORS NEED TO BE MACHINED AGAIN! NEVER HAD THIS MUCH WORK WITH ROTORS ON ANY VEHICLE. OH AND MY WHOLE STEERING RACK ASSEMBLY NEEDS TO BE REPLACED @ 44,158 MILES!!! FORD SHOULD NOT BE MAKING CARS THAT YOU CAN NOT GET AT LEAST 100,000 MILES BEFORE A \$2,000+ SERVICE NEEDS

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TO BE DONE ON CAR! I TOLD FORD EVEN IF THEY FIXED WHAT THEY SAID IS WRONG WITH MY CAR TODAY, THEY COULD NOT GIVE ME \$1,000,000 TO PUT MYSELF OR MY CHILD IN IT EVER AGAIN! THIS CAR IS UNSAFE, UNRELIABLE, AND SHOULD HAVE RECALLS & DON'T TRUST IT! \*TR SILSBEE TX

Failure Date: 02/27/2012

14 10648602 2011 FORD FUSION Steering THE POWER STEERING HAS GONE OUT NOW A FEW TIMES. EACH TIME THE CAR HAS TO BE PLACED IN PARK, SHUT OFF AND TURNED BACK ON FOR IT TO BE RESET. IT JUST HAPPENED AGAIN AT 91, 777 MILES. ENOUGH IS ENOUGH AND THIS SHOULD BE ADDRESSED BEFORE SOMEONE GETS KILLED. MY WIFE WAS DRIVING THIS TIME ON A FAIRLY BUSY ROAD WITH OUR DAUGHTER. \*TR

SEYMOUR TN Failure Date: 01/19/2012

14 10473125 2011 FORD FUSION Steering ON 1/3/2012 I WAS DRIVING AT 40 MPH, AND MY SERVICE ADVANCE TRACK LIGHT CAME ON. I TOOK MY CAR TO THE DEALER AND THEY TOLD ME THEY COULDN'T DUPLICATE THE PROBLEM, THEY ALSO TOLD ME THE ONLY CODE THEY COULD RETRIEVE FROM THE COMPUTER ANALYSIS WAS RELATED TO THE CAR BEING STARTED WITH AN UNPROGRAMMED KEY. I QUESTIONED THEIR EXPLANATION, BUT TOOK THE CAR AND CONTINUED DRIVING IT. TODAY 8/30/2012, I WAS DRIVING ON THE HIGHWAY 65-70 MPH, A SERVICE ADVANCE TRACK AND POWER STEERING ASSIST FAULT MESSAGE CAME ON, AND MY POWER STEERING QUIT WORKING!!! I CALLED THE DEALER, TALKED TO THE SERVICE MANAGER, EXPLAINED THE PROBLEM, TOLD HIM IT WAS THE SECOND TIME I HAD HAD THE ISSUE, THAT I CONSIDERED IT A SAFETY ISSUE, AND THAT I WAS NOT GOING TO LEAVE THE DEALERSHIP WITHOUT AN APPROPRIATE RESOLUTION. HE TOLD ME HE WOULD NEED TO KEEP MY CAR AND DRIVE IT FOR SEVERAL DAYS TO SEE IF HE COULD RECREATE THE PROBLEM. HE FURTHER TOLD ME THAT IF MY CAR WAS HOOKED UP TO DIAGNOSTICS AND AGAIN FAILED TO PROVIDE HIS TECHNICIAN WITH A REPAIR CODE THAT HE WOULDN'T BE ABLE TO DO ANYTHING TO REPAIR MY CAR BECAUSE FORD WOULDN'T PAY HIM TO REPAIR IT. ONCE ON THE

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INTERNET I LITERALLY FOUND HUNDREDS OF THE EXACT SAME COMPLAINT, FOR 2010, 2011, 2012 FORD FUSIONS....ALL LEVELS INCLUDING HYBRIDS. I ALSO FOUND SIMILAR STORIES ABOUT DEALERS CLAIMING TO NEED TO DRIVE THE CARS TO REPLICATE THE PROBLEM, DEALERS CLAIMING NO CODE WAS PROVIDED DURING ANALYSIS, DEALERS ADMITTING THERE IS A PROBLEM, BUT NOT BEING ABLE TO FIX THE CAR BECAUSE APPARENTLY THERE IS A LARGE BACK ORDER FOR THE PART. BOTTOM LINE, THE DEALERS KNOW IT HAPPENS, AND WHAT IS CAUSING IT, WORSE FORD KNOWS THEY HAVE A PROBLEM AND WHAT IS CAUSING IT. MY YOUNG DAUGHTER IS IN MY CAR AT LEAST 80% OF THE TIME. COME ON FORD, FORD DEALERS, AND NHTSA THIS IS A NO BRAINER. GET A RECALL GOING NOW. HELLO STEERING!!! \*TR PARK CITY KS Failure Date: 01/03/2012

14 10459756 2011 FORD FUSION Steering I HAVE 2011 FORD FUSION , IT HAS HAPPEN SEVERAL TIMES SINCE I GOT THE CAR , BUT EVERYTIME I TURN IT OFF IT WOULD RESET ITSELF , BUT YESTERDAY I WAS GOING TO MY NIECES HOUSE AND I WAS IN A TURN AND POWER STEERING WENT OUT AND IT WAS HARD TO TURN THE STEERING WHEEL. I HAVE BEEN READING HOW THERE BEEN A LOT PEOPLE BEEN HAVING THE SAME PROBLEM I HAVE BEEN HAVING. I DON'T KNOW WHY THERE HAS NOT BEEN A RECALL TO GET THIS FIX . \*TR JEWETT TX Failure Date: 10/26/2011

14 10653537 2011 FORD FUSION Steering AS I WAS MAKING A LEFT TURN AFTER STOPPING AT A STOP SIGN, THE STEERING WHEEL LOCKED AS I WAS MIDWAY THROUGH THE TURN. I COULD NOT MOVE THE STEERING WHEEL AT ALL. I WAS ABLE TO STOP THE CAR THUS AVOIDING A CRASH. AT THE SUGGESTION OF THE MOTORIST BEHIND ME WHO STOPPED TO ASK WHAT THE PROBLEM WAS, I THEN TURNED OFF THE ENGINE AND RESTARTED THE CAR. THE STEERING THEN WORKED. A DAY LATER, AS I WAS DRIVING AT NIGHT, THE HEADLIGHTS WOULD NOT TURN TO BRIGHT. THE NEXT DAY, THE PROBLEM DID NOT REOCCUR. \*TR OAKLAND CA Failure Date: 10/25/2011

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14 10499962 2011 FORD FUSION Steering ON A FEW SEPARATE OCCASIONS, WHILE EITHER SITTING IN TRAFFIC AT A LIGHT OR DRIVING MY 2011 FORD FUSION HAS STALLED IN THE MIDDLE OF TRAFFIC. IT HASN'T HAPPENED FOR A FEW MONTHS AND THERE IS NO RHYME OR REASON TO WHEN IT WILL HAPPEN. WHEN THE STALLING OCCURS THE CAR LITERALLY SHUTS DOWN IN THE MIDDLE OF TRAFFIC AND I HAVE TO RESTART THE CAR TO PROCEED. \*TR                      SIOUX CITY IA      Failure Date: 09/15/2011

14 10749925 2011 FORD FUSION Steering ON AUGUST 1ST, 2015, I WAS ON MY WAY HOME AT ABOUT 10 PM AT NIGHT. I WAS GOING UP A HILL THAT CURVED TO THE LEFT AND SUDDENLY LOST CONTROL OF MY STEERING WHEEL. INSTEAD OF TURNING LEFT THE CAR PROCEEDED TO GO STRAIGHT WHERE I THEN BEGAN TO PANIC. I THEN SLAMMED MY BRAKE TO THE FLOOR AND IT SOMEHOW UNEXPECTEDLY SPED UP. I CRASHED INTO A POWER LINE AND SMASHED THE FRONT END INTO A TREE THAT HAD TOTALED MY VEHICLE. I HAVE SEAT BELT BURNS ON MY NECK, STITCHES ON MY KNEE, ABRASIONS, SUFFERED FROM A MINOR CONCUSSION, A LARGE AMOUNT OF BRUISES, SMALL CUTS ON MY HANDS AND FOREHEAD. I HAVE FULL MEDICAL DOCUMENTS OF MY INJURIES INCLUDING PICTURES. I LATER FOUND OUT THERE WERE 2 RECALLS ON THE VEHICLE A POWER STEERING AND 1 FULL THROTTLE BODY RECALL. THE POWER STEERING WAS COMPLETELY REPLACED PREVIOUSLY IN 7/16/2013 & 10/26/2013 AND THERE WAS NO SOLUTION TO THE THROTTLE BODY RECALL EXCEPT A EXTEND WARRANTY. I ALSO WENT TO THE CAR DEALERSHIP WHERE I PURCHASED MY VEHICLE 2 DAYS BEFORE THE ACCIDENT AND THEY MENTIONED NOTHING ABOUT ANY OF THE RECALLS. THEY ALSO HAD NO CLUE WHY IT WAS MAKING THE STRANGE NOISES AND TOLD ME IT WAS FINE AFTER 4 HOURS OF SERVICE. I'M STILL CURRENTLY EXPERIENCING PAIN IN MY SHOULDER THAT WAS DIAGNOSED AT THE ORTHOPEDICS ON AUGUST 18TH. I HAVE TO ATTEND PHYSICAL THERAPY TWICE A WEEK FOR 6 WEEKS. I CURRENTLY HAVE SHOOTING PAINS IN MY LEFT SHOULDER & MUSCLE SPASMS. ALSO MY LEG HAS NERVE DAMAGE WHERE I'M STILL EXPERIENCING NUMBNESS AT THIS TIME. THERE IS ALSO PERMANENT SCARRING FROM THE SEATBELT BURNS &

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THE AIR BAG RIPPING OFF THE SKIN OF MY LEFT THUMB. WE HAVE DOCUMENTATION OF EVERYTHING INCLUDING THE POLICE REPORT, CAR DIAGNOSIS AND THE VEHICLE IS STILL AT THE TOW LOT. NO ONE ELSE WAS INVOLVED OR INJURED HOWEVER THERE IS DOCUMENTATION OF THE PREVIOUS POWER STEERING RECALL ACCIDENT. WOODBINE MD

Failure Date: 09/13/2011

14 10449562 2011 FORD FUSION Steering WHILE DRIVING THE VEHICLE THE STEERING WILL TURN OFF. DRIVER WILL GET A BEEPING MESSAGE FOLLOWED BY THIS ERROR MESSAGE ON DISPLAY POWER STEERING ASSIST FAULT. SERVICE ADVANCETRAC THE CAR WILL OPERATE NORMALLY JUST WITHOUT ANY POWER STEERING AT ALL. IF YOU TURN THE VEHICLE OFF AND BACK ON, THE ERROR WILL DISAPPEAR WITH NO ERRORS BE LOGGED IN THE COMPUTER MEMORY. THE CAR WILL OPERATE AS NORMAL (UNTIL THE NEXT OCCURRENCE). THIS HAS HAPPENED 5 TIMES IN A YEAR WITH OUR 2011 FORD FUSION. TWO OF THE TIMES MY WIFE WAS ON THE HIGHWAY DOING 60MPH WHEN THE STEERING JUST CUTS OFF. DEALER HAS DONE NOTHING TO RESOLVE THE ISSUE. WITHOUT AN ERROR CODE THEY WILL NOT REPLACE ANY PARTS OR ATTEMPT TO FIX IT. \*TR

OVIEDO FL Failure Date: 08/17/2011

14 10420780 2011 FORD FUSION Steering DRIVING CAR ON 100 DEGREES IN TEXAS THE POWER STEERING LIGHT CAME ON. PARKED THE CAR AT HOME AND COULD NOT STEER THE CAR. TOWED CAR TO THE DEALER. THEY CLEAR CODE RETURNED THE CAR AND AGAIN 5 DAYS LATER SAME PROBLEM TOWED TO DEALER. THEY KEPT THE CAR FOR 3 DAYS RETURNED THE CAR AND NOW ITS HANDLE LIKE A TRUCK. DIFFERENT STEERING. NOW GOING FOR THIRD TIME TOMORROW TO SEE WHAT HAPPEN. VERY DISAPPOINTED WITH THE VEHICLE. \*TR TEXAS TX Failure Date: 08/06/2011

14 10417157 2011 FORD FUSION Steering 2011 FORD FUSION 3300 MILES. POWER STEERING AND STABILITRAC FAILED. TAKEN TO FORD GARAGE WHERE THREE COMPONENTS WERE REPLACED. STEERING NOW REQUIRES

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EXCESSIVE WHEEL PRESSURE TO RESPOND AND THEN TENDS TO OVER  
STEER. \*TT          CROSSVILLE          TN          Failure Date: 07/30/2011

14    10416504    2011 FORD FUSION    Steering    DROVE MY BRAND NEW  
2011 FORD FUSION WITH 5,000 MILES ON IT ON VACATION. THE TRIP WAS  
APPROX 400 MILES. DURING THE TRIP I DROVE THE CAR, AND ONE  
AFTERNOON THE SERVICE POWER STEERING LIGHT CAME ON, AND THE  
ADVANCE TRACK WARNING CAME ON AS WELL. BY THE TIME I MADE IT BACK  
TO THE PLACE I WAS STAYING THE VEHICLE HAD NO STEERING AND HAD TO  
BE TOWED TO THE NEAREST FORD DEALER. IT WAS RETURNED TO ME THE  
NEXT DAY AND THE SERVICE MANAGER SAID IT WAS "ALL SET", ALTHOUGH  
WHEN I DROVE AWAY THE STEERING STILL FELT "OFF" TO ME. I WAS ALMOST  
HOME FROM MY TRIP AND THE LIGHTS LIT UP AGAIN, THE CAR BECAME  
INCREASINGLY DIFFICULT TO STEER, SO EVEN THOUGH IT WAS SATURDAY I  
DROVE IT DIRECTLY TO A FORD DEALER NEAR MY HOME AND LEFT IT THERE,  
BY THE TIME I PARKED IT THE STEERING WAS GONE AGAIN. CAR IS AT FORD  
DEALER AND I AM WAITING FOR A STATUS. \*KB          VOORHEESVILLE  
NY          Failure Date: 07/28/2011

14    10594985    2011 FORD FUSION    Steering    WITHIN MONTHS OF  
HAVING MY BRAND NEW FUSION, I EXPERIENCED POWER STEERING FAILURE  
WHERE THE WHEEL LOCKED UP AND THE CAR HAD TO BE TURNED OFF TO  
RESET THE STEERING. THIS OCCURRED IN PARKING LOTS, AT SPEEDS OF  
30MPH AND EVEN ON THE INTERSTATE GOING 65MPH. I RECENTLY HAD A  
SCARY INCIDENT OF LOSING STEERING CONTROL ON THE INTERSTATE, SO I  
TOOK IT IN TO THE FORD DEALERSHIP AND WAS TOLD IT WAS \$1700 TO FIX,  
EVEN THOUGH IT WAS BECAUSE IT WAS ORIGINALLY MISSING A PART? NOT  
SURE HOW THAT'S MY FAULT, ESPECIALLY SEEING HOW MANY OTHER  
COMPLAINTS THERE ARE WITH THE SAME PROBLEM. I PAID FOR THE  
REPLACEMENT AND HAVE HAD NO PROBLEMS SINCE, BUT I SAW TODAY FORD  
RECALLED SOME CARS FOR THIS SAME PROBLEM BUT NOT THE 2011 FORD  
FUSION! THIS IS OBVIOUSLY A PROBLEM THEY NEED TO ADDRESS. I ASKED  
THE MAN WHO FIXED MY CAR IF HE'D SEEN THIS BEFORE AND HE SAID AT

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LEAST 6 BEFORE ME... SO HOPEFULLY FORD REALIZES THIS PROBLEM  
BEFORE PEOPLE HAVE TO BE INJURED. \*TR BOISE ID  
Failure Date: 07/20/2011

14 10411672 2011 FORD FUSION Steering 2011 FUSION, JUST  
OVER 1000 MILES, DROVE 1 HR IN 100 DEG TEMP. POWER STEERING WARNING  
CAME ON. PARKED RETURNED TO VEHICLE WHILE LATER, FIX POWER  
STEERING NOW WAS THE NEW WARNING, STEERING WHEEL DID NOT BUDGE,  
HAD TO HAVE IT TOWED. \*TR MEADOWLAKES TX Failure Date:  
07/09/2011

14 10434081 2011 FORD FUSION Steering TL\* THE CONTACT  
OWNS A 2011 FORD FUSION. THE CONTACT STATED WHILE DRIVING AT ANY  
SPEED, THE VEHICLE STEERED TO THE LEFT ABNORMALLY. IN ADDITION, THE  
CONTACT STATED THAT THE FRONT DRIVER AND PASSENGER SEAT HEAD  
RESTS WERE MADE TOO CLOSE TO THE HEAD, FORCING THE CONTACT TO SIT  
IN AN UNCOMFORTABLE POSITION. THE VEHICLE WAS TAKEN TO THE DEALER  
AND THE MANUFACTURER WAS CONTACTED. THE VEHICLE WAS NOT  
REPAIRED. THE FAILURE MILEAGE WAS 200 AND THE CURRENT MILEAGE WAS  
3200. UPDATED 12/16/11\*LJ THE CONSUMER ALSO STATED THE VEHICLE  
PULLED TO THE LEFT WHILE BRAKING. UPDATED 01/19/12  
FISHERS IN Failure Date: 06/12/2011

14 10395866 2011 FORD FUSION Steering TL\* THE CONTACT  
OWNS A 2011 FORD FUSION. THE CONTACT WAS EXITING A PARKING SPACE  
WHEN THE STEERING FAILED AND BECAME ABNORMALLY TIGHT. THE POWER  
STEERING CAME WARNING LIGHT DID NOT ILLUMINATE UNTIL AFTER THE  
FAILURE. THE CONTACT TOOK THE VEHICLE TO THE DEALER WHERE HE WAS  
AWAITING DIAGNOSIS OF THE FAILURE AND POSSIBLE REPAIRS. THE VIN WAS  
UNAVAILABLE. THE FAILURE AND CURRENT MILEAGE WAS 1,200.  
COLUMBUS GA Failure Date: 04/09/2011

14 10694985 2011 FORD FUSION Steering I HAVE EXPERIENCED  
MULTIPLE INSTANCES OF LOSING POWER STEERING BOTH WHILE



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STATIONARY AND DRIVING. THE CAR GENERATES A "POWER STEERING ASSIST FAULT" AND "SERVICE POWER STEERING NOW" ERROR MESSAGE. OFTEN AFTER TURNING OFF THE CAR AND RESTARTING (SOMETIMES TAKING SEVERAL TIMES), THE FAULT WILL CLEAR AND THE CAR OPERATES AGAIN NORMALLY; HOWEVER, THIS HAS RECURRED AT LEAST 3-4 TIMES IN THE FOUR YEARS I HAVE OWNED THE CAR. THIS ALSO OCCURS WHILE DRIVING, WHICH WOULD PRESENT A SIGNIFICANT SAFETY HAZARD FOR SOMEONE UNLIKE MYSELF WHO DOES NOT HAVE PRIOR EXPERIENCE WITH MANUAL STEERING VEHICLES THAT CAN ADJUST ON THE FLY. WHEN TAKEN TO THE DEALER FOR DIAGNOSIS/ASSISTANCE SEVERAL TIMES, I AM TOLD THEY CANNOT DIAGNOSE IT UNLESS IT IS ACTIVELY SHOWING THE ERROR CODE (WHICH IS NOT FEASIBLE AS THE CODES CLEAR AFTER THE CAR IS TURNED OFF, AND TYPICALLY WOULD REQUIRE EITHER A TOW TO A DEALERSHIP OR THE ABILITY TO DRIVE STRAIGHT TO A FORD FACILITY AT THE PRECISE TIME THE INCIDENT OCCURS, WITHOUT TURNING THE CAR OFF AT ANY POINT) AND THUS IT DOES NOT GET ADDRESSED OR FIXED. I HAVE READ SEVERAL OTHER REVIEWS OF OTHERS HAVING THE SAME ISSUE WITH THIS SAME MAKE AND MODEL, AND MANY HAVE RESULTED IN HIGHLY COSTLY RECOMMENDATIONS FOR REPAIR WHICH DO NOT FIX THE PROBLEM. I SEE THAT NHTSA CURRENTLY HAS AN INVESTIGATION ONGOING REGARDING THIS SAME ISSUE, AND AS SUCH WANTED TO ENSURE I DID MY PART BY FORMALLY DOCUMENTING ANOTHER INSTANCE OF THIS PROBLEM, AS I FELT FORD'S REPORT THAT IT IS AN ISOLATED INCIDENT ONLY AFFECTING 3 IN 1000 CARS SEEMS HIGHLY QUESTIONABLE GIVEN THE EXTENT OF OTHERS REPORTING THE SAME FAILURES IN A LIMITED NUMBER OF THESE CARS OF THE SAME MODEL YEAR SOLD, AND THOSE BEING LIMITED ONLY TO THOSE (UNLIKE MYSELF, UP UNTIL THIS JUNCTURE) WHO ELECTED TO TAKE THE TIME TO ENTER AN INTERNET COMPLAINT. \*TR MONROE NC Failure Date: 04/07/2011

14 10641976 2011 FORD FUSION Steering STEERING POWER ASSIST & TRACTION FAILED WHILE I WAS IN TRAFFIC. POWER STEERING ASSIST FAILED TWICE BEFORE AS I BACKED OUT OF GARAGE. \*TR WOODRIDGE IL Failure Date: 09/15/2010

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14 10759784 2011 FORD FUSION Steering MY 2011 FORD FUSION SE HAS HAD THE POWER STEERING ASSIST FAILURE LIGHT GO OFF AND THE POWER STEERING DOES NOT WORK. I HAVE READ PREVIOUS COMPLAINTS AND HAVE RESTARTED THE VEHICLE AFTER A MINUTE OR SO AND THE LIGHT GOES OFF, THE POWER STEERING AGAIN WORKS. I HAD THE VEHICLE TO THE FORD DEALERSHIP FOR AN ALIGNMENT AND THEY HAD THE SAME POWER STEERING ISSUE. THERE HAS BEEN A RECALL ISSUED FOR THIS EXACT PROBLEM BY FORD, HOWEVER MY PARTICULAR VEHICLE IS NOT PART OF THE RECALL. I HAVE TALKED TO FORD AND THEY HAVE PASSED ON MY COMPLAINT TO CUSTOMER SERVICE WHO STATE THERE ISN'T ANYTHING THEY CAN DO. I AM SO DISGUSTED BY FORD RIGHT NOW. I DO FULLY UNDERSTAND THAT THE RECALL IS FOR CERTAIN VEHICLES MANUFACTURED AT CERTAIN PLANTS WITH CERTAIN PARTS, HOWEVER I DON'T UNDERSTAND HOW A COMPANY CAN IGNORE SOMEONE REGARDING A SAFETY ISSUE THAT IS EXACTLY THE SAME AS THE ONE THEIR RECALL IS FOR. VERY UNFAIR. AT THIS TIME, I EITHER HAVE TO PAY OUT OF POCKET FOR THE REPAIR OR CONTINUE TO HAVE A VEHICLE THAT IS UNSAFE TO DRIVE.

14 10855321 2011 FORD FUSION Steering "FUSION RECALL" MY 2011 FORD FUSION SE MADE IN MEXICO HAS A POWER STEERING ASSIST FAULT. THIS HAPPENED WHEN LEAVING MY DRIVEWAY. TOOK IT TO THE DEALER AND THE PROBLEM IS A FAULTY STEERING GEAR. THIS PART IS CURRENTLY PART OF A RECALL ON 2011 FORD FUSION MANUFACTURED IN MEXICO. MY ISSUE IS THE RECALL DOES NOT INCLUDE MY VEHICLE AS THE RECALL BEGAN WITH VEHICLES MANUFACTURED IN SEPTEMBER OF 2010 AND MY VEHICLE WAS MANUFACTURED IN AUGUST OF 2010. SAME PROBLEM, SAME PLANT, SAME CAR, SIMPLY MADE THE PREVIOUS MONTH. COSTING ME THE CONSUMER ALMOST \$2000.00 TO FIX THIS KNOWN MANUFACTURED DEFECT. WHILE THERE WERE INTERMITTENT PROBLEMS THAT SEEMED TO GO AWAY WITH RESTARTING THE ENGINE TOTAL FAILURE OCCURRED ON APR 11 2016. I HAVE SEARCHED VARIOUS FORUMS AND I AM NOT THE ONLY PERSON THIS HAS HAPPENED TO WHOSE VEHICLE WAS MANUFACTURED WITH IN A

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FEW WEEKS OF THE RECALL DATE.

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