

NHTSA Consumer Complaints as of October 18, 2016

10 10915059 2012 FORD FUSION Steering WHILE DRIVING ON THE HIGHWAY , MY POWER STEERING JUST STOPPED , WHEN I LOOKED AT THE DASH IT STATES TO CHECK POWER STEERING NOW . WHEN I RESEARCHED THE PROBLEM ON LINE THERE IS A RECALL FOR THIS PROBLEM ON 2012 FUSION BUT MY MANUFACTURER DATE IS A MONTH PASSED. I NOTICE OTHER FUSIONS ON SOCIAL FORUMS FROM 2012 TO 2014 HAVING THE SAME ISSUES , I BROUGHT MY CAR INTO FORD AND THEY SAID ITS NOT COVERED UNDER RECALL . I CALLED FORDS MAIN HEADQUARTERS AND THEY WONT BUDGE. IF THIS WASN'T A SAFETY ISSUE , I WOULD NOT BE AS CONCERNED ,BUT POWER STEERING FAILURE IS EXTREMELY DANGEROUS. *TR
LINDENHURST NY Failure Date: 10/09/2016

10 10913792 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. WHILE DRIVING 40 MPH, THE STEERING WHEEL SEIZED AND THE POWER STEERING WARNING INDICATOR ILLUMINATED. THE VEHICLE WAS TOWED TO THE DEALER, BUT WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 117,000. ROCHESTER MI Failure Date: 10/04/2016

10 10913577 2012 FORD FUSION Steering POWER STEERING WENT OUT WINSTON SALEM NC Failure Date: 10/03/2016

10 10911342 2012 FORD FUSION Steering WHILE TRYING TO REVERSE OUT OF MY DRIVEWAY, THE "POWER STEERING ASSIST FAULT: SERVICE IMMEDIATELY " MESSAGE CAME ON, AND IT WAS VERY HARD FOR ME TO TURN THE STEERING WHEEL. BY NOT BEING ABLE TO DRIVE IT COMPLETELY...I JUST DROVE IT BACK IN THE DRIVEWAY WHICH WAS VERY DIFFICULT DUE TO ME HAVING TO TURN THE WHEEL. I DID TAKE IT TO THE FORD DEALERSHIP, AND I WAS TOLD THAT I NEED A STEERING GEAR ASSEMBLY. I WAS TOLD THAT RESETTING THE CODES WOULD NOT WORK. I DID INFORM THE WORKER ABOUT THAT PART BEING RECALLED FOR MY VEHICLE, BUT HE DENIED ANY TYPE OF RECALL FOR THIS PARTICULAR VEHICLE. I HAVE ONLY HAD THIS CAR FOR TWO YEARS, AND THIS HAPPEN OUT OF THE BLUE. IF

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THERE WAS A RECALL FOR THIS PART ON THIS PARTICULAR MODEL...I DESERVE TO GET IT FIXED, FREE OF CHARGE AS STATED IN THE NHTSA. THEY ARE TRYING TO CHARGE ME \$1, 944.50 TO REPLACE THIS. I JUST NEED TO KNOW IF THIS PART WAS RECALLED. COLLEGE STATION

TX Failure Date: 09/29/2016

10 10909835 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. WHILE DRIVING 25 MPH, THE STEERING WHEEL SEIZED AND THE SERVICE POWER STEERING WARNING INDICATOR ILLUMINATED. THE VEHICLE WAS TAKEN TO THE DEALER, BUT WAS NOT DIAGNOSED OR REPAIRED. THE VIN WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 15V340000 (STEERING). THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 124,000.

FESTUS MO Failure Date: 09/23/2016

10 10913908 2012 FORD FUSION Steering THE STEERING WENT OUT WHILE DIVING(HIGH AND LOW SPEED). CALLED THE DEALER SAID NOT UNDER WARRANTY. CRANSTON RI Failure Date: 09/23/2016

10 10915024 2012 FORD FUSION Steering 2012 FORD FUSION RECALL WHEN COMING TO A STOP SIGN, I WENT TO PUT MY FOOT ON THE BRAKES AND MY STEERING PULLED TO THE RIGHT AND I COULD NOT STEER THE CAR AND THE BRAKE PEDAL WENT STRAIGHT TO THE FLOOR. THERE IS NO BROKEN BRAKE LINES. WHEN THIS HAPPEN IT STEERED ME INTO ANOTHER CAR THAT WAS PARKED ON THE STREET. AFTER THE ACCIDENT I DID A SAFETY RECALL THROUGH CAR MAX AND FOUND OUT THAT THERE IS A SAFETY RECALL 15N01 AND 13N03, WHICH SHOWED THAT THEY WERE NOT DONE. SO I WENT TO THE DEALER SHIP THAT I BROUGHT THE CAR FROM 6 MONTHS AGO AND THEY SAID NO THEY DID NOT DO THE RECALL ONLY RE-PROGRAMMED THE CAR 15S18B. I TRIED CALLING FORD DIRECTLY BUT THEY SAID THAT THERE IS NOTHING THAT THEY WILL DO ABOUT IT. EVEN AFTER ASKING THE QUESTION HOW CAN YOU JUST RE-PROGRAM MEDAL AND STEERING COMPONENTS? STILL YET I HAVE NO ANSWERS FROM ANYONE. WEST BENDWI Failure Date: 09/18/2016

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10 10908030 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. WHILE DRIVING 30 MPH, THE POWER STEERING FAILED AND BECAME DIFFICULT TO MANEUVER. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED THAT THE STEERING GEAR ASSEMBLY 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 100,125. CASCADE LOCK OR Failure Date: 09/16/2016

10 10906847 2012 FORD FUSION Steering THE POWER STEERING HAS FAILED TWICE IN LESS THAN ONE YEAR. ONCE WHILE TURNING LEFT ACROSS ONCOMING TRAFFIC RESULTING IN A NEAR MISS HEAD-ON COLLISION. FORD HAS A RECALL ON THE ELECTRONIC POWER ASSISTED STEERING (EPAS), WHICH IS WHAT FAILS (NHTSA RECALL 15V-340), BUT IT IS ONLY FOR FUSIONS MANUFACTURED BETWEEN SEPT 2010 AND FEB 2012. MY VEHICLE WAS MANUFACTURED IN MAY 2012 - 3 MONTHS TOO LATE - IN THE VERY SAME FACILITY AS THE CARS INCLUDED IN THE RECALL. THE PROBLEMS I AM EXPERIENCING WITH MY CAR ARE EXACTLY AS THOSE DESCRIBED IN THE FINDINGS REPORTED IN THE NHTSA INVESTIGATION. I PAID \$1,400 TO HAVE THE EPAS REPLACED THE FIRST TIME IN DEC 2015, AND I SHOULD NOT HAVE TO PAY THAT AMOUNT TO HAVE IT REPLACED A SECOND TIME IN LESS THAN A YEAR. THE FORD DEALERSHIP QUOTED ALMOST TWICE THAT AMOUNT. THE RECALL OBVIOUSLY NEEDS TO BE EXTENDED.

FUQUAY-VARINA NC Failure Date: 09/15/2016

10 10906213 2012 FORD FUSION Steering WHILE TURNING YESTERDAY, MY CAR LOST POWER STEERING. THE LIGHT FOR ADVANCE TRACK SYSTEM LIGHT ILLUMINATED AND THE MESSAGE CENTER READ "POWER STEERING ASSIST FAULT: SERVICE IMMEDIATELY." I MAN HANDLED THE CAR HOME A SHORT DISTANCE AND TURNED IT OFF. MAD AND AGGRAVATED I CALLED THE FORD DEALER AND EXPLAINED WHAT HAPPENED. THE CHECKED WARRANTY INFO, RECALL INFO, AND FOUND NOTHING FOR MY

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CAR. I WAS ABLE TO FIND A RECALL ALERT THAT MY INSURANCE COMPANY MATCHES TO MY CAR. I GAVE THE RECALL NUMBER TO THE FORD DEALER. THEY WERE VERY NICE AND WERE ABLE TO FIND OUT THE WARRANTY ONLY COVERS CARS BUILT SEPT 2010- FEBRUARY 2012. GUESS WHAT? MY CAR WAS BUILT JUNE 2012. I CALLED FORD CUSTOMER CARE. THEY SAY I HAVE TO TAKE IT INTO THE DEALER TO BE DIAGNOSED. I CALL DEALERSHIP AND HAVE IT "OFFICIALLY" DIAGNOSED. THE MOTOR CODE U0211:49 AND DEALERSHIP SUGGESTS CALLING CUSTOMER CARE TO GET A VALIDATION CODE. I CALLED CUSTOMER CARE AGAIN, LADY WAS RUDE, SAYS SHE DOESN'T KNOW WHAT A VALIDATION CODE IS AND THAT I WOULD HAVE TO PAY FOR IT BECAUSE THE RECALL IS NOT ON MY CAR PARTICULARLY. MY CAR ONLY HAS 48K MILES ON IT. I SHOULD NOT BE HAVING THESE KIND OF PROBLEMS. IT IS A HUGE SAFETY ISSUE FOR ME AS I TRAVEL QUITE A BIT WITH MY FAMILY. THE CODE MATCHES THE SAME CODE THAT IS PIN POINTED IN THE RECALL ACCORDING TO DEALERSHIP. THE BEST CUSTOMER CARE COULD DO IS TELL ME TO KEEP RECEIPTS IN CASE FORD EXPANDS RECALL LATER.....ITS \$1800+ OUT OF POCKET THAT I CAN'T CRAP OUT!! CENTRALIA IL Failure Date: 09/12/2016

10 10905031 2012 FORD FUSION Steering I STARTED MY CAR, SERVICE POWER STEERING WARNING CAME ON, DROVE 10 MILES AND POWER STEERING WENT OUT. LOOKED ONLINE AND SAW A RECALL FOR ELECTRIC POWER ASSIST SYSTEM, SO I CALLED THE DEALERSHIP I PURCHASED THE CAR FROM AND THEY TOLD ME MY CAR IS NOT COVERED UNDER THAT RECALL. CHARLOTTE HALL MD Failure Date: 09/09/2016

10 10904918 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. WHILE DRIVING 60 MPH, THE STEERING SEIZED AND THE SERVICE ADVANCE TRACK AND POWER STEERING WARNING INDICATORS ILLUMINATED. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE STEERING RACK AND PINION NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE VIN WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 15V340000 (STEERING). THE MANUFACTURER WAS

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NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 105,000.

WOODSTOCK GA Failure Date: 09/06/2016

10 10906162 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. AFTER THE VEHICLE WAS REPAIRED PER NHTSA CAMPAIGN NUMBER: 15V25000 (STEERING) AND WHILE DRIVING AT AN UNKNOWN SPEED, "POWER STEERING ASSIST DEFAULT" WAS DISPLAYED ACROSS THE MESSAGE BOARD. THE STEERING WHEEL COMPLETELY SEIZED. THE FAILURE RECURRED ON NUMEROUS OCCASIONS. THE VEHICLE WAS TAKEN TO A DEALER MULTIPLE TIMES, BUT WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 30,000. PITTSBURG PA Failure Date: 09/06/2016

10 10908628 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. WHILE DRIVING APPROXIMATELY 30 MPH AND MAKING A RIGHT TURN, THE POWER STEERING FAILED AND THE STEERING WHEEL BECAME VERY DIFFICULT TO TURN. DURING THE FAILURE, THE "POWER STEERING ASSIST FAULT" WARNING MESSAGE DISPLAYED. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHERE IT WAS DIAGNOSED THAT THERE WAS A COMPUTER FAILURE AND IT NEEDED TO BE RESET. THE VEHICLE WAS REPAIRED; HOWEVER, THE FAILURE RECURRED. THE MANUFACTURER WAS NOT NOTIFIED. THE FAILURE MILEAGE WAS 64,000. WINSTED CT Failure Date: 09/01/2016

10 10905656 2012 FORD FUSION Steering POPPING NOISE PRESENT FROM STEERING WHEEL WHENEVER STEERING WHEEL IS TURNED IN EITHER DIRECTION. WHENEVER VEHICLE HITS A BUMP REGARDLESS OF THE SIZE, THE STEERING WHEEL IS YANKED AROUND CAUSING THE CONTROL OF THE VEHICLE TO BECOME COMPROMISED. THESE ISSUES HAPPEN AT ANY SPEED AND IN ALL ROAD CONDITIONS, STATIONARY OR NON STATIONARY, HIGHWAY OR CITY AND REGARDLESS IF I'M TURNING OR NOT. WHEN STEERING WHEEL IS TURNED ALL THE WAY TO THE RIGHT OR LEFT THE WHEEL WILL STIFFEN AND THROW ITSELF BACK THE OPPOSITE DIRECTION.

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MUST USE A LOT OF FORCE TO KEEP STEERING WHEEL IN THAT POSITION. WAS TOLD BY A CERTIFIED FORD DEALERSHIP AND A SHOP BY THE NAME OF MIDAS THAT IT WAS THE RACK AND PINION. FORD REFUSES TO FIX ISSUE DUE TO THE FACT THAT THE RACK AND PINION IS NOT THROWING ANY SORT OF TROUBLE CODE. THE RACK AND PINION ON THIS VEHICLE HOWEVER IS NOT ONLY UNDER A CURRENT RECALL BUT IS ALSO BACKED BY AN EXTENDED WARRANTY ISSUED BY FORD MOTOR COMPANY. BRIGHTON CO

Failure Date: 08/29/2016

10 10904934 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. WHILE DRIVING VARIOUS SPEEDS AND TURNING THE STEERING WHEEL, AN ABNORMAL NOISE WAS HEARD WITHOUT WARNING. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED THAT THE RACK AND PINION FAILED AND NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE, BUT NO ASSISTANCE WAS PROVIDED. THE FAILURE MILEAGE WAS APPROXIMATELY 81,000. BRIGHTON CO Failure Date: 08/23/2016

10 10898942 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. WHILE THE VEHICLE WAS AT A STOP SIGN, THE POWER STEERING LIGHT ILLUMINATED. IMMEDIATELY AFTER, THE POWER STEERING FAILED. THE VEHICLE WAS ABLE TO BE DRIVEN TO THE CONTACT'S HOME. THE VEHICLE WAS TAKEN TO AUTO ZONE WHERE IT WAS DIAGNOSED THAT THE POWER STEERING ASSIST FAILED. THE CONTACT REFERENCED NHTSA CAMPAIGN NUMBER: 15V340000 (STEERING); HOWEVER, THE DEALER DID NOT PERFORM ANY REPAIRS. THE FAILURE MILEAGE WAS 59,000.

CARROLLTON GA Failure Date: 08/21/2016

10 10896559 2012 FORD FUSION Steering DRIVING MY VEHICLE WHEN THE POWER STEERING WENT COMPLETELY OUT IN TRAFFIC, MAKING A RIGHT TURN. VEHICLE STEERING WHEEL WOULD NOT BUDGE. IT'S A SAFETY ISSUE DRIVING AND THE STEERING WHEEL GIVES OUT WITHOUT ANY NOTICE. LAUDERDALE LAKES FL Failure Date: 08/15/2016

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10 10896823 2012 FORD FUSION Steering POWER STEERING STOPPED INTERMITTENTLY WHILE DRIVING, AFTER RECEIVING A RECALL NOTICE, FORD REPLACED THE POWER STEERING GEAR ASSEMBLY IN JUNE 2016. IN AUGUST OF 2016 I WAS OUT OF TOWN AND THE POWER STEERING WENT OUT AGAIN. TOOK IT TO FORD DEALER OUT OF TOWN AND THEY REPLACED THE POWER STEERING ARMS AND WANT TO CHARGE ME \$1000. CARY NC Failure Date: 08/14/2016

10 10895314 2012 FORD FUSION Steering CAR WAS MAKING CLUNKING SOUND. WHEN I WAS DRIVING. TOOK IT IN AND WAS TOLD IT WAS THE ASSEMBLY STEERING SYSTEM GEAR. RACK AND PIN SYSTEM CAUSING THE CLUNKING IN GEAR. WAS TOLD MY MECHANIC THIS A HUGE SAFETY PROBLEM. WAS TOLD IT WASN'T SAFE TO DRIVE THE CAR BECAUSE IF I LOSE STEERING COULD LOSE CONTROL OF CAR AND IT COULD CAUSE INJURY TO ME MY FAMILY OR OTHER PEOPLE THAT ARE IN CARS THAT I MAY HIT IF I LOSE CONTROL OF THE VEHICLE. I CAN'T BELIEVE THERE ISN'T A RECALL FROM FORD FOR THIS PROBLEM ! I SAW THERE HAVE BEEN SEVERAL COMPLAINTS FOR SAME ISSUE. SHEBOYGAN FALLS WI Failure Date: 08/08/2016

10 10893452 2012 FORD FUSION Steering PULLING OUT OF MY DRIVEWAY AT LOW SPEED, THE STEERING LOCKED TO WHERE IT WAS NEARLY IMPOSSIBLE TO CONTROL THE VEHICLE. I WAS ABLE TO COME TO A STOP IMMEDIATELY SO NO DAMAGE OR INJURY. TURNING THE STEERING WHEEL REQUIRED A LOT OF EFFORT SO REVERSING BACK OFF THE STREET AND ONTO THE DRIVEWAY WAS QUITE DIFFICULT. AFTER PARKING, THE DASH ALSO BRIEFLY DISPLAYED SOMETHING LIKE "ADVANCETRACK ERROR". I DON'T REMEMBER THE WORDING EXACTLY. SPIRIT LAKE IA Failure Date: 08/04/2016

10 10909566 2012 FORD FUSION Steering WHILE SITTING STILL OR DRIVING THE STEERING WILL MAKE AN AUDIBLE "CLUNK" YOU CAN HEAR AND FEEL WHEN TURNING LEFT OR RIGHT FROM THE CENTERED POSITION. NO CODE PRESENT UPON FIRST TRIP TO DEALER WHO RECOMMENDED RACK AND PINION REPLACEMENT. THEY "UPDATED" THE SOFTWARE PER THE

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RECALL SPECS. SERVICE ADVANCETRAC WARNING CAME ON ABOUT A WEEK LATER AND DEALER SAID CODE C1278 APPEARED AND RECOMMENDED RACK AND PINION REPLACEMENT. SEEMS LIKE THIS SHOULD FALL UNDER THE RECALL OF THE RACK AND PINION, BUT THE SERVICE DEPT SAID IT DOESN'T. STAYTON OR Failure Date: 08/01/2016

10 10889302 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. WHILE DRIVING 20 MPH, THE STEERING WHEEL BECAME DIFFICULT TO TURN. THE CONTACT HAD TO APPLY FORCE TO THE STEERING WHEEL IN ORDER TO TURN THE VEHICLE. THE CONTACT INDEPENDENTLY REPLACED THE BATTERY. AFTER THE BATTERY REPLACEMENT, THE STEERING WHEEL SEIZED COMPLETELY. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED THAT THE STEERING RACK NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 101,300. IRVINGTON NJ Failure Date: 07/27/2016

10 10889333 2012 FORD FUSION Steering OVER THE PAST WEEK MY 2012 FORD FUSION DECELERATED, IDLED ROUGHLY, LOST POWER STEERING AND POWER BREAKING AND THE WRENCH DUMMY LIGHT CAME ON. ALL 4 TIMES IT OCCURRED BELOW 30 MPH IN CLEAR CONDITIONS. THE CAR IS EXTREMELY HARD TO HANDLE AND LUCKILY I WAS IN AREAS WHERE I COULD PULL OVER SAFELY. ONCE PULLED OVER I WAS ABLE TO RESTART THE CAR AND RESUME DRIVING. I HAVE BROUGHT IN MY CAR TWICE TO A LOCAL MECHANIC WHO COULD NOT FIND ANY ERROR MESSAGES ON THE COMPUTER. I HAVE AN APPOINTMENT AT THE LOCAL FORD DEALERSHIP TO DO MORE DIAGNOSTICS. I AM VERY CONCERNED ABOUT THE SAFETY OF THIS VEHICLE AND ITS RELIABILITY. LANSING IL Failure Date: 07/26/2016

10 10907240 2012 FORD FUSION Steering WHEN THE VEHICLE WAS IN MOTION, THE POWER STEERING ABRUPTLY STOPPED WORKING, DUE TO AN ELECTRICAL PROBLEM. OVER 400,000 FORD CARS WERE RECALLED FOR THIS PROBLEM, ALL MADE AT THE SAME LOCATION, DURING THE SAME TIME. OURS WAS NOT RECALLED, HOWEVER AND THEREFORE CREATED A

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VERY DANGEROUS SITUATION FOR US.

WALNUT CREEK CA

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10 10893014 2012 FORD FUSION Steering I WAS DRIVING IN THE INTERSTATE WHEN ALL OF A SUDDEN MY POWER STEERING WENT. THE SERVICE LIGHT CAME ON AND READ "SERVICE POWER STEERING NOW". IT HAD NEVER DONE THAT BEFORE AND I ONLY HAD THE CAR FOR LESS THAN A YEAR. I JUST THANK GOD NO ONE WAS HURT. I TOOK MY CAR TO THE FORD DEALERSHIP AND THEY SAID THAT IT WAS NOT APART OF THE RECALL, BUT IN MY OPINION IF IT HAS BEEN A ISSUE FOR SEVERAL VEHICLE FIX ALL OF THEM. THEY SAID THE CAR WAS FINE BUT WHEN THE MECHANIC GOT IN MY CAR HE HAD A HARD TIME TURNING THE WHEEL. WAYCROSS GA Failure Date: 07/18/2016

10 10884575 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. WHILE DRIVING APPROXIMATELY 25 MPH, THE VEHICLE LOST STEERING POWER AND THE POWER STEERING WARNING LIGHT ILLUMINATED. THE CONTACT COASTED THE VEHICLE TO A NEARBY MALL. THE FAILURE WAS NOT DIAGNOSED AND DID NOT RECUR. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND STATED THAT THERE WOULD BE A CHARGE TO DIAGNOSE AND REPAIR THE VEHICLE. THE FAILURE MILEAGE WAS APPROXIMATELY 69,000. HYDE PARK NY Failure Date: 07/04/2016

10 10875733 2012 FORD FUSION Steering FOR ALMOST A YEAR MY CAR HAS BEEN MAKING A POPPING CREAKING NOISE WHEN I DRIVE AT LOW SPEEDS (20 OR BELOW). IT STARTED VERY QUIETLY AND HAS PROGRESSIVELY GOTTEN WORSE. I TOOK IT TO THE DEALERSHIP WHERE THEY ADVISED ME THAT THIS STEMS FROM SERVICE BULLETIN TSB 06-24-07. THIS ADVISORY WAS ORIGINALLY JUST FOR 2006 MODELS. HOWEVER, IT IS AFFECTING MY 2012. IT HAS AFFECTED 2007, 2008, AND 2009 AS WELL. THIS IS AN ONGOING SAFETY ISSUE AS THE CONTROL ARMS COULD BREAK AT ANY MOMENT WHILE DRIVING. THIS COULD CAUSE A POTENTIAL CAR ACCIDENT THAT MAY INCLUDE DEATH. THIS ONGOING ISSUE NEEDS TO BE ADDRESSED

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AS A RECALL SINCE FORD DOES NOT WANT TO COVER COST OF REPAIR TO THEIR ONGOING STEERING ISSUE. ELGIN SC Failure Date: 06/17/2016

10 10874698 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. WHILE DRIVING 30 MPH, THE STEERING WHEEL BECAME DIFFICULT TO MANEUVER AND THE POWER STEERING ASSIST FAULT LIGHT ILLUMINATED. THE CONTACT COASTED THE VEHICLE OVER TO THE SIDE OF THE ROAD, RESTARTED THE VEHICLE, AND RESUMED DRIVING. THE FAILURE RECURRED TWICE. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. IN ADDITION, THE VEHICLE WAS TAKEN TO A DEALER TO BE REPAIRED PER NHTSA CAMPAIGN NUMBER: 15V340000 (STEERING); HOWEVER, THE FAILURE RECURRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 98,800. EAST HAVEN CT Failure Date: 06/15/2016

10 10875707 2012 FORD FUSION Steering ON JUNE 14, 2016 THE POWER STEERING FAILED ON MY CAR WHILE I WAS DRIVING IT ON A CITY STREET. I SAW A MESSAGE THAT SAID ELECTRONIC STEERING ASSIST FAILURE. I RESTARTED THE CAR AND THE POWER STEERING WAS WORKING. I DROVE THE CAR 2 MILES TO A FORD DEALER. I WAS TOLD THAT THERE IS A SAFETY RECALL ON THIS ISSUE BUT THAT I HAVE EXCEEDED THE MAXIMUM COVERED MILAGE. MY VEHICLE HAS 184,000 MILES BUT THEY ONLY COVER UP TO 150,000 MILES. I COULD HAVE BEEN INJURED IF THIS OCCURRED AT HIGH SPEED OR IN TRAFFIC. VILLA RICA GA Failure Date: 06/14/2016

10 10882654 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. WHILE THE VEHICLE WAS PARKED, THE STEERING WHEEL SEIZED WITHOUT WARNING. THE VEHICLE WAS REPAIRED PER NHTSA CAMPAIGN NUMBER: 15V340000 (STEERING), BUT THE FAILURE RECURRED. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. THE FAILURE MILEAGE WAS 82,000. HERMISTONOR Failure Date: 06/10/2016

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10 10882866 2012 FORD FUSION Steering LOSS OF POWER
STEERING. CAN NOT TURN THE STEERING WHEEL NEW
CHURCH VA Failure Date: 06/01/2016

10 10870751 2012 FORD FUSION Steering I HAVE A POWER
STEERING FAULT ON THE MESSAGE BOARD. I CANNOT TURN THE WHEEL
WITHOUT HAVING TO USE ALL MY STRENGTH. NEARLY GOT INTO TWO
ACCIDENTS WHILE DRIVING WHEN THIS HAPPENED. HICKSVILLE
NY Failure Date: 05/18/2016

10 10865026 2012 FORD FUSION Steering MY POWER STEERING
ASSIST FAULT CAME ON WHILE I WAS DRIVING HOME LAST NIGHT. IT CAUSED
ME TO MESS UP MY FRONT END. I DIDN'T RECEIVE ANY INFORMATION ABOUT A
RECALL, BUT WHEN I LOOKED UP MY VIN, I FOUND OUT IT HAD A OPEN CASE I
NEED TO KNOW WHAT TO DO NEXT... PLEASE HELP HOUSTON
TX Failure Date: 05/14/2016

10 10873815 2012 FORD FUSION Steering POWER STEERING
FAILED NOTICE DISPLAYED UPON STARTING PARKED VEHICLE.. 2012 FORD
FUSION DISPLAY PANEL SAID "POWER STEERING ASSIST FAILURE" AND "
SERVICE ADVANCETRAC." WHEN I LOGGED IN ON FORD OWNER WEBSITE, IT
ADVISED ME OF "FIELD SERVICE ACTION" TITLED "EPAS STEERING EFFORTS"
AND FIELD SERVICE ACTION NUMBER "15N01." DATE THIS BEGAN
APPROXIMATE, AND HAS REPEATED AND FINALLY REMAINS FAILED. MILEAGE
IS APPROXIMATE. TAMARAC FL Failure Date: 05/01/2016

10 10905703 2012 FORD FUSION Steering WITH NO CONSISTENCY
IN TIMING, THE POWER STEERING HAS BEEN GOING OUT. I MAY BE DRIVING,
TURNING OR WAITING AT A STOP LIGHT, ON CITY STREETS OR THE HIGHWAY.
THIS PROBLEM STARTED IN MAY 2016, HAPPENING 1-2 TIMES PER MONTH. I
TOOK IT INTO MY LOCAL FORD DEALER AND THEY SAID THERE WAS NOTHING
WRONG. THEY THOUGHT IT COULD BE A PROBLEM WITH THE STEERING RACK,
BUT WEREN'T SURE. THEY DENIED THAT MY VEHICLE WAS INCLUDED IN
FORD'S RECALL OF SEVERAL 2011 AND 2012 FUSIONS FOR THE SAME

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PROBLEM. NOW (SEPTEMBER 2016), THE POWER STEERING IS GOING OUT 1-2 TIMES PER DAY. THE "POWER STEERING ASSIST FAULT" AND "SERVICE ADVANCTRAC" ERROR MESSAGES APPEAR. I FEEL THIS IS A SERIOUS SAFETY ISSUE FOR ME AND THE OTHER DRIVERS ON THE ROAD, AND FORD SHOULD BE RESPONSIBLE FOR THEIR DESIGN FLAW. EDMOND OK

Failure Date: 05/01/2016

10 10855415 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. THE CONTACT STATED THAT WHILE DRIVING, THE VEHICLE LOTS POWER STEERING WITHOUT WARNING. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE POWER STEERING CONTROL MODULE FAILED AND STEERING GEAR NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE CONTACT REFERENCED NHTSA CAMPAIGN NUMBER: 15V340000 (STEERING). THE FAILURE MILEAGE WAS 90,069.

SUMMERVILLE SC Failure Date: 04/11/2016

10 10859774 2012 FORD FUSION Steering MU 2012 FORD FUSION LOST POWER TO THE STEERING ON THE HIGHWAY SO WHEN I PULLED THE STEERING WHEEL HARD SO I CAN GET TO THE SIDE OF THE HIGHWAY WHEN I FINALLY GOT TO TO THE SIDE OF THE HIGHWAY I TURNED THE CAR OFF AND TURNED IT BACK ON THE STEERING WHEEL WILL NOT MOVE AND A MESSAGE ON THE DASHBOARD APPEARS AND SAY SERVICE "POWER STEERING KNOW" SO I HAD TO CALL A TOW TRUCK AND WHEN IT GOT TO THE DEALERSHIP THEY SAID IT IS A PROBLEM WITH ELECTRONIC STEERING RACK AND PINION FAULTY AND IT WOULD COST ME 1,500 DOLLERS TO GET IT FIX SO I STARTED RESEARCHING ON THE NHTSA WEBSITE AND FOUND OUT IT WAS A RECALL BUT MY CAR WAS NOT AFFECTED AND I DON'T KNOW HOW CAUSE ITS ALOT OF PEOPLE WITH THIS SAME PROBLEM WITH THEIR 2012 FORD FUSION.

DECATUR GA Failure Date: 04/11/2016

10 10864696 2012 FORD FUSION Steering WHILE DRIVING ON A CITY STREET THE "ADVANCETRAC" CAME ON AND "POWER STEERING NEEDS TO BE REPLACED" CAME ON. I WAS NIGHT TIME I MADE IT HOME. ONCE HOME

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I TURNED THE CAR OFF AND THE "REPLACE POWER STEERING NOW" I HAD LOST ALL POWER STEERING. THIS IS THE SECOND TIME THIS HAS HAPPENED THE FIRST TIME MY SON WAS DRIVING ON THE HIGHWAY. I TOOK IT TO THE MECHANIC THE FIRST TIME AND THEY SAID IT WAS NOTHING WRONG I JUST NEEDED NEW TIRES. DECATUR GA Failure Date: 04/11/2016

10 10853544 2012 FORD FUSION Steering EVERY TIME I TURN MY CAR ON THE STEERING WHEEL IS VERY STIFF AND WITH LIGHT NOTIFICATION SAYING " POWER STEERING ASSIST FAILED"... MY CAR HAS POWER STEERING FLUID IN IT. I HAVE TO TURN MY CAR OFF AND WAIT ABOUT 20 MINS TO TRY TO START IT AGAIN. SWEETWATER TX Failure Date: 04/05/2016

10 10853842 2012 FORD FUSION Steering SHORTLY AFTER STARTING MY VEHICLE, THE POWER STEERING FAILS AND THE ALARMS SOUND LEAVING MY VEHICLE UNABLE TO PERFORM SAFELY. THIS HAPPENS RANDOMLY AND WITHOUT NOTICE. THERE ARE NO KNOWN CONTRIBUTING FACTORS. I'VE CONTACTED MY DEALERSHIP AND THEY'VE STATED THAT MY VEHICLE ISN'T COVERED UNDER THE RECALL AND TO REPAIR THE ISSUE COULD COST UP TO \$1,600 MONTVERDE FL Failure Date: 04/05/2016

10 10859976 2012 FORD FUSION Steering ON APRIL 2 2016 I DROVE TO OUR LOCAL WALMART IN OCEANSIDE CALIFORNIA. AFTER SHOPPING I STARTED MY 2012 FORD FUSION AND THE POWER ASSISTED STEERING HAD FAILED AND I COULDN'T DRIVE THE CAR. HAD IT TOWED TO NORTH COUNTY FORD WHERE THEY TOLD ME THAT THERE WAS A RECALL ON THIS PROBLEM BUT NOT ON THIS CAR DUE TO ITS PRODUCTION DATE OF MARCH 6TH 2012.THE RECALL WAS FOR 2012 FORD FUSIONS PRODUCED BEFORE FEBUARUY 28TH 2012. BECAUSE MY VEHICLE WAS PRODUCED 6 DAYS AFTER THE RECALL IT WAS NOT COVERED THUS I WAS RESPONSIBLE TO PAY THE \$1658.00 REPAIR BILL. I CONTACTED FORD MOTOR COMPANY AND THEY SAID THEY COULDN'T HELP ME DUE TO THE PRODUCTION DATE. I BELIEVE THE RECALL NEEDS TO BE WIDENED TO COVER ALL FORD PRODUCTS THAT HAVE THIS ISSUE. WHILE THIS PROBLEM DID'NT HAPPEN WHILE THE CAR WAS IN

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MOTION IT STILL SEEMS TO ME TO BE A BIG SAFETY CONCERN AS IT COULD
HAVE BEEN . BONSALL CA Failure Date: 04/02/2016

10 10853041 2012 FORD FUSION Steering DRIVING AT 60 MPH I
COULD HEAR FRICTION WORSENS AND CAR WOULD LOSE MOMENTUM EASILY
BECAUSE OF THE FRICTION. THEN I START TO HEAR A KNOCKING SOUND
SOMEWHERE IN THE ENGINE PERHAPS OR THE WHEEL UNSURE AND AS ALL
THAT WORSENS, I CAN FEEL THE CAR LOSING CONTROL LIKE IT'S GOTTEN A
FLAT TIRE. POWER STEERING GOT STIFFER WHILE THE CAR KIND OF DRIFTED
LEFT AND THEN RIGHT AS THO I WAS GOING TO LOSE CONTROL OF THE
VEHICLE. IT WAS REALLY SCARY SO I IMMEDIATELY SLOWED DOWN BECAUSE
I HAD NO CONTROL ON THE STEERING. PORTLAND OR Failure Date:
04/01/2016

10 10853419 2012 FORD FUSION Steering I REPLACED A FLAT TIRE
ON MY VEHICLE NO PROBLEMS BEFORE HAND. ONCE I PUT THE SPARE ON
AND PROCEEDED TO DRIVE MY STEERING WAS HARD TO CONTROL. I
MANAGED TO GET THE VEHICLE HOME. I IMMEDIATELY CHANGED THE TIRE
AND ASSUMED THAT THE LIGHTS WILL BE GONE. I HAVE A MESSAGE FOR
SERVICE POWER STEERING, ADVANCE TRAC. I TOOK IT TO FORD
DEALERSHIP THEY SAID THEY DIDN'T HAVE A RECALL. I LOOKED AND
RESEARCH AND FOUND THAT THERE IS ONE BUT MY VIN WASN'T UNDER
IT. AUGUSTA GA Failure Date: 04/01/2016

10 10853808 2012 FORD FUSION Steering I HAD A SERVICE
ADVANCTRAC LIGHT ON MY DASH AND THEN A POWER STEERING FAILURE
LIGHT ACTIVATE ON THE DASH AS I WAS DRIVING DOWN THE ROAD AT
APPROX. 40MPH. I WAS ABLE TO GET THE VEHICLE HOME SAFELY. ARRIVED
HOME AND WENT ONLINE AND FOUND A RECALL FOR THIS PROBLEM ON THE
2012 FUSIONS. I TOOK TO FORD AND THEY WANT ME TO PAY \$1600 TO
REPLACE WHAT THEY CALL A RACK AND PINION ISSUE. LOUISVILLE
KY Failure Date: 04/01/2016

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10 10860536 2012 FORD FUSION Steering I NOTICED A KNOCK WHENEVER I TURNED THE WHEEL WHILE DRIVING DOWN THE ROAD OR WHILE PARKED. THE STEERING BECAME INCREASINGLY HARDER AS THE DAYS PASSED. THE CARS WARRANTY HAD EXPIRED SO I TOOK IT INTO GOODYEAR TO SEE WHAT THE PROBLEM WAS. THEY TOLD ME THE RACK AND PINION NEEDED TO BE REPLACED. THE FUSION HAD ONLY 59,000 MILES ON IT. THE MECHANIC THAT WORKED ON MY CAR TOLD ME HE PREVIOUSLY WORKED FOR FORD AND THAT THIS WAS A COMMON PROBLEM. MESA AZ

Failure Date: 04/01/2016

10 10852030 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. WHILE DRIVING APPROXIMATELY 50 MPH, THE POWER STEERING WARNING LIGHT ILLUMINATED. SHORTLY AFTERWARDS, THE POWER STEERING FAILED. THE CONTACT PARKED THE VEHICLE AND EXAMINED THE POWER STEERING FLUID, WHICH WAS STILL PRESENT IN THE VEHICLE. THE CONTACT TOOK THE VEHICLE TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE POWER STEERING FAILED AND THE POWER STEERING SYSTEM NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER STATED THAT THE REPAIR WAS NO LONGER COVERED UNDER THE WARRANTY. THE VIN WAS UNKNOWN. THE APPROXIMATE FAILURE MILEAGE WAS 180,000. CAPE MAY COURT HOUSE NJ Failure Date: 03/25/2016

10 10851434 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. WHILE TURNING IN A PARKING AREA, THE POWER STEERING FAILED AND THE STEERING WHEEL WAS EXTREMELY TIGHT. THE CONTACT HAD TO APPLY FORCE TO THE STEERING WHEEL TO GET IT TO TURN. THE CONTACT RESTARTED THE VEHICLE AND THE CONDITION CONTINUED. THE VIN WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 15V340000 (STEERING). THE VEHICLE WAS TO BE TAKEN TO AN AUTHORIZED DEALER FOR FURTHER INSPECTION. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS NOT AVAILABLE.

COOPER TX Failure Date: 03/24/2016

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10 10865398 2012 FORD FUSION Steering WHILE BACKING OUT N
A GROCERY STORE PARKING LOT, THE POWER STEERING FAILED AND THE
STEERING WHEEL WAS EXTREMELY TIGHT. I HAD TO APPLY FORCE TO THE
STEERING WHEEL TO GET IT TO TURN. I RESTARTED THE VEHICLE AND THE
CONDITION CONTINUED. THE VIN WAS NOT INCLUDED IN NHTSA CAMPAIGN
NUMBER 15V340000 (STEERING). THE MANUFACTURER WAS NOTIFIED OF THE
FAILURE. COOPER TX Failure Date: 03/24/2016

10 10840330 2012 FORD FUSION Steering TL* THE CONTACT
OWNS A 2012 FORD FUSION. WHILE DRIVING APPROXIMATELY 5 MPH, THE
STEERING COLUMN SEIZED WITHOUT WARNING. MOMENTS LATER, THE
VEHICLE RESUMED NORMAL OPERATION. THE VEHICLE WAS PREVIOUSLY
SERVICED UNDER NHTSA CAMPAIGN NUMBER: 15V340000 (STEERING);
HOWEVER, THE REMEDY WAS INSUFFICIENT AND THE FAILURE RECURRED.
THE VEHICLE WAS NOT REPAIRED A SECOND TIME. THE MANUFACTURER WAS
NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 47,000.
BASILE LA Failure Date: 03/07/2016

10 10845707 2012 FORD FUSION Steering TL* THE CONTACT
OWNS A 2012 FORD FUSION. WHILE DRIVING APPROXIMATELY 25 MPH, THE
VEHICLE VIBRATED UNCONTROLLABLY. THE CONTACT CONTINUED TO DRIVE
AND THE STEERING ABILITY SEIZED. THE SERVICE POWER STEERING NOW
WARNING INDICATOR ILLUMINATED. THE VEHICLE WAS DRIVEN TO THE
CONTACT'S HOME AND THEN TOWED TO THE DEALER. THE VEHICLE WAS NOT
REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE VIN
WAS INCLUDED IN NHTSA CAMPAIGN NUMBER: 15V340000 (STEERING). THE
APPROXIMATE FAILURE MILEAGE WAS 64,000. QUEENS NY
Failure Date: 03/04/2016

10 10862572 2012 FORD FUSION Steering TL* THE CONTACT
OWNS A 2012 FORD FUSION. WHILE DRIVING APPROXIMATELY 45 MPH, THE
POWER STEERING SUDDENLY MALFUNCTIONED AND THE STEERING WHEEL
BECAME VERY DIFFICULT TO TURN. THE CONTACT CRASHED THE VEHICLE
INTO A WOODED AREA. DURING THE CRASH, BOTH THE DRIVER AND FRONT

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PASSENGER SUSTAINED BACK INJURIES. THE CAUSE OF THE FAILURE WAS NOT DIAGNOSED OR REPAIRED. MEDICAL ATTENTION WAS NOT REQUIRED. THE MANUFACTURER WAS NOT NOTIFIED. THE VIN WAS INVALID. THE FAILURE MILEAGE WAS 104,000. POPLARVILLE MS Failure Date: 03/01/2016

10 10895352 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. THE CONTACT STATED THAT THE POWER STEERING SENSOR FAULT LIGHT ILLUMINATED. THE VEHICLE WAS SERVICED PER NHTSA CAMPAIGN NUMBER: 12V345000 (STEERING), BUT THE REMEDY FAILED TO REPAIR THE VEHICLE. THE CONTACT MENTIONED THAT THE POWER SENSOR LIGHT ILLUMINATED AFTER THE REPAIR. THE VEHICLE WAS TAKEN BACK TO THE DEALER AND HAD NOT BEEN REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED. THE FAILURE MILEAGE WAS APPROXIMATELY 100,000. HOUSTON TX Failure Date: 02/29/2016

10 10838176 2012 FORD FUSION Steering POWER STEERING FAILURE , FORD RAN OFF ROAD AT HIGH SPEED CYPRESS TX Failure Date: 02/25/2016

10 10837063 2012 FORD FUSION Steering TURNED MY CAR ON TONIGHT AND AN ALERT CAME ACROSS MY DISPLAY: POWER STEERING MALFUNCTION. MY CAR WAS IN PARK. THE DRIVER'S AIRBAG LIGHT WAS ALSO ON AT THIS TIME. PEORIA AZ Failure Date: 02/18/2016

10 10838888 2012 FORD FUSION Steering WHEN STARTING THE CAR, I WILL GET A POWER STEERING ASSIST FAULT WARNING. THE POWER STEERING WILL NOT WORK. I TURN THE CAR OFF AND ON TO TRY TO CLEAR THE ERROR AND RESET THE POWER STEERING. THIS NORMALLY WORKS. SOMETIMES IT TAKES MULTIPLE TRIES TO CLEAR AND FUNCTION NORMALLY. I AM WORRIED THAT THIS ERROR WILL OCCUR WHILE I AM DRIVING AND CAUSE AN ACCIDENT. I AM ALSO CONCERNED THAT MY VEHICLE IS NOT INCLUDED IN THE RECALL OF FORD VEHICLES WITH THE SAME ISSUE. THIS ISSUE HAS OCCURRED 6 TIMES IN THE PAST WEEK. CHESAPEAKE VA Failure Date: 02/12/2016

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10 10836279 2012 FORD FUSION Steering MY NAME IS MARCOS ORBEGOSO , I HAVE A FORD FUSION 2012 ,I AM THE OWNER FROM THIS CAR, BUT MY BROTHER IN LAW IS THE PRINCIPAL (WAGNER ALVAREZ). IM SPENDING TOO MUCH MONEY ABOUT THIS CAR AND FORD ALWAYS HAS A EXCUSE SO THAT THEY DONT WANT TO COVER THE WARRANTY. MY PROBLEM ALWAYS IS THE SAME (POWER STEERING GET HARD AND MY ENGINE FLASHING IT NEEDS TO BE CHECK),I DONT HAVE MONEY TO RESOLVE EVERY TWO MONTH WHEN MY CAR IS NOT WORKING. THE LAST PROBLEM WAS TWO DAYS AGO, THE SAME PROBLEM, THEY TOLD ME I HAD TO MAKE ALIGNMENT THAT WHY MY STEERING POWER STEERING GOT HARD, I WENT TO STORE REPAIR (FIRESTONE TO FIX), WHEN I WENT BACK TO FORD, THEY WAS TELLING DIFFERENT EXCUSE ABOUT MY STEERING POWER. MY LAST PROBLEM WITH MY CAR I WAS RECORDING ALL CONVERSATION ,BUT THEY DIDN'T NOTICE IT,IN THIS CONVERSATION IS INCLUDED THE MANAGER CARLOS BECERRA, HIS SECRETARY LIDIA RADFORD, MECHANICS, TELLING THAT'S WHY MY CAR IS NOT WORKING. I RECORDED EVERYTHING. THIS IS THE FOURTH TIME THAT MY CAR HAS THE SAME PROBLEM. NOW I ASKED LIDIA RADFORD , WHY MY ENGINE IS FLASHING ? SHE TOLD, BEFORE TO SEE WHAT HAPPENS WITH MY CAR , I HAD TO PAY \$79 IF I WANT TO KNOW ABOUT IT. MY CAR HAS 97000 MILES, MY CAR STILL HAS WARRANTY. I HOPE YOU CAN HELP WITH MY CASE, BECAUSE I DONT KNOW WHAT TO DO TO FIX MY CAR. I CANT DRIVE MY CAR NOW. I DONT SPEAK ENGLISH SO MUCH, BUT MY BROTHER IN LAW ,HE CAN SPEAKS BETTER. I HAVE ALL DOCUMENTS AND HISTORY SHOWING HOW MANY TIMES MY CAR HAD PROBLEMS AND I ALSO I HAD THE AUDIOS THE LAST CONVERSATION WITH THEM!. I BOUGHT MY CAR HERE : 1350 E YORBA LINDA BLVD, PLACENTIA, CA 92870 WAGNER ALVAREZ 4818 LIVERPOOL ST YORBA LINDA CA - 92886 TELEFONO : 714-5616068 EMAIL : OSSIANALVAREZ@HOTMAIL.COM YORBA LINDA CA Failure Date: 02/11/2016

10 10825099 2012 FORD FUSION Steering TURNED MY CAR ON AND AN ALERT CAME ACROSS THE SCREEN OF MY DASH. POWER STEERING

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MALFUNCTION. THE DRIVER'S AIRBAG LIGHT WAS ALSO ON AT THIS TIME.

PEORIA AZ Failure Date: 02/09/2016

10 10845760 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. WHEN THE CONTACT STARTED THE VEHICLE, THE POWER STEERING ASSIST WARNING LIGHT ILLUMINATED. IT WAS DIFFICULT FOR THE CONTACT TO STEER THE VEHICLE. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE ELECTRICAL POWER STEERING MODULE FAILED AND NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 12,430. UPDATED 05/18/16*LJ

HAUPAGUE NY Failure Date: 01/28/2016

10 10822484 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. WHILE DRIVING APPROXIMATELY 40 MPH, THE POWER STEERING ASSIST WARNING LIGHT SUDDENLY ILLUMINATED AND THE STEERING WHEEL BECAME VERY DIFFICULT TO TURN. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE POWER STEERING ASSIST WAS FAULTY AND NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE.

THE FAILURE MILEAGE WAS 67,000. HASTINGS MI Failure Date: 01/22/2016

10 10821642 2012 FORD FUSION Steering POWER STEERING ASSIST WENT OUT AND BLEW FUSE #42 UPON IGNITION START UP. ALSO ACTIVATED WARNING LIGHTS SERVICE ADVANCETRAC. ABS, TRACTION CONTROL AND BRAKE LIGHTS CONSTANTLY ON. SAME PROBLEMS UNDER NHTSA CAMPAIGN # 15V340000 RECALL, BUT WHEN I TOOK TO DEALERSHIP THEY SAID MY VIN MISSED BY ONE MONTH. IT WILL COST \$2000 TO REPAIR. LOOKED ON INTERNET AND MAY SAME COMPLAINTS WITH SAME VIN # SEQUENCE. MILEAGE WAS AROUND 60,000. ALSO CALLED FORD TO COMPLAIN CAS-8612152. NEW FUSE AND SYSTEM RESET ONLY SOLVES PROBLEM FOR SMALL AMOUNT OF TIME. SECOND TIME, I WAS STATIONARY AT A STOP SIGN. THANKFUL THAT I WASN'T DRIVING AT THE TIME. PARKED THE

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VEHICLE IN GARAGE AT THAT TIME. CENTERVILLE MN Failure Date:
01/15/2016

10 10820427 2012 FORD FUSION Steering TL* THE CONTACT
OWNS A 2012 FORD FUSION. THE CONTACT STATED THAT THE POWER
STEERING FAILED AND CAUSED THE STEERING WHEEL TO BECOME
EXTREMELY TIGHT. THE CONTACT HAD TO APPLY FORCE TO THE STEERING
WHEEL AND THE SERVICE POWER STEERING NOW WARNING LIGHT FLASHED.
THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE VEHICLE WAS NOT
INCLUDED IN NHTSA CAMPAIGN NUMBER: 15V340000 (STEERING). THE
MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE
MILEAGE WAS 62,000. HENDERSON NC Failure Date: 01/05/2016

10 10819933 2012 FORD FUSION Steering TL* THE CONTACT
OWNS A 2012 FORD FUSION. WHILE DRIVING 70 MPH, THE SERVICE POWER
STEERING AND SERVICE ADVANCED TRAC WARNING LIGHTS ILLUMINATED,
AND THE POWER STEERING SEIZED. THE VEHICLE WAS TAKEN TO THE
DEALER TO BE DIAGNOSED AND REPAIRED. THE VEHICLE WAS REPAIRED
UNDER NHTSA CAMPAIGN NUMBER: 15V340000 (STEERING); HOWEVER, THE
FAILURE RECURRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE
FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 92,177. OKLAHOMA
CITY OK Failure Date: 01/03/2016

10 10821957 2012 FORD FUSION Steering I WAS IN MOTION ON 83-
S DRIVING 55MPH. ALL AT ONCE, ALL OF THE DASHBOARD LIGHTS
ILLUMINATED AND I WAS UNABLE TO STEER MY CAR LIKE I AM ABLE TO
NORMALLY. AS A RESULT, I CRASHED INTO THE CEMENT BARRIER ON THE SIDE
OF THE HIGHWAY. DUE TO THIS CRASH MY CAR HAS BEEN DECLARED A TOTAL
LOSS. BALTIMORE MD Failure Date: 01/02/2016

10 10817740 2012 FORD FUSION Steering PULLING OUT OF
DRIVEWAY...NOTICED THE STEERING WAS NOT FEELING RIGHT. TURN LEFT,
TURN RIGHT BOTH WAY IS A HEAVY "CLICKING" FEEL. TOOK TO FORD FUSION
2012 TO DEALER, THEY SAID THE STEERING GEARBOX WAS BAD.....THEY ARE

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WAITING TO FIX IT IF EXTENDED WARRANTY PAYS FOR IT. THIS SHOULD BE A FORD RECALL, FIXED FOR FREE. IT IS CLEARLY A DEFECT IN THE PRODUCT. MY FUSION DOESN'T EVEN HAVE 20K MILES ON IT YET. NORTH RICHLAND HILLS TX Failure Date: 01/01/2016

10 10822940 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. THE CONTACT STATED THAT WHILE ATTEMPTING TO TURN LEFT OR RIGHT AT 30 MPH, AN ABNORMAL NOISE WAS HEARD COMING FROM THE STEERING COLUMN WITHOUT WARNING. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED THAT THE POWER STEERING CONTROL MODULE HAD 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 FAILURE MILEAGE WAS 78,000.

WESTMINSTER CO Failure Date: 12/29/2015

10 10821043 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY AT 68 MPH, THE POWER STEERING FAILED WITHOUT WARNING. THE VEHICLE WAS RESTARTED AND THE VEHICLE RESUMED TO NORMAL. THE CONTACT MENTIONED THAT THE SERVICE POWER STEERING AND THE SERVICE ADVANCE TRAC WARNING LIGHTS ILLUMINATED. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 85,550. THE VIN WAS NOT AVAILABLE. TAMPA FL Failure Date: 12/28/2015

10 10816817 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. THE CONTACT STATED THAT WHILE DRIVING VARIOUS SPEEDS, THE STEERING WHEEL BECAME EXTREMELY DIFFICULT TO MANEUVER WITHOUT WARNING. THE VIN WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 15V3400000 (STEERING). THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE

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APPROXIMATE FAILURE MILEAGE WAS 78,000. THE VIN WAS NOT AVAILABLE.

KNOXVILLE TN Failure Date: 12/27/2015

10 10817167 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. THE CONTACT STARTED THE VEHICLE AND EXPERIENCED A LOSS OF POWER STEERING WITHOUT WARNING. THE VEHICLE WAS REPAIRED ACCORDING TO NHTSA CAMPAIGN NUMBER: 15V340000 (STEERING); HOWEVER, THE FAILURE RECURRED AFTER THE REPAIR WAS PERFORMED. THE CONTACT MENTIONED THAT THE REMEDY WAS INSUFFICIENT. THE VEHICLE WAS TOWED TO THE DEALER. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 97,000. LAGRANGE GA Failure Date: 12/25/2015

10 10817177 2012 FORD FUSION Steering I PURCHASE THIS CAR USED WITH 15000 KM ON, ISSUE OCCURRED AT 73000KM. FORD FUSION 2012 SEL AWD I WAS DRIVING TO WORK AND THE STEERING LOCKED UP, IT WAS EXTREMELY HARD TO STEER. I DROVE IT DIRECTLY TO THE DEALERSHIP. BENTON FRY FORD BELLEVILLE, ON THEY INSPECTED IT AND INDICATED THAT THE CONTROLS ARMS NEEDED TO BE REPLACED. I TOLD THEM TO GO HEAD THE APPROX.. COST WAS \$1000.00. HOWEVER IT IS STILL POSSIBLE THAT I WOULD NEED TO REPLACE THE POWER STEERING RACK WHICH WOULD COST \$2200.00. THE RESOLUTION WAS THAT THEY WOULD REPLACE THE CONTROLS ARMS AND NOT DO THE ALIGNMENT, TO SEE IF THE POWER STEERING WOULD GO AGAIN WITHIN A WEEK. I DROVE IT FOR A WEEK AND FOUND NOTHING WRONG WITH IT. SO I DROP IT OFF FOR THE ALIGNMENT TO BE COMPLETED. AT THE DEALER SHIP THE MECHANIC TEST DROVE IT AND FOUND THAT THE POWER STEERING RACK NEED TO BE REPLACED. I WAS ADVISED THAT MY CAR WAS OUT OF WARRANTY AS OF JUNE 13, 2015. THE SERVICE ADVISOR OFFER TO INVESTIGATE FURTHER TO SEE IF THERE WAS ANYTHING THEY COULD DO ON THEIR END. THEY WERE NOT ABLE TO HELP IT WAS SO THEY DIRECTED TO FORD CUSTOMER SERVICE WHO THEN ESCALATED THE ISSUE TO FORD REGIONAL MANAGEMENT, WHO IN TURN OFFERED TO COVER 55% OF THE \$2200.00 AS A FINAL OFFER. WHO TREATED ME LIKE I SHOULD BE SOOOO

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GRATE FOR THIS. THIS ISSUE HAS BEEN RECALLED ON MAY 27, 2015 BY FORD IN 2011 TO 2013 FUSION. SINCE FORD STATED THIS CAR IS NOT PART OF THEIR RECALL, THEY DEFLECT THEIR RESPONSIBILITY OF SELLING ME A DEFECTIVE PRODUCT. THE ISSUE OCCURRED JUST LIKE THE RECALL, BUT BECAUSE FORD WILL NOT RECOGNIZE THIS ISSUE, I AM STUCK PAYING FOR THEIR DEFECTIVE PRODUCT, AS THEY CONCEAL THE FACT THIS IS A UNKNOWN ISSUE AND THEY SHOULD BE HELD RESPONSIBLE FOR THIS DEFECT. I HOPE THIS HELPS OTHER PEOPLE BECAUSE THERE IS A LOT OF FUSION ON THE ROAD AND THE VERY FACT THAT THEY STEERING CAN GO AT ANY GIVEN TIME IS A VERY SCARY THOUGHT TRENTON OH Failure Date: 12/08/2015

10 10817261 2012 FORD FUSION Steering COMPLETE POWER STEERING FAILURE ON A CAR WITH 20000 MILES. CAR WAS STATIONARY WHEN I TURNED IT ON THE THE WARNING CAME ON. I COULD NOT DRIVE IT TOWSON MD Failure Date: 12/03/2015

10 10809385 2012 FORD FUSION Steering 2012 FUSION AND WE HAVE ALREADY CHANGED THE ROTORS... && MULTIPLE TIRES... ALWAYS GETTING THE TIRE PRESSURE SYMBOL && NOW THERE IS AN ELETRICAL PROBLEM FOR THE POWER STEERING... MANY OF THE FUSES ARE MISSING FROM WHERE THE MANUAL SAID THEY SHOULD BE... MAY HAVE TO PAY THOUSANDS TO GET IT FIXED && STILL ITS JUST A 2012... ID EXPECT SOMETHING LIKE THIS ON A CAR THATS 7-10 YEARS OLD BUT NOT 3... VIRGINIA BEACH VA Failure Date: 11/24/2015

10 10809546 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. WHILE DRIVING 10 MPH, THE STEERING WHEEL SEIZED AND THE CHECK POWER STEERING FLUID LIGHT ILLUMINATED. THE FAILURE OCCURRED TWICE. THE VEHICLE WAS TOWED TO A DEALER WHERE IT WAS DIAGNOSED THAT THE POWER STEERING CONTROL MODULE FAILED AND NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED, BUT THE FAILURE RECURRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 70,000.

MONROE LA Failure Date: 11/24/2015

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10 10874206 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. WHILE DRIVING 55 MPH, THE CHECK ENGINE WARNING LIGHT ILLUMINATED AND THE STEERING WHEEL REQUIRED MORE FORCE TO MANEUVER. THE FAILURE RECURRED INTERMITTENTLY. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE ELECTRONIC POWER STEERING COLUMN FAILED AND NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED, BUT THE FAILURE RECURRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VIN WAS UNKNOWN. THE FAILURE MILEAGE WAS 100,000. BENLD IL

Failure Date: 11/16/2015

10 10790426 2012 FORD FUSION Steering DRIVING ABOUT 45 MPH AND THE STEERING BEGAN TO FEEL "CATCHY". A COUPLE OF MINUTES LATER THE SERVICE POWER STEERING LIGHT CAME ON AND ALTERNATED WITH THE SERVICE ACCUTRAC. HOUMA LA Failure Date: 11/14/2015

10 10795124 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. WHILE DRIVING 60 MPH, THE POWER STEERING WARNING LIGHT ILLUMINATED AND THE STEERING WHEEL BECAME DIFFICULT TO MANEUVER. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE VIN WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 15V340000 (STEERING). THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 100,071.....UPDATED 03-31-16 *BF

ARLINGTON TX Failure Date: 11/07/2015

10 10790173 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. THE CONTACT STATED THAT WHILE AT DRIVING 50 MPH, THE POWER STEERING WARNING LIGHT ILLUMINATED. THE CONTACT MENTIONED THAT THE VEHICLE WAS PARKED AND RESTARTED BUT THE STEERING WHEEL BECAME DIFFICULT TO MANEUVER. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHERE IT WAS DIAGNOSED THAT THE LOWER CONTROL NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE VIN WAS NOT INCLUDED IN THE NHTSA CAMPAIGN NUMBER: 15V340000 (STEERING). THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE

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APPROXIMATE FAILURE MILEAGE WAS 74,600.

RIDDLETON TN

Failure Date: 11/06/2015

10 10790661 2012 FORD FUSION Steering I WAS DRIVING STRAIGHT AND IN THE MIDDLE OF ACCELERATION WHEN MY 2012 FUSION SEL BEGAN TO MAKE NOTIFICATION SOUNDS. I READ TWO NOTIFICATIONS. THE FIRST ONE INCLUDED A WARNING LIGHT FOR "SERVICE ADVANCETRAC". THE SECOND NOTIFICATION READ "SERVICE POWER STEERING NOW". I CONTINUED TO DRIVE NORTHBOUND TO THE HIGHWAY. UPON TURNING AND BREAKING TO BOARD THE FREEWAY, I REALIZED THE STEERING WHEEL WAS EXTREMELY TIGHT. IT WAS NEARLY IMPOSSIBLE FOR ME TO STEER MY CAR TOWARDS THE FREEWAY WITH SEVERAL OTHER CARS DRIVING AT SPEEDS BETWEEN 35-50 MPH BEHIND US. I HAD TO USE BOTH ARMS AND BODY WEIGHT TO TURN RIGHT TO GET ON THE FREEWAY. I WAS AFRAID TO CONTINUE ON THE HIGHWAY AS I HAD NOT EXPERIENCED THIS BEFORE AND MY TWO DAUGHTERS WERE IN THE BACKSEAT. I WENT TO A DEALERSHIP TO DIAGNOSE THE ISSUE. I WAS TOLD THE STEERING GEAR WOULD NEED TO BE REPLACED. I RESEARCHED THIS ISSUE. THERE ARE RECALLS ON FUSIONS MADE BETWEEN 2011-2013 FOR THIS EXACT ISSUE. HOWEVER, MY VEHICLE IS NOT INCLUDED IN THE FORD RECALLS. THIS IS A SAFETY ISSUE FOR MYSELF AND OTHERS, ESPECIALLY WHEN I AM ON THE HIGHWAY OFTEN. FORD MOTOR CO. HAS TOLD ME THREE TIMES THAT MY CAR WASN'T INCLUDED IN THE RECALLS, IT WAS NOT MADE IN THE SAME FACTORY AS THOSE RECALLED, AND IT WAS MADE MONTHS AFTER THE RECALL. THE CARS INCLUDED IN THE RECALL WERE MADE IN FEBRUARY 2012 WHILE MY CAR WAS MADE IN JUNE 2012. THIS IS A HORRIBLE WAY TO HANDLE CONSUMERS. SAFETY OF CONSUMERS DOES NOT APPEAR RELEVANT TO FORD MOTOR COMPANY. THERE NEEDS TO BE A RECALL FOR THOUSANDS MORE 2012 FORD FUSIONS... THIS SHOULD BE A SAFETY CONCERN FOR EVERYONE.

SHREVEPORT LA Failure Date: 11/05/2015

10 10788444 2012 FORD FUSION Steering SATURDAY, OCT 31ST, THE LOW TIRE PRESSURE WAS INDICATED AND VERIFIED THE RIGHT-FRONT

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TIRE WAS LOW WHEN THE CAR WAS STARTED. I DROVE THE CAR 3000 FEET ABOUT 25 MPH AND SERVICE ADVANCETRAC AND POWER STEERING ASSIST FAULT DISPLAYED. BROUGHT THE CAR TO THE DEALERSHIP AND THEY CLAIM THE TIRES NEED REPLACING. EXCLUDING THE LOW PRESSURE IN ONE TIRE, THERE SHOULD HAVE NOT BEEN A FAILURE AND THE TIRES ARE NOT BALD. OAKLAND PARK FL Failure Date: 10/31/2015

10 10785883 2012 FORD FUSION Steering I LIVE IN ALTON, TEXAS THIS IS THE SECOND TIME I HAVE THIS INCIDENT. 1. TIME IT HAPPENED THE STEERING WHEEL WAS HARD TO MOVE AT FIRST THEN WAS IMPOSSIBLE TO MOVE. I WAS ON THE ROAD CLOSE TO HOME AND I WAS ABLE TO PARK HALFWAY IN THE DRIVEWAY. CAR WAS TAKEN TO DEALER AND WAS "FIXED". 2. TIME IT HAPPENED I WAS AT THE PARKING LOT BARELY GOING TO AVENUE I DECREASED SPEED AND WAS ABLE TO GET HOME LIGHT WENT ON STEERING WHEEL WAS SLIGHTLY HARD TO MOVE ALTON TX Failure Date: 10/25/2015

10 10786081 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. WHILE DRIVING 20 MPH, THE STEERING WHEEL SEIZED AND AN UNKNOWN WARNING LIGHT ILLUMINATED. THE CONTACT STATED THAT THE STEERING WHEEL REQUIRED EXCESSIVE FORCE IN ORDER TO STEER THE VEHICLE. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE ELECTRIC POWER STEERING ASSIST SYSTEM FAILED. THE VEHICLE WAS REPAIRED; HOWEVER, THE FAILURE RECURRED. THE VEHICLE WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 15V340000 (STEERING). THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 45,300. ALTON TX Failure Date: 10/25/2015

10 10811863 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 50 MPH, THE TRACTION CONTROL AND POWER STEERING WARNING INDICATORS ILLUMINATED. THE FAILURE RECURRED TWICE. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE

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STEERING GEAR NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND THE VIN WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 15V340000 (STEERING). THE FAILURE MILEAGE WAS 65,000. THE VIN WAS NOT AVAILABLE. UPDATED 02/10/16*LJ ROMULUS MI Failure Date: 10/20/2015

10 10783811 2012 FORD FUSION Steering I WAS DRIVING MY 2012 FORD FUSION HOME FROM WORK AND WAS STOPPED AT A STOP LIGHT. WHEN I RESUMED DRIVING WHEN THE LIGHT TURNED GREEN, MY POWER STEERING SUDDENLY MALFUNCTIONED WHILE DRIVING AND I WAS NO LONGER ABLE TO TURN THE VEHICLE CAUSING ME TO CRASH INTO A POLE. THERE WAS NO WARNING, JUST TOTAL POWER STEERING FAILURE WHILE DRIVING. IT IS EXTREMELY DANGEROUS, AND FORD HAS RECALLED HALF A MILLION VEHICLES FOR THE SAME ISSUE, BUT FOR SOME REASON MY MODEL WASN'T INCLUDED. IT MAKES DRIVING TERRIFYING. NANTICOKE PA

Failure Date: 10/19/2015

10 10806781 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. THE CONTACT STATED THAT WHILE DRIVING AT 30 MPH, THE POWER STEERING ASSIST WARNING LIGHT ILLUMINATED. THE STEERING WHEEL BECAME DIFFICULT TO TURN. THE VEHICLE WAS TOWED TO A DEALER WHERE IT WAS DIAGNOSED THAT THE STEERING GEAR MIGHT NEED TO BE REPLACED AND THE CODE NEEDED TO BE CLEARED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 67,000. VALLEY MILLS TX Failure Date:

10/15/2015

10 10781326 2012 FORD FUSION Steering MY STEERING WHEEL POWER IS FLASHING IN MY DASH BOARD AND IT IS HARD TO TURN MY WHEEL. I WAS PUTTING AIR IN MY TIRE AND WHEN I STARTED THE CAR BACK UP THE POWER STEERING APPEARED AND I WASNT ABLE TO TURN THE WHEEL.

HAMPTON VA Failure Date: 10/10/2015

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10 10794704 2012 FORD FUSION Steering DEVELOP A CLUNKING NOISE IN STEERING SYSTEM AT 82000 MILES. TOOK THE CAR TO A ASE MECHANIC IN MY TOWN AND IT WAS DIAGNOSED AS A FAILED EPAS (POWER STEERING RACK.) THE BILL FOR THIS IS GOING TO BE BETWEEN 1400-1600! I HAVE READ ELSEWHERE ONLINE OF FORD RECALLING THE FUSION FOR TROUBLE CODES IN THE SAME STEERING RACK FOR FAILED SENSORS AND LOSS OF POWER ASSIST SUDDENLY MAKING THE CAR DIFFICULT TO STEER AND RISKING A CRASH AS A RESULT. MY CONCERN IS COMPLETE MECHANICAL FAILURE DUE TO THE CLUNKING LIKE SOMETHING IS EITHER BROKEN OR ABOUT TO BREAK. THIS WOULD RESULT IN COMPLETE LOSS OF CONTROL OF VEHICLE AND A POSSIBLE CRASH. I REALIZE THINGS BREAK OUT OF WARRANTY BUT THIS IS A SAFETY ISSUE FIRST AND FOREMOST. MY DAUGHTER DRIVES THE CAR AND MY CONCERN IS FOR HER SAFETY. IF THERE IS NO RECALL ISSUED I WILL BE FORCED TO REPAIR OR TRADE THE CAR AND LOSE WHAT LITTLE EQUITY I HAD IN THE CAR BECAUSE OF ITS REPAIR BILL. THE CAR HAS BEEN WELL MAINTAINED. THIS IS NOT AN ABUSE ISSUE. MY OPINION IS THAT THIS A FAULTY PART. WHEN I TOOK IT TO MY LOCAL FORD DEALER, I WAS TOLD THERE WERE NO RECALLS ON THE CAR AND I WOULD HAVE TO PAY THE BILL OUT OF POCKET. DUBLIN GA Failure Date: 10/10/2015

10 10915107 2012 FORD FUSION Steering WAS BACKING OUT OF A PARKING SPACE IN A PARKING LOT AND THE STEERING WHEEL LOCK WHILE IN MOTION. OXON HILL MD Failure Date: 10/08/2015

10 10779534 2012 FORD FUSION Steering POWER STEERING FAILED SUDDENLY WHILE MY DAUGHTER WAS DRIVING ON ROADWAY. ALMOST INVOLVED IN CRASH DUE TO INABILITY TO STEER! COLUMBUS OH Failure Date: 10/03/2015

10 10778045 2012 FORD FUSION Steering DRIVING AT APPROXIMATELY 45 MPH ON HIGHWAY 4 DOWNHILL INTO RUTLAND VT (8:15PM) CHIME ALERT AND DASH SCREEN ALERTED TO "SERVICE POWER STEERING NOW! AND "SERVICE ADVANCE TRAC", IMMEDIATELY LOST ALL POWER

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STEERING. VEHICLE EXTREMELY DIFFICULT TO STEER. MECHANICALLY INCLINED, INVESTIGATED ISSUE,. BUT NO FIX AND WAS FORCED TO CAREFULLY CONTINUE THE DRIVE HOME. FOLLOWING DAY CHECKED ALL FUSED LINKS CONCERNING POWER STEERING COMPONENTS, ONE FUSE BOX UNDER HOOD (FUSE AREA 50) AND ONE FUSE BOX WAY UP TO LEFT IN DRIVER'S SIDE COMPARTMENT, FUSE AREA 42) FUSES ALL GOOD. CALLED FORD DEALER SERVICE DEPARTMENT REPRESENTATIVE AND GAVE VIN NUMBER AND NO RECALLS WERE ISSUED FOR THIS PROBLEM. FURTHER RESEARCH ON FORD FORUM POSTINGS REVEALING THIS TO BE A COMMON PROBLEM, AND WITH OTHER FORD PRODUCTS BESIDES FORD FUSION.

PORTER CORNERS NY Failure Date: 09/27/2015

10 10778873 2012 FORD FUSION Steering LOSE OF POWER STEERING WHEN DRIVING IT CAME UP AS POWER STEERING ASSIST FAULT. SAME THING HAPPENED TO FORD FUSION 2012 THAT WENT TO FEB, AND WAS RECALLED. MY VEHICLE SHOULD BE ON RECALL ALSO BEFORE AN ACCIDENT OR DEATH OCCURS. SUN PRAIRIE WI Failure Date: 09/25/2015

10 10764014 2012 FORD FUSION Steering I HAVE ALREADY BROUGHT MY CAR IN FOR THE POWER STEERING RECALL, AND 2 MONTHS LATER I LOST MY POWER STEERING AGAIN. PLEASE ADVISE ME AS TO WHAT I DO NEXT. GLEN COVE NY Failure Date: 09/12/2015

10 10785561 2012 FORD FUSION Steering WHILE TURNING INTO A PARKING SPACE THE STEERING STARTED MAKING LOUD NOISES AND WAS DIFFICULT TO STEER (HAD NO POWER STEERING). I TOOK IT TO A FORD DEALER IN MY TOWN. I EXPLAINED WHAT IT WAS DOING AND HE ORDERED A PART FOR IT WITHOUT EVEN LOOKING AT THE CAR. HE SAID THE PART ALONE WOULD BE APPROX. \$1200. HE SAID IT WAS A POWER STEERING RACK. HE ALSO SAID OTHER 2012 FORDS WERE ON A RECALL FOR THAT PROBLEM BUT MINE WAS NOT ONE OF THE RECALLS. I CALLED THAT DEALERSHIP THE NEXT DAY AND CANCELLED THE ORDER. HOW COULD THEY KNOW WITHOUT LOOKING AT MY VEHICLE? I THEN TOOK MY CAR TO ANOTHER FORD DEALER IN THE TOWN WHERE I WORK (APPROX. 20 MILES FROM MY TOWN). THEY ALSO

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SAID IT WAS THE POWER STEERING RACK (THEY DID EXAMINE THE CAR) BUT THEY SAID THE PART WAS ON BACK ORDER. THEY ALSO SAID THE PART ALONE WAS \$1200 AND THE TOTAL BILL WOULD BE APPROX. \$1550. IT TOOK 2 WEEKS TO GET THE PART IN. MEANWHILE I HAD TO CONTINUE TO DRIVE MY VEHICLE WITH NO POWER STEERING BECAUSE THEY HAD NO LOANER CARS TO GIVE ME. THEY ALSO SAID MY CAR WAS NOT ON THE RECALL LIST EVEN THOUGH IT HAD THE SAME PROBLEM AS THOSE THAT WERE RECALLED!! I BOUGHT THIS VEHICLE IN AUG 2013 AND IT HAD 28,000 MILES. NOW 2 YEARS LATER AND THE MILEAGE @ 45,000 I HAVE A BILL FOR FOR \$1550. I TRULY DO NOT UNDERSTAND WHY FORD HAS NOT INCLUDED MORE VEHICLES IN THE POWER STEERING RACK RECALL SINCE IT APPEARS THAT MANY MANY MORE VEHICLES HAVE BEEN AFFECTED. I WOULD LIKE TO KNOW WHY CERTAIN ONES ARE RECALLED AND OTHERS ARE NOT . I AGREE WITH ONE OF THE OTHER EARLIER COMPLAINTS WHEN THEY TALKED ABOUT A CLASS ACTION SUIT FOR THIS PROBLEM. DEFIANCE OH Failure Date: 09/08/2015

10 10762149 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. WHILE DRIVING AT APPROXIMATELY 10 MPH, THE POWER SERVICE WARNING INDICATOR ILLUMINATED. THE CONTACT STATED THAT THE STEERING LOST ALL POWER. THE VEHICLE WAS NOT TAKEN IN FOR DIAGNOSTIC TESTING. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED. THE FAILURE MILEAGE WAS 38,000.

FORT PIER SD Failure Date: 09/07/2015

10 10762985 2012 FORD FUSION Steering POWER STEERING FAILURE HAD TO DRIVE IT TO DEALER WITH NO POWER STEERING. THEY NOW WANT \$1,700 TO REPLACE THE POWER STEERING. THERE WAS A RECALL ON 2102 FORD FUSION STEERING BUT APPARENTLY NOT MINE. HOW DOES A POWER STEERING FAIL ON A THREE YEAR OLD VEHICLE ? PRAIRIE

VILLAGE KS Failure Date: 09/07/2015

10 10767361 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. THE CONTACT STATED THAT THE STEERING WHEEL SEIZED AND THE ASSIST NOW WARNING LIGHT ILLUMINATED. THE

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VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE VIN WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 15V340000 (STEERING). THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 45,000. KANSAS CITY MO Failure Date: 09/07/2015

10 10785595 2012 FORD FUSION Steering ON SEPTEMBER 5, 2015 I WAS ON MY WAY TO A FUNERAL TRAVELING ON 695 IN OWINGS MILLS MARYLAND AND EXPERIENCED THE LOST CONTROL OF MY VEHICLE. WHILE TRYING TO STEER BACK THE STEERING WHEEL DID ABSOLUTELY NOTHING AND ALSO THE TRYING TO SHIFT INTO GEAR WAS ALWAYS A MAJOR PROBLEM. THE GEAR SHIFT WOULD STICK OR SOMETIMES HARD TO PUT BACK IN PLACE. FROM THIS MY CAR WAS TOTALLED. GWYNN OAK MD Failure Date: 09/05/2015

10 10810867 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. WHILE DRIVING AT AN UNKNOWN SPEED, THE POWER STEERING FAILED AND TWO WARNING LIGHTS ILLUMINATED. THE CONTACT HAD TO RESTART THE VEHICLE TO LOOSEN THE STEERING WHEEL. THE FAILURE RECURRED FIVE TIMES. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED THAT THE BALL JOINTS AND TIE ROD NEEDED TO BE REPAIRED. 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 21,000. CLEVELAND OH Failure Date: 09/05/2015

10 10763018 2012 FORD FUSION Steering WHEN THE CAR WAS STARTED AND PUT INTO REVERSE, THERE WAS NO POWER STEERING. THE WHEEL WAS VERY HARD TO TURN. THE CAR WAS TURNED OFF AND BACK ON AGAIN AND NO CHANGE, STILL NO POWER STEERING. FORD MOTOR COMPANY HAS A RECALL ON THIS PROBLEM FOR OUR VEHICLES MAKE MODEL AND YEAR, HOWEVER, THEY SAID OUR VEHICLE IS NOT INCLUDED IN THE RECALL EVEN THOUGH THE RECALLED PROBLEM OCCURRED IN OUR VEHICLE. THERE IS OBVIOUSLY AN UNSAFE PROBLEM THAT OCCURRED WITH

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OUR VEHICLE, AND MOST LIKELY WITH OTHERS TOO, AND SHOULD BE INCLUDED IN FORD'S RECALL. HOW CAN THEY SAY OUR CAR IS NOT INCLUDED IN THE RECALL WHEN THE UNSAFE, RECALLED DEFECT OCCURRED IN OUR VEHICLE? PEMBROKE PINESFL Failure Date: 09/03/2015

10 10760943 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. WHILE THE VEHICLE WAS IDLING, THE POWER STEERING FAILURE WARNING INDICATOR ILLUMINATED ON THE INSTRUMENT PANEL. THE CONTACT DROVE THE VEHICLE HOME WITHOUT ANY POWER STEERING ASSIST. THE CONTACT WAS MADE AWARE OF NHTSA CAMPAIGN NUMBER: 15V340000 (STEERING). THE CONTACT REACHED OUT TO THE MANUFACTURER WHO STATED THAT THE VEHICLE WAS EQUIPPED WITH THE SAME DEFECTIVE PART, BUT WAS MANUFACTURED IN A DIFFERENT PLANT THAT WAS NOT COVERED BY THE RECALL. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 100,000. ADRIAN MI Failure Date: 09/01/2015

10 10819240 2012 FORD FUSION Steering TURNING THE STEERING WHEEL MAKES A LOUD GRATING NOISE WHETHER THE CAR IS SITTING STILL OR IN MOTION. WE TOOK THE CAR TO THE DEALER FOR THE PROBLEM. AFTER CHECKING THE CAR, THE MECHANIC SAID THE RACK AND PINION IS DEFECTIVE. WHEN WE CONTACTED THE FORD MOTOR COMPANY IN SEPTEMBER 2015, I EXPLAINED THE PROBLEM AND INQUIRED ABOUT A RECALL. THE MAN SAID SOME 2012 FUSIONS HAD BEEN RECALLED FOR THE STEERING, BUT THIS VIN WAS NOT. THE WARRANTY ENDED IN AUGUST 2015, THE PROBLEM APPEARED THE FIRST WEEK OF SEPTEMBER 2015. NEW MARSHFIELD OH Failure Date: 09/01/2015

10 10760253 2012 FORD FUSION Steering JUST GOT MY 2012 FORD FUSION 2 MONTHS AGO FROM THE LOT AND WHILE DRIVING IT NOTICED THAT THERE WAS A CLICKING NOISE COMING FROM THE STEERING WHEEL WHEN I TURNED IN TO A PARKING SPACE.. THOUGHT IT WAS A CV JOINT OR BEARING.. COME TO FIND OUT FROM MECHANIC THAT THE STEERING RACK AND PINION NEED REPLACED AND WOULD BE A 1,700 DOLLAR FIX.. VERY

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UPSET I TOOK THIS TO FORD WHERE THEY PRETTY MUCH TOLD ME THEY CAN NOT DO ANYTHING FOR ME AS IT IS NOT COVERED UNDER WARRANTY. IT REALLY ANGERS ME SEEING AS HOW THIS IS VERY COMMON IN ALL THE FUSIONS I HAVE READ UP ON, AND THAT THIS IS AN ONGOING PROBLEM THAT FORD HAS NOT MADE RIGHT AT ALL FOR ANY OF THE FUSION OWNERS 10-14.. HORRIBLE. DO NOT FEEL LIKE I SHOULD BE MAKING SUCH A SERIOUS REPAIR LIKE A STEERING RACK FOR A VEHICLE THAT IS JUST 3 YEARS OLD. VERY DISAPPOINTED AND VERY MUCH SO INTERESTED IN INVESTIGATING MORE INTO THE CLASS ACTION LAWSUIT FILED UPON FORD FOR THIS VERY PROBLEM. KNOWING THAT THE STEERING COULD GO OUT AT ANY TIME AND POSSIBLY KILL OR SERIOUSLY INJURE SOMEONE. HAZEL PARK

MI Failure Date: 08/20/2015

10 10760781 2012 FORD FUSION Steering POWER STEERING WENT OUT. CAR IS VERY HARD TO STEER IN MANUAL MODE. FORD WILL NOT PAY TO FIX SINCE THIS VEHICLE WAS BUILT 1 WEEK AFTER RECALL BUILD DATES. IT IS THE SAME PROBLEM THAT VEHICLES IN THE RECALL EXPERIENCE. THE RECALL NEEDS TO BE EXTENDED TO INCLUDE ALL 2012 FUSIONS. BROADVIEW HEIGHTS OH Failure Date: 08/04/2015

10 10745995 2012 FORD FUSION Steering I WAS DRIVING HOME ON SATURDAY EVENING WHEN WITHOUT ANY WARNING THE POWER STEERING WENT OUT AND THE WORDS POWER STEERING ASSIST FAULT CAME UP. I WAS ON A 3 LANE STREET IN THE MIDDLE LANE WITH HEAVY TRAFFIC AND JUST BARELY AVOIDED AN ACCIDENT. I WAS EVENTUALLY ABLE TO PULL OFF TO THE SIDE AND SHUT THE CAR OFF. WHEN I RESTARTED IT, THE POWER STEERING CAME BACK, HOWEVER, IT HAPPENED AGAIN THE NEXT DAY AND AGAIN TONIGHT AND NOW IF I SHUT THE CAR OFF AND RESTART IT THE MESSAGE REMAINS AND THERE IS NO POWER STEERING. I TAKE CARE OF MY 2 YEAR OLD GRANDDAUGHTER AND WILL NOT TAKE THE CHANCE TO PUT HER IN THE CAR. IT IS AN ACCIDENT WAITING TO HAPPEN. UPDATED 9/28/15 *LN STATEN ISLAND NY Failure Date: 08/01/2015

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10 10745870 2012 FORD FUSION Steering WHILE BACKING OUT OF THE DRIVEWAY, THE POWER STEERING ASSIST FAULT ILLUMINATED ON THE DASH AND WE LOST ALL POWER STEERING. STEERING WAS BASICALLY IMPOSSIBLE AT THAT POINT. TRIED SHUTTING IT DOWN AND RESTARTED TO NO AVAIL. ALSO THE FAULT DISPLAYED TOGGLED BETWEEN POWER STEERING ASSIST FAULT AND SERVICE ADVANCETRAC. TOOK IT TO THE DEALER, THEY WANT 1600 BUCKS FOR A NEW STEERING RACK. I TRIED TO EXPLAIN ABOUT THE RECALL BUT THEY " CLAIM " MY VIN IS NOT INCLUDED. RIDICULOUS, COME ON FORD DO PEOPLE HAVE TO DIE FOR YOU TO PAY ATTENTION?

STRATHAM NH Failure Date: 07/31/2015

10 10743869 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. WHEN THE CONTACT TURNED THE IGNITION, THE POWER STEERING ASSIST WARNING INDICATOR ILLUMINATED AND THE VEHICLE LOST POWER STEERING. THE FAILURE RECURRED ON ONE OCCASION. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 103,000. HULBERT OK Failure Date: 07/27/2015

10 10743298 2012 FORD FUSION Steering POWER STEERING FAILED WHILE DRIVING 2 TIMES CLIFFORD TWP PA Failure Date: 07/24/2015

10 10743336 2012 FORD FUSION Steering LOSS OF POWER STEERING WHILE DRIVING 2 TIMES CLIFFORD TWP PA Failure Date: 07/24/2015

10 10744987 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. WHILE DRIVING 25 MPH MAKING A TURN, THE POWER STEERING MALFUNCTIONED AND THE POWER STEERING WARNING INDICATOR ILLUMINATED. THE VEHICLE WAS TAKEN TO THE DEALER, WHERE IT WAS CONFIRMED THAT THE POWER STEERING MALFUNCTIONED AND THE FRONT END OF THE VEHICLE NEEDED TO BE REPLACED. THE VEHICLE WAS

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NOT REPAIRED. THE CONTACT WAS MADE AWARE OF NHTSA CAMPAIGN NUMBER: 15V340000 (STEERING); HOWEVER, THE VIN WAS NOT INCLUDED IN THE RECALL. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 62,000. PORTALES NM

Failure Date: 07/21/2015

10 10806419 2012 FORD FUSION Steering STICKY, NOTCHY STEERING ACCOMPANIED WITH LOUD GRINDING SOUNDS. THIS STARTED FOR NO REASON. THE DEALERSHIP TOLD ME THE CAR HAS A BAD STEERING RACK AND IS UNSAFE TO DRIVE. NO ERROR CODE IS SHOWING, SO FORD IS NOT REPLACING THE PART. PITTSBURGH PA Failure Date: 07/16/2015

10 10733511 2012 FORD FUSION Steering POWER STEERING STOPPED WORKING ON HIGHWAY EXIT RAMP. NARROWLY AVOIDED HITTING GUARDRAIL. "POWER STEERING ASSIST FAULT" AND "SERVICE ADVANCETRAC" ERRORS APPEARED. USED MANUAL STEERING TO GET HOME. STARTED CAR THE NEXT DAY, AND THE PS WAS WORKING AND NO ERRORS WERE DISPLAYED. USED CODE READER, BUT NO ERROR CODES FOUND.

HOMEWORTH OH Failure Date: 07/11/2015

10 10732768 2012 FORD FUSION Steering AS I WAS MAKING A RIGHT HAND TURN THE STEERING LOCKED. I STOPPED IN THE MIDDLE OF THE ROAD AND COULDN'T STEER THE CAR. CAME VERY CLOSE TO GETTING HIT BY ONCOMING CARS. EVENTUALLY WAS ABLE TO MANEUVER TO THE SIDE OF THE ROAD. THE ADVANCETRAC WARNING WAS ON AND POWER STEERING. AFTER I TURNED OFF THE ENGINE IT WENT AWAY AND GOT BACK TO NORMAL. THIS IS THE SECOND TIME IT HAPPENED THOUGH. TODAY I STOPPED AT METRO FORD IN RAYNHAM MA AND ASKED IF THEY KNEW ABOUT THIS PROBLEM. THE ONLY ANSWER WAS THAT I SHOULD MAKE AN APPOINTMENT. NOW LOOKING ONLINE I SEE THIS HAS BEEN A PROBLEM FOR SEVERAL MODEL YEARS. IS THERE ANY WORD FROM FORD? TAUNTON

MA Failure Date: 07/08/2015

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10 10733432 2012 FORD FUSION Steering I EXPERIENCED COMPLETE POWER STEERING FAILURE WHILE VEHICLE IN MOTION APPROACHING CURVE IN ROAD. THIS WAS A VERY SCARY INCIDENT ! NEARLY CRASHED HEAD ON WITH A MOTORCYCLE. STILL NEXT DAY, NO POWER STEERING. CAR HAS ONLY A LITTLE OVER 10,000 MILES AND ITS THREE YEARS OLD. I AM AFRAID TO DRIVE THIS CAR FEARING SERIOUS ACCIDENT POTENTIAL. WHEN CONTACTING LOCAL FORD DEALERSHIP TO INQUIRE ABOUT A POSSIBLE RECALL ISSUE, THEY DENY ANY KNOWLEDGE OF STEERING PROBLEMS WITH THE FORD FUSION. COLUMBUS MI

Failure Date: 07/08/2015

10 10732315 2012 FORD FUSION Steering IN THE MIDDLE OF A LEFT TURN, IN HEAVY TRAFFIC, MY CAR SUDDENLY LOST POWER STEERING. THE POWER STEERING REMAINED INOPERABLE TO MY DESTINATION.

NORFOLK VA Failure Date: 07/06/2015

10 10732059 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 70 MPH, THE VEHICLE BECAME DIFFICULT TO MANEUVER WITHOUT WARNING. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 35,000. THE VIN WAS UNAVAILABLE. PITTSBURGH PA

Failure Date: 07/01/2015

10 10731489 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. THE VEHICLE WAS INCLUDED IN NHTSA CAMPAIGN NUMBER: 15V340000 (STEERING), BUT THE CONTACT HAD NOT RECEIVED A RECALL NOTIFICATION FROM THE MANUFACTURER. THE CONTACT STATED THAT THE POWER STEERING WARNING LAMP ILLUMINATED AND THE STEERING WHEEL WAS EXTREMELY DIFFICULT TO TURN LEFT AND RIGHT. THE CONTACT HAD TO APPLY FORCE TO TURN THE STEERING WHEEL. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 96,000. SANFORD NC Failure Date:

06/30/2015

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10 10733734 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. WHILE DRIVING 5 MPH, THE STEERING WHEEL SEIZED AND THE POWER STEERING WARNING LIGHT ILLUMINATED. THE VEHICLE WAS TAKEN TO A DEALER FOR DIAGNOSTIC TESTING. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 15V340000 (STEERING); HOWEVER, THE TECHNICIAN STATED THAT THE POWER STEERING MODULE CODES DID NOT SHOW A FAILURE AND THE VEHICLE WAS UNABLE TO BE REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 99,000. LOUISVILLE KY Failure Date: 06/30/2015

10 10730329 2012 FORD FUSION Steering WAS DRIVING HOME AND CAME TO A STOP AND THE PEER STEERING WENT OUT. IT CAME DIFFICULT TO STEER THERE WAS A CHILD IN THE VEHICLE DIDN'T EVEN FEEL SAFE WITH CHILD IN THE CAR HAD SOME PICK THE CHILD UP. BIRMINGHAM AL Failure Date: 06/24/2015

10 10731751 2012 FORD FUSION Steering WHILE DRIVING CAR WARNING INDICATOR ON CLUSTER FLASHED "SERVICE ADVANCE TRACK NOW, BUT CAR CONTINUED TO DRIVE FINE. PARKED CAR AT STORE AND UPON RETURN AND STARTING OF CAR PULLED OUT OF PARKING LOT AND HAD NO POWER STEERING ALMOST IMPOSSIBLE TO STEER CAR AT THIS POINT, THEN WARNING ON DASH DISPLAYED "SERVICE POWER STEERING NOW", AND "SERVICE ADVANCED TRAK NOW". WAS ABLE TO GET CAR TO DEALER, BUT AS OF TODAY 7/2/2015 THE DEALER HAS NOT BEEN ABLE TO FIX IT. AND HAS STATED OVER THE LAST WEEK AND A HALF THAT PARTS HAVE BEEN ORDERED AND MAY BE IN ANY DAY, BUT CAN NOT PROVIDE A TIME FRAME FOR THE PARTS OR THE FIX. AUSTIN TX Failure Date: 06/22/2015

10 10726649 2012 FORD FUSION Steering WHILE DRIVING THE VEHICLE ON THE EVENING OF 06/20/2015 THE POWER STEERING SLOWLY STARTED TO GO OUT, THEN AFTER TURNING OFF THE CAR AND RESTARTING ALL TOGETHER I RECEIVED THE NOTIFICATIONS "SERVICE ADVANCETRAC" AND "SERVICE POWER STEERING NOW" AFTER SEARCHING ONLINE TO NO

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AVAIL, I HAD TO WAIT UNTIL MONDAY MORNING TO TAKE THE CAR TO A LOCAL FORD DEALERSHIP. I WAITED 2 1/2 HOURS FOR A DIAGNOSTIC TO BE RAN ON MY CAR TO BE TOLD THE STEERING GEAR WAS BROKEN AND IT WOULD BE ROUGHLY A \$1500.00 FIX ON TOP OF WHAT I PAID FOR THE DIAGNOSTIC ALTHOUGH A RECALL IS CURRENTLY PENDING FOR THIS EXACT ISSUE ALONG WITH THE CARS INTERNAL CPU. WHEN THE CARS INTERNAL CPU WAS RESET THIS WIPED THE ERROR CODES LETTING THE POWER STEERING RESUME, BUT THIS IS ONLY A TEMPORARY FIX AS THE CPU COULD NOTICE AGAIN AT ANY TIME THAT THE STEERING GEAR IS BROKEN. FORD IS CURRENTLY "REVIEWING" TO SEE IF THEY WILL PAY FOR THESE DAMAGES AS THERE CURRENTLY IS A PENDING RECALL FOR THIS ISSUE, BUT I HAVE YET TO HEAR BACK.

KANSAS CITY MO Failure Date: 06/21/2015

10 10726446 2012 FORD FUSION Steering WHEN THE CAR WAS TURNED ON IT WAS SHOWING WARNING NOTIFICATIONS STATING "SERVICE ADVANCETRAC" AND "SERVICE POWER STEERING NOW" WE TRIED TURNING THE CAR OFF AND ON AGAIN, DRIVING IT TO SEE IF IT CORRECTED ITSELF, AIRING UP THE TIRES. NOTHING HAS BEEN ABLE TO CLEAR THIS ERROR.

KANSAS CITY MO Failure Date: 06/20/2015

10 10726961 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. WHEN SHIFTING INTO REVERSE OR DRIVE, THE STEERING WHEEL SEIZED. THE FAILURE OCCURRED INTERMITTENTLY. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 35,000.

DEARBORN MI Failure Date: 06/16/2015

10 10725779 2012 FORD FUSION Steering RECEIVED A POWER STEERING ASSIST FAULT IN THE ELECTRONIC POWER ASSISTED STEERING (EPAS) SYSTEM LOSING ALL STEERING ABILITY AND CREATING A DANGEROUS SITUATION, RESEARCHED VIN FOR FORD RECALL ON ISSUE AND WAS FRUSTRATED THAT MANUFACTURE OF THE VEHICLE, ALTHOUGH AT THE SAME FACILITY, WAS 6 MONTHS AFTER FORD VIN RANGE OF VEHICLES PLACED ON

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THE RECALL LIST. FORD WILL NOT PROVIDE COST RELIEF FOR EXPECTED REPAIR COST OF \$1,600 HOPEDALE MA Failure Date: 06/15/2015

10 10733835 2012 FORD FUSION Steering ON 6-14-15 HAD JUST TURNED INTO A ROAD WHEN INSTRUMENT PANEL RUNG AND SHOWED SERVICE ADVANCETRAC AND SERVICE POWER STEERING. WAS TRYING TO GET TO A SAFE SPOT TO PARK AND IT IMMEDIATELY RUNG AND SAID SERVICE POWER STEERING NOW. THE POWER STEERING WENT OUT AND WAS IMPOSSIBLE TO DRIVE. THE CAR WAS TOWED TO FORD DEALERSHIP WHERE THEY SAID THE STEERING GEAR WAS TO BE REPLACED AND FORD COVERED EVERYTHING DUE TO THE RECALL. ON 7-7-14 3 WEEKS AND ONLY 597 MILES LATER THE SAME PROBLEM HAPPENED, TOWED VEHICLE TO FORD DEALERSHIP WHERE THEY SAID ITS SHOWING THE SAME CODES AS BEFORE BUT NOW THE CONTROL ARM BUSHINGS ARE NEEDING REPLACED AND IT WILL COST \$1,200.00 TO FIX AND FORD IS NOT COVERING ANYTHING. CANNOT AFFORD TO HAVE THIS FIXED AND SHOULDN'T HAVE TO. THIS REALLY NEEDS TO BE CHECKED INTO. I HAVE READ SEVERAL OF THE COMPLAINTS AND IT SEEMS THAT THERE IS A WHOLE LOT NEEDS TO BE INCLUDED IN THIS RECALL THAN IS. TOO MANY PEOPLE WITH THE SAME PROBLEM. SURE HOPE NO ONE GETS HURT OR KILLED FOR THIS TO HAPPEN. SUNBRIGHT

TN Failure Date: 06/14/2015

10 10723894 2012 FORD FUSION Steering IT'S ACTUALLY BEEN OCCURRING FOR A COUPLE MONTHS NOW, BUT WITH MUCH GREATER FREQUENCY LATELY. FOR EXAMPLE, TODAY, ON THREE SEPARATE OCCASIONS, I STARTED MY CAR, AND SOME ERROR MESSAGE ABOUT A POWER STEERING FAULT OR FAILURE SHOWED UP AND THE POWER STEERING WENT OUT, AND I COULD HARDLY MOVE THE STEERING WHEEL. EACH TIME, I TURNED THE CAR OFF AND STARTED IT AGAIN WHICH "FIXED" IT, NOT REALLY. THE 2ND TIME THIS OCCURRED TODAY, I HAD TO SHUT OFF AND RESTART THE CAR TWICE BEFORE THE POWER STEERING WOULD RETURN. THERE IS NO EXCUSE FOR THIS. IN ADDITION, IT REALLY PISSES ME OFF BECAUSE I KNOW, IF I TAKE IT TO A FORD DEALERSHIP, THEY WILL TRY TO

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SCREW ME, MAKE ME PAY SOME RIDICULOUS AMOUNT OF MONEY TO
REMEDY THEIR INCOMPETENCE. IT'S TOTAL GARBAGE.

HILLSBORO OH Failure Date: 06/07/2015

10 10725457 2012 FORD FUSION Steering ON 6/4/15 TURNED A
CORNER AND LOST MY POWER STEERING. I PARKED THE CAR AND TURNED
OFF THE ENGINE TO ATTEND TO BUSINESS AT MY DESTINATION. WHEN I
RETURNED AND STARTED THE CAR, EVERYTHING RETURNED TO NORMAL. ON
6/6/2015, THE CAR AND STEERING WORKED PROPERLY THE ENTIRE DAY AND
FOR A LONG DRIVE. WHEN I GOT IN THE CAR TO DRIVE ACROSS THE STREET,
THE POWER STEERING WAS GONE AND NEVER RETURNED. THE RACK AND
PINION WAS REPLACE ON 6/15/15. I AM VERY DISPLEASED THAT SOMETHING
LIKE THIS HAPPENS AND THERE IS NO WARRANTY. THIS IS A DANGEROUS
ISSUE FOR A VEHICLE THAT IS ONLY 3 YEARS OLD, WITH LOW MILES. I
PURCHASED THE VEHICLE, WHICH WAS A LEASE, SIX MONTHS AGO.

MARION IA Failure Date: 06/02/2015

10 10748750 2012 FORD FUSION Steering TL* THE CONTACT
OWNS A 2012 FORD FUSION. THE CONTACT RECEIVED NOTIFICATION OF
NHTSA CAMPAIGN NUMBER: 15V340000 (STEERING). THE DEALER PERFORMED
THE REQUIRED INSPECTION FOR THE RECALL AND ADVISED THAT THE
SOFTWARE NEEDED TO BE UPDATED; HOWEVER, THE PARTS WERE NOT
AVAILABLE TO PERFORM THE REPAIR. THE MANUFACTURER WAS CONTACTED.
THE CONTACT HAD NOT EXPERIENCED THE FAILURE. THE VIN WAS NOT
AVAILABLE. WILLMAR MN Failure Date: 06/01/2015

10 10732952 2012 FORD FUSION Steering TL* THE CONTACT
OWNS A 2012 FORD FUSION. WHILE MAKING A LEFT TURN AT 35 MPH, THE
STEERING WHEEL SEIZED. THE POWER STEERING DEFAULT WAS DISPLAYED
ACROSS THE MESSAGE BOARD. THE VEHICLE WAS TAKEN TO A DEALER. THE
CONTACT WAS UNSURE ABOUT WHAT PART NEEDED TO BE REPLACED. THE
VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE
FAILURE. THE VIN WAS INCLUDED IN NHTSA CAMPAIGN NUMBER: 15V340000

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(STEERING). THE FAILURE MILEAGE WAS UNKNOWN. THE VIN WAS UNAVAILABLE. INGLEWOOD CO Failure Date: 05/29/2015

10 10721072 2012 FORD FUSION Steering THIS IS THE SECOND INSTANCE OF MY POWER STEERING GOING OUT. THE FIRST WAS WHILE I WAS DRIVING. I TURNED THE CAR OFF AND RESTARTED AND THAT ISSUE WENT AWAY THE SECOND WAS WHEN I WAS PULLING OUT OF MY GARAGE. THE POWER STEERING GOES OUT AND THE FOLLOWING ERRORS SHOW ON MY DASH. POWER STEERING ASSIST FAULT SERVICE ADVANCETRAC I HAVE TRIED TO RESTART THE CAR BUT THE ISSUE STILL PERSISTS.

CHICAGO IL Failure Date: 05/22/2015

10 10913637 2012 FORD FUSION Steering POWER STEERING CUTS OUT WHILE DRIVING, EITHER TURNING OR DRIVING STRAIGHT. NO ADVANCE WARNING, BUT GET ERROR MESSAGE WHEN IT FAILS. I CAN FIX IT BY TURNING THE CAR OFF AND THEN BACK ON. TOOK IT TO THE DEALER IN MAY 2015. THEY FOUND NOTHING WRONG. WHEN THE RECALL CAME OUT IN JUNE 2015, I WAS NEVER NOTIFIED, DESPITE HAVING JUST BEEN AT THE DEALER WITH THAT VERY PROBLEM. JUST HEARING ABOUT IT ON THE NEWS YESTERDAY. THE POWER STEERING PROBLEM HAS HAPPENED ABOUT A DOZEN TIMES. SOMETIMES 2 OR 3 DAYS IN A ROW, SOMETIMES EVERY FEW MONTHS. COULD BE ON A CITY STREET OR IN A PARKING LOT. COULD BE MOVING FAST OR SLOW. VERY DANGEROUS. DAVIEFL Failure Date: 05/22/2015

10 10717486 2012 FORD FUSION Steering WHILE DRIVING, THE POWER STEERING WENT OUT AND THE ADVANCETRACK AND STEERING LIGHTS CAME ON. AFTER TOWING TO DEALER, DEALER CLAIMS THE ELECTRONIC POWER STEERING RACK NEEDS TO BE REPLACED.

ELGIN IL Failure Date: 05/19/2015

10 10717594 2012 FORD FUSION Steering WHILE RETURNING HOME THROUGH NEIGHBORHOOD, THE POWER STEERING FAILED AND THE WARNING LIGHT "SERVICE POWER STEERING NOW" AND "SERVICE

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ADVANCETRAC" CAME ON. NO OTHER ADVANCE NOTICE AND CAR HAS RECEIVED ALL SCHEDULED MAINTENANCE AND INSPECTIONS SINCE PURCHASED NEW. THE CAR WAS UNRESPONSIVE FOR TIGHT MANEUVERING (E.G. TURNS IN SUBDIVISION). SINCE SPEED WAS LOW IN THE NEIGHBORHOOD, THE CAR COULD BE STOPPED AND ACCIDENT AVOIDED. CAR WAS TOWED TO FORD DEALER. SPRING TX Failure Date: 05/19/2015

10 10717790 2012 FORD FUSION Steering I WAS DRIVING ON A HIGHWAY GOING ABOUT 45MPH THEN THE STABILITY CONTROL SYSTEM ICON TURNED ON ON MY DASH. I STARTED TO SLOW DOWN AND NOTICED THAT IT TOOK A LOT MORE EFFORT TO STEER THE CAR. I STARTED TO SLOW TO PULL OVER TO THE SIDE OF THE ROAD AND TURNING THE STEERING WHEEL BECAME ALMOST IMPOSSIBLE. THERE WERE CARS BEHIND ME THAT HAD TO COME TO AND UNEXPECTED SLOW AS I TRIED TO GET OFF OF THE ROAD. I WAS ABLE TO PULL OVER ONTO THE SIDE OF THE ROAD IN SOMEONES YARD AND TURNED THE CAR OFF. DURING THIS TIME THE MESSAGES "POWER STEERING ASSIST FAULT" AND "SERVICE ADVANCETRAC" WERE DISPLAYING ON MY DASH. I TURNED THE CAR OFF AND BACK ON AND THE SAME MESSAGES WOULD SHOW. I TURNED THE CAR BACK OFF AND CALL AAA TO HAVE MY CAR TOWED ON A FLATBED TO MY LOCAL FORD DEALER, ATHENS FORD. THEY TOLD ME THAT MY RACK AND PINION NEEDED TO BE REPLACED AND THE WHEELS REALIGNED. I ASKED HOW THIS HAPPENED AND JOHNATHAN TOLD ME THAT THE ELECTRICAL COMPONENT WAS DEFECTIVE AND THAT THERE WAS NO WAS FOR ME TO PREVENT IT. THE COST OF THE REPAIR WAS ESTIMATED AT \$1800 AND I HAD TO GET A RENTAL FOR 2 DAYS. ATHENS GA Failure Date: 05/19/2015

10 10716997 2012 FORD FUSION Steering WHEN I PUT THE CAR INTO REVERSE TO TAKE MY SON TO SCHOOL A WARNING "POWER STEERING ASSIST FAULT" WAS DISPLAYED ON THE DASH. I SHUT THE CAR OFF, TURNED IT BACK ON AND THE WARNING WENT AWAY. I TOOK MY SON TO SCHOOL IN THE CAR AND WHEN I RETURNED HOME DID SOME RESEARCH. I FOUND THIS

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SITE AND SAW THE NUMEROUS ISSUES OTHERS ARE HAVING WITH THE CAR,
AND DON'T FEEL SAFE TO DRIVE IT. NEW HARTFORD NY Failure Date:
05/18/2015

10 10864540 2012 FORD FUSION Steering LOST POWER
STEERING WHILE DRIVING ON A CITY STREET. WILSON NC
Failure Date: 05/18/2015

10 10762459 2012 FORD FUSION Steering TL* THE CONTACT
OWNS A 2012 FORD FUSION. THE CONTACT STATED THAT AFTER ATTEMPTING
TO EXIT THE VEHICLE, THE INTERIOR DRIVER SIDE DOOR HANDLE
FRACTURED. AS A RESULT, THE CONTACT SUSTAINED A HAND INJURY THAT
REQUIRED MEDICAL ATTENTION. THE VEHICLE WAS TAKEN TO THE DEALER
WHERE IT WAS DIAGNOSED THAT DOOR HANDLE NEEDED TO BE REPLACED.
THE VEHICLE WAS REPAIRED. ON ANOTHER OCCASION, THE CONTACT STATED
THAT WHILE DRIVING APPROXIMATELY 40 MPH AND ATTEMPTING TO AVOID
CRASHING INTO AN ANIMAL IN THE ROAD, THE STEERING WHEEL SEIZED
WITHOUT WARNING CAUSING THE CONTACT TO CRASH INTO THE ANIMAL. A
POLICE REPORT WAS FILED AND THERE WERE NO INJURIES REPORTED. THE
VEHICLE WAS NOT DIAGNOSED BUT THE BODY DAMAGE WAS REPAIRED. THE
MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS
50,000. UPDATED 12/01/15*LJ HIGH POINT NC Failure Date: 05/15/2015

10 10716631 2012 FORD FUSION Steering TL* THE CONTACT
OWNS A 2012 FORD FUSION. WHILE DRIVING APPROXIMATELY 60 MPH, THE
STABILITRAC WARNING LIGHT ILLUMINATED AND THE STEERING WHEEL
BECAME VERY DIFFICULT TO TURN. THE VEHICLE WAS RESTARTED AND
OPERATED AS NORMAL. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED.
THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE
MILEAGE WAS 57,000. GLEN COVE NY Failure Date: 05/14/2015

10 10715804 2012 FORD FUSION Steering THIS VEHICLE HAS HAD
2 POWER STEERING FAILURES IN LESS THAN A YEAR. LUCKILY BOTH TIMES
WERE AT LOW SPEED. IT'S JUST A MATTER OF TIME UNTIL IT HAPPENS AT

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HIGH-SPEED. THIS VEHICLE IS ONLY THREE YEARS OLD AND MY WIFE IS SCARED TO DRIVE IT. THE FIRST TIME IT HAPPENED IT TOOK ALL I HAD JUST TO GET IT BACK IN THE CARPORT. THERE IS NO WAY MY WIFE COULD CONTROL IT IF IT LOCKED ON HER .I AM AWARE OF HUNDREDS OF COMPLAINTS ON THIS STEERING DEFECT ON THIS MODEL VEHICLE. IT'S JUST A MATTER OF TIME BEFORE SOMEONE IS INJURED OR KILLED, IF IT HASN'T HAPPENED ALREADY. SULPHUR LA Failure Date: 05/11/2015

10 10716129 2012 FORD FUSION Steering POWER STEERING HAS BECAME VERY UNRESPONSIVE. STEERING IS VERY STIFF. LIGHT CAME ON SAYING SERVICE POWER STEERING. ALSO SERVICE ACCUTRAC SYSTEM VALLEY PARK MO Failure Date: 05/11/2015

10 10717193 2012 FORD FUSION Steering GEAR IN STEERING COLUMN CAUSING DIFFICULTY IN STEERING AT LOW SPEEDS. MACOMB MI Failure Date: 05/04/2015

10 10748144 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. THE CONTACT STATED THAT THERE WAS A SUDDEN LOSS OF POWER STEERING WHILE IN REVERSE. THE STEERING WHEEL WAS DIFFICULT TO TURN LEFT AND RIGHT AND THE EPS WARNING LIGHT ILLUMINATED. THE STEERING WHEEL WAS EXTREMELY TIGHT. THE VEHICLE WAS TO NOT DIAGNOSED OR REPAIRED. THE VEHICLE WAS NOT INCLUDED IN NHTSA CAMPAIGN ID NUMBER: 15V340000 (STEERING). THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS NOT AVAILABLE. LITHONIA GA Failure Date: 05/04/2015

10 10716066 2012 FORD FUSION Steering WITHOUT NOTICE THE POWER STEERING STOPS WORKING. BY TURNING THE ENGINE OFF AND RESTARTING THE ENGINE BRINGS THE POWER STEERING BACK TO OPERATIONAL. THIS HAS HAPPENED 3 TIMES WITHIN A WEEK. THE FORD DEALERSHIP HAS DETERMINED THE POWER STEERING MODULE NEEDS TO BE REPLACED. THIS VEHICLE IS ABOUT 8 MONTHS OUT OF WARRANTY BUT UNDER THE MILEAGE LIMIT. GALLOWAY OH Failure Date: 05/03/2015

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10 10716403 2012 FORD FUSION Steering I WAS DRIVING HOME AND WHILE ON A HIGHWAY ON RAMP TRAVELING APPROX. 30 MPH, I LOST POWER STEERING AND THE POWER STEERING WARNING LIGHT CAME ACROSS THE DASHBOARD AND THE SERVICE ADVANCETRAC NOW LIGHT CAME ON. THE PROBLEM HAS CONTINUED EVER SINCE WITH BOTH LIGHTS REMAINING ON AS WELL AS CONTINUING TO EXPERIENCE NO POWER STEERING. ROCHESTER NY Failure Date: 05/01/2015

10 10713535 2012 FORD FUSION Steering POWER STEERING FAILURE, ADVANCE TRACK GET SERVICE MESSAGE ON CONSOLE. DRIVING SLOWLY UPHILL POWER STEERING FAILS IN MIDDLE OF TURN ALMOST CAUSING COLLISION WITH BARRIERS. LUCKILY NO OTHER CARS ON ROAD IN FRONT OR BEHIND. TURNED CAR OFF AND BACK ON TEMPORARILY FIXED. *TR TUCSON AZ Failure Date: 04/28/2015

10 10730662 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. THE CONTACT RECEIVED A RECALL NOTICE FOR THE STEERING; HOWEVER, THE PART TO DO THE REPAIR WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS NOT MADE AWARE OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. THE NHTSA CAMPAIGN NUMBER WAS UNKNOWN. WALDORF MD Failure Date: 04/27/2015

10 10713210 2012 FORD FUSION Steering POWER STEERING DEFAULT ALERT LIGHT WAS NOTED WHEN CAR WAS STARTED. CAR RESTARTED AND ALERT WENT OFF. AFTER DRIVING APPROXIMATELY 10 MILES, ALERT RETURNED ALONG WITH LOSS OF POWER STEERING (DIFFICULTY IN STEERING). CAR WAS STOPPED AND RESTARTED, AND RETURNED TO HOME. ALERT REMAINED OFF. DIAGNOSIS AT FORD DEALER SAID SOME FAILURE OF POWER STEERING GEAR (EXTREMELY EXPENSIVE). NOTED ON INTERNET THAT THIS IS A COMMON PROBLEM AND SUBJECT OF A CLASS ACTION LAWSUIT. *TR HILLSBORO TX Failure Date: 04/25/2015

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10 10713215 2012 FORD FUSION Steering I WAS DRIVING DOWN IN ATLANTA, GEORGIA WHEN ALL OF A SUDDEN MY STEERING WHEEL LOCKED AND THE DASH DISPLAYED POWER STEERING ASSIST FAULT. *TR
ATLANTA GA Failure Date: 04/24/2015

10 10712628 2012 FORD FUSION Steering I PULLED INTO A STORE AFTER EXITING I40, WHEN I GOT BACK IN THE VEHICLE I PUT THE CAR IN REVERSE TO BACK OUT OF THE PARKING LOT AND BELLS STARTED GOING OFF AND AN ERROR MESSAGE POPPED UP ON THE MILEAGE SCREEN THAT READ "POWER STEERING ASSIST FAULT" AND MY POWER STEERING WAS COMPLETELY GONE. I STILL HAD ABOUT 25 MILES TO DRIVE TO MY HOME. I NURSED THE CAR A FEW MILES AND CALLED MY BOYFRIEND ([XXX]) WHO GOOGLED THE ISSUE TO SEE IF ANYONE ELSE HAD EXPERIENCED THE SAME PROBLEM. I WAS AMAZED AT HOW MANY PEOPLE HAD THE EXACT SAME ISSUE WITH THE EXACT SAME CAR. MANY PEOPLE WERE SAYING THAT THEY SHUT THE CAR OFF AND TURNED IT BACK ON AND IT HAD TEMPORARILY RESOLVED THE ISSUE. I PULLED INTO ANOTHER PARKING LOT TO TRY - ALMOST HITTING A POLE BECAUSE IT WAS VERY HARD TO TURN THE WHEEL AND TOOK A GREAT DEAL OF DISTANCE TO TURN. I SHUT THE CAR OFF FOR A COUPLE MINUTES, TURNED IT BACK ON, THE POWER STEERING STARTED WORKING AND I WAS ABLE TO MAKE IT THE REST OF THE WAY HOME. THE INCIDENT THEN HAPPENED AGAIN THE FOLLOWING DAY (4/24/2015) 3 TIMES - AND THEN AGAIN ON 4/25/2015 WITHOUT PUTTING THE VEHICLE IN REVERSE AND AT WHICH TIME THE POWER STEERING WOULD NOT COME BACK NO MATTER HOW MANY TIMES I SHUT THE CAR OFF AND TURNED IT BACK ON. INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6). *TR JEFFERSON CITY TN Failure Date: 04/22/2015

10 10713217 2012 FORD FUSION Steering GETTING READY TO LEAVE FOR WORK AND THE POWER STEERING WENT OUT IN MY CAR. I HAD TO HAVE A NEW ELECTRONIC STEERING GEAR ASSEMBLY INSTALLED IN MY CAR AND THIS WAS NOT CHEAP!!. I AM VERY THANKFUL I WAS NOT DRIVING ON THE HIGHWAY BECAUSE I WOULD'VE PROBABLY HAD A WRECK. THIS WAS

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VERY UNEXPECTED AND AFTER RESEARCHING ALL THE OTHER COMPLAINTS MADE I FEEL FORD SHOULD BE RESPONSIBLE FOR THIS. I WAS AT ONE TIME PLEASED WITH PURCHASING A FORD BUT NOW ... NOT SO MUCH. *TR

MANTACHIE MS Failure Date: 04/21/2015

10 10706582 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. THE CONTACT STATED THAT WHILE DRIVING 15 MPH GOING DOWN A HILL, THE ANTI-SWAY AND POWER STEERING LIGHTS ILLUMINATED ON THE INSTRUMENT PANEL. THE STEERING WHEEL FAILED TO TURN AND THE CONTACT CRASHED INTO A TREE. THE AIR BAGS DID NOT DEPLOY. IT WAS UNKNOWN IF THERE WERE ANY INJURIES SUSTAINED OR IF THERE WAS A POLICE REPORT FILED. THE VEHICLE HAD NOT BEEN INSPECTED. THE FAILURE MILEAGE WAS UNKNOWN.

BOONSBORO MD Failure Date: 04/18/2015

10 10714173 2012 FORD FUSION Steering I WAS DRIVING STRAIGHT DOWN THE INTERSTATE AT CRUISING SPEED AND A WARNING CHIME SOUNDED (LIKE OCCURS WHEN YOU REACH 50 MILES LEFT IN THE TANK). THE FOLLOWING MESSAGES APPEARED ON THE DASH "POWER STEERING ASSIST FAULT" AND "SERVICE ADVANCETRAC." I CHECKED AND HAD NO POWER STEERING. THIS WAS THE CASE THE REST OF THE TRIP (ABOUT 30 MINUTES) AND STEERING WAS VERY DIFFICULT. ONCE I ARRIVED AT MY DESTINATION, I TURNED OFF THE CAR AND THEN STARTED IT AGAIN. THE POWER STEERING WORKED AT THAT POINT. IT HAS NOT HAPPENED AGAIN TO DATE. *TR URBANDALE IA Failure Date: 04/17/2015

10 10713850 2012 FORD FUSION Steering MY FORD FUSION LOST POWER STEERING WHICH I NEED TO HAVE FIXED, VERY DANGEROUS TO DRIVE! WHEN I CONTACTED FORD I WAS TOLD WE ARE NO LONGER UNDER WARRANTY! WHICH I CAN'T BELIEVE THEY DON'T STAND BEHIND. YOU DON'T JUST LOOSE POWER STEERING IN A CAR AFTER SO MANY MILES, DO YOU?? WITH THAT SAID, CURRENTLY ITS BEING SERVICED AT A FORD DEALERSHIP AND WE ARE EXPECTED TO PAY 2200- FOR THE REPAIR WITHOUT A GUARANTEE IT WON'T HAPPEN AGAIN. I NOTICED THERE IS A RECALL ON 2013

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AND 2015 FOR THE EXACT PROBLEM! NOT A HAPPY CAMPER WITH FORD AT ALL.... THIS SHOULD BE A RECALL ON ALL YEARS, ITS A DEFECT! *TR
PLYMOUTH MA Failure Date: 04/16/2015

10 10721818 2012 FORD FUSION Steering DRIVING ON A LOCAL ROAD, AND ALL OF A SUDDEN THE POWER STEERING GETS REALLY HARD TO HANDLE. PULLED OVER TO SIDE OF ROAD, FEAR OF WHAT COULD HAPPEN IF I KEPT GOING. THIS HAPPENED AGAIN REGARDING THE STEERING. WE CALLED OUR LOCAL FORD DEALERSHIP TO REPORT THIS PROBLEM. THEY SAID MY CAR IS NOT COVERED BY THE RECALL, YET I SAW ON ABC NEWS THERE ARE RECALLS REGARDING THE FORD FUSION? CAN YOU PLEASE HELP ME OR KEEP ME INFORMED ON INFORMATION YOU FIND REGARDING THE FORD FUSION. YATESVILLE PA Failure Date: 04/16/2015

10 10706457 2012 FORD FUSION Steering THE FRONT WHEEL HIT A CURB AT A DRIVE THROUGH WINDOW. SHORTLY AFTER THE POWER STEERING QUIT WORKING WHEN TRYING TO GO AROUND A CORNER. THE CAR WAS SHUT OFF AND RESTARTED AND IT WORKED MOST OF THE TIME FOR ABOUT A WEEK THEN FAILED COMPLETELY MAKING THE CAR VERY DIFFICULT TO STEER. IF MY WIFE WAS DRIVING ON A CURVY COUNTY ROAD WHEN IT FAILED THERE COULD HAVE BEEN A WRECK. *TR TENINO
WA Failure Date: 04/13/2015

10 10705034 2012 FORD FUSION Steering ON 4/9/15 A "POWER STEERING ASSIST FAULT" MESSAGE ON MY 2012 FORD FUSION WAS ILLUMINATED ON THE CAR'S MESSAGE CENTER WHEN THE CAR WAS PUT INTO REVERSE. THERE WAS NO POWER STEERING. THE OWNERS MANUAL SAYS TO TURN THE CAR OFF AND RESTART IT AND IT MAY SOLVE THE PROBLEM AND IT DID. ON 4/10/15 AFTER DRIVING THE CAR ABOUT 8 MILES I STOPPED AT A STORE AND THE SAME THING HAPPENED WHEN THE CAR WAS PUT IN REVERSE. THE CAR WAS SHUT OFF AND RESTARTED SEVERAL TIMES BUT THE MESSAGE REMAINED AND THE POWER STEERING NEVER CAME BACK ON. I DROVE THE CAR HOME WITHOUT THE POWER STEERING AS I WAS ONLY 2 BLOCKS FROM HOME. THE OWNERS MANUAL SAYS "IF THE MESSAGE

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RETURNS, OR RETURNS WHILE DRIVING, TAKE THE VEHICLE TO YOUR DEALER TO HAVE IT CHECKED.". THE FORD DEALERSHIP I CALLED SAID TO HAVE THE CAR TOWED TO THEM RATHER THAN DRIVE IT IN. THE CAR HAS 19,985 MILES ON IT. *TR CHICAGO IL Failure Date: 04/10/2015

10 10716384 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. WHILE DRIVING APPROXIMATELY 30 MPH, THE STEERING WHEEL SEIZED WITHOUT WARNING. THE VEHICLE WAS DRIVEN WITH CAUTION TO THE DEALER, WHO REPLACED THE POWER STEERING GEAR. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 70,589. MA 08/17/15 MADISON HEIGHTS MI Failure Date: 04/10/2015

10 10716848 2012 FORD FUSION Steering AS I WAS DRIVING HOME WITH MY 4 YEAR OLD GRANDDAUGHTER, THE POWER STEERING ON MY 2012 FORD FUSION STOPPED WORKING. I HEARD A WARNING NOISE AND LOOKED AT THE DISPLAY PANEL. THE PANEL REPORTED A "STEERING ASSIST" MALFUNCTION. THE STEERING WAS VERY STIFF AND IT WAS DIFFICULT TO MANEUVER THE VEHICLE. I WAS ABLE TO TURN THE CAR INTO A PARKING LOT AND STOPPED THE ENGINE. THIS SAME PROBLEM HAS HAPPENED AGAIN ON MAY 15, 2015. I HAD IT TOWED TO NEAREST FORD SERVICE DEPT WHERE THEY SAID THEY COULD NOT FIND ANYTHING WRONG WITH THE VEHICLE AND SENT ME BACK ON THE ROAD WITHOUT ANY REPAIRS.

ARKADELPHIA AR Failure Date: 04/10/2015

10 10704912 2012 FORD FUSION Steering AFTER BEING PARKED AT MY DAUGHTER'S SCHOOL, I STARTED THE CAR AND THE SERVICE STEERING WARNING AND THE TRACTION CONTROL LIGHT CAME ON. THE CAR NO LONGER HAD ANY TYPE OF POWER STEERING AND DRIVING THE CAR BECAME VERY CHALLENGING. IF THIS WOULD HAVE GONE OUT WHILE I WAS DRIVING ESPECIALLY IF I WAS DRIVING AT HIGH SPEEDS, IT COULD HAVE CAUSED A SERIOUS IF NOT FATAL CRASH. *TR WAUSAU WI

Failure Date: 04/09/2015

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10 10705594 2012 FORD FUSION Steering I WAS DRIVING WITH CRUISE CONTROL SET 59 MPH ERROR LIGHT AND MESSAGE CAME ON SAID STEERING ASSIST FAULT AND THE CAR LOST ALL POWER STEERING. THE LITTLE ICON WITH THE CAR WITH THE CURVY LINES UNDERNEATH ALSO CAME ON. I PULLED OVER AS SOON AS I HAD A SAFE SPOT AND TURNED THE CAR AND GOT OUT MY OWNERS MANUAL TO CONSULT. IT ADVISED ME TO RESTART THE CAR AFTER 10 SECONDS AND IT HAD BEEN WELL PAST THAT TIME THAT I WAS PULLED OVER WITH THE CAR OFF. WHEN I RESTARTED THE ERROR MESSAGE WAS GONE AND THE POWER STEERING WAS FUNCTIONAL AGAIN. THE NEXT DAY WHEN I STARTED THE CAR THE SAME ERROR MESSAGE CAME ON BEFORE I EVEN PUT THE CAR IN REVERSE. I TURNED THE CAR OFF AND WAITED FOR MORE THAN A MINUTE AND RESTARTED AND THE ERROR MESSAGE WAS GONE AGAIN. THIS HAS ONLY BEEN A WEEK, BUT SO FAR THE LOSS OF POWER STEERING NOR THE MESSAGE HAS RETURNED. *TR HOHENWALD TN Failure Date: 04/07/2015

10 10706048 2012 FORD FUSION Steering POWER STEERING FAILED. AFTER TAKING TO DEALERSHIP WAS QUOTED \$1885 TO REPAIR. REVIEWING ONLINE SHOWED A CLASS ACTION LAWSUIT FOR THE SAME PROBLEMS. ALSO SHOWED THAT THERE IS A OPEN INVESTIGATION INTO THIS MATTER. NEEDS TO BE NOTED THAT THIS IS ANOTHER COMPLAINT FOR THE SAME ISSUES THAT ARE BEING INVESTIGATED AND FOR THE LITIGATION THAT IS UNDER WAY. FORD NEEDS TO MAKE IT RIGHT FOR THE CONSUMER. *TR BENSLEM PA Failure Date: 04/07/2015

10 10703988 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. WHILE DRIVING 30 MPH, THE STEERING WHEEL SEIZED. IN ADDITION, THE SERVICE POWER STEERING NOW AND THE SERVICE ADVANCE TRACK WARNING LIGHTS ILLUMINATED. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE STEERING GEAR NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE FAILURE MILEAGE WAS 87,000. HOUSTON TX Failure Date: 04/03/2015

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10 10703267 2012 FORD FUSION Steering I AM UNSURE OF THE FATE THE FIRST TIME BUT APPROXIMATELY A YEAR AGO I WAS DRIVING AND THE SERVICE POWER STEERING NOW WARNING CAME ON AND POWER STEERING WAS LOST. AGAIN TODAY APRIL 2, 2015 I WAS DRIVING APPROX 33 MILES PER HOUR AND THE SERVICE POWER STEERING NOW WARNING CAME ON AND ALL POWER STEERING WAS LOST. DEALERSHIP FIXED IT THE FIRST TIME UNDER WARRANTY MY CAR IS NOW OUT OF WARRANTY AND I AM TAKING IT TO THE DEALERSHIP TODAY. *TR BROWNSBURG IN Failure Date: 04/02/2015

10 10713453 2012 FORD FUSION Steering MY CAR HAS LOST POWER STEERING 2 TIMES IN 3 WK. PERIOD., TOOK IT TO DEALER THEY SAID IT WAS THE BATTERY, I KNEW BETTER, 5 MINUTES AFTER PICKING IT UP IT DID IT AGAIN SO TOOK IT BACK, I'M NOW WAITING TO HEAR FROM THEM WHAT THEY SAY IS WRONG NOW., SOUNDS LIKE THEY ARE GUESSING, I PAID 32,000 FOR THIS CAR AND IT ONLY HAS 20,000 MILES ON IT, THIS SHOULDN'T BE HAPPENING AND IT IS DANGEROUS. PLEASE HELP... *TR NEBO NC Failure Date: 04/02/2015

10 10715848 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. THE CONTACT STATED THAT WHEN STARTING THE VEHICLE, THE STEERING ASSIST AND THE ADVANCED TRAC WARNING LIGHTS ILLUMINATED. IN ADDITION, THE STEERING WHEEL WAS DIFFICULT TO MANEUVER. THE VEHICLE WAS RESTARTED AND THE VEHICLE RESUMED TO NORMAL. THE FAILURE OCCURRED ON ANOTHER OCCASION. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 21,000. MA 08/17/15 THE CONSUMER STATED THE FAILURE OCCURRED ON MULTIPLE OCCASIONS. THE CONSUMER RECEIVED A RECALL NOTICE FOR THE FAILURE. UPDATED 12/2/2015 *JS ALEXANDER CITY AL Failure Date: 04/01/2015

10 10703447 2012 FORD FUSION Steering I WAS DRIVING ON THROUGH AN INTERSECTION AT ABOUT 40 MPH WHEN I FELT MY STEERING WHEEL PULL VERY SLIGHTLY, AND THEN I NOTICED THE "POWER ASSIST FAIL"

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MESSAGE CAME UP ON THE VEHICLE. BECAUSE I WAS DRIVING ON A STRAIGHT ROAD I DIDN'T REALLY NOTICE ANY MAJOR DIFFERENCE UNTIL I GOT TO WHERE I WAS GOING TO TURN OFF, AND THEN IT WAS EXTREMELY DIFFICULT TO STEER. AFTER PARKING, I LOOKED IN MY OWNER'S MANUAL, AND READ THAT I NEEDED TO WAIT FOR A BIT AND THEN RESTART. WHEN I RESTARTED THE CAR IT DROVE FINE. AFTER RETURNING HOME, I CALLED THE SERVICE CENTER AT THE DEALERSHIP WHERE THE CAR WAS PURCHASED, AND ASKED IF I SHOULD COME IN. I WAS ADVISED TO COME IN. THEY CHARGED ME ABOUT \$130.00 TO RUN A DIAGNOSTIC TEST, AND THEY ESTIMATED THAT IT WAS GOING TO BE ABOUT \$1800.00 TO REPAIR THE PROBLEM. MY HUSBAND AND I HAVE NOT DECIDED WHETHER TO HAVE THE CAR REPAIRED (WE BOTH HAVE READ ABOUT PEOPLE GETTING THE PART REPLACED ONLY TO HAVE THE PROBLEM OCCUR AGAIN) OR TO JUST REPLACING THE CAR ALTOGETHER. EITHER WAY, WE ARE NOT PLEASED AT FORD'S FAILURE TO ACCEPT RESPONSIBILITY FOR AN ISSUE THAT IS THE RESULT OF A DEFECTIVE PART THEY USED TO MANUFACTURE THE FUSION. FURTHERMORE, HAD THIS HAPPENED WHEN I HAD BEEN ON A CURVY ROAD OR IN A HIGH TRAFFIC SITUATION, I COULD HAVE WRECKED AND POSSIBLY BEEN KILLED OR COULD HAVE COLLIDED WITH SOMEONE ELSE AND THEY COULD HAVE BEEN EITHER SEVERELY INJURED OR KILLED. FORD NEEDS TO DO SOMETHING ABOUT THIS PROBLEM, CONSIDERING BOTH THE POSSIBLE OUTCOMES AND THAT MY EXPERIENCE IS NOT AN ISOLATED INCIDENCE (AS EVIDENCED BY READING ABOUT A LOT OF OTHERS WHO HAVE EXPERIENCED OR WHO ARE EXPERIENCING THE SAME PROBLEMS). *TR

JONESVILLE VA Failure Date: 03/30/2015

10 10702409 2012 FORD FUSION Steering I HAVE HAD TWO INCIDENTS WITH THE POWER STEERING. FIRST INCIDENT WHILE DRIVING ON THE I95 THE WHEEL LOCKED ON ME, FORTUNATELY I WAS EXITING THE HIGHWAY AT THE TIME. SECOND TIME MY CAR WAS PARKED IN MY DRIVE WAY AND ON MY WAY OUT THE WHEEL LOCKED AGAIN AND GAVE ME A ERROR REPORT OF POWER STEERING FAULT ASSIST. I DON'T KNOW WHAT TO DO

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NEXT. AFTER READING THE STORIES ABOUT THIS BEING A PROBLEM WITH THE FORD FUSIONS. HELP!!! *TR MIAMI FL Failure Date: 03/28/2015

10 10701565 2012 FORD FUSION Steering I WAS DRIVING TO WORK AND MY CAR DISPLAYED A MESSAGE THAT SAID SERVICE ADVANCE STEERING. I MADE IT TO WORK BUT UPON LEAVING WORK MY CAR DISPLAYED THE MESSAGE SERVICE POWER STEERING NOW AND IT WOULD NOT TURN. I DO NOT KNOW WHERE THIS PROBLEM CAME FROM OR HOW IT OCCURRED. I FEEL LIKE FORD SHOULD BE RESPONSIBLE FOR IT DUE TO IT BEING AN ISSUE THAT HAS BEEN REPORTED BY SEVERAL OTHERS AND JUST CAME UP FROM OUT THE BLUE. *TR TUPELO MS Failure Date: 03/24/2015

10 10701528 2012 FORD FUSION Steering WHILE I WAS DRIVING THE INDICATOR READ SERVICE POWER STEERING, I PARKED MY CAR. ONCE I RESTARTED THE CAR IT WAS IMPOSSIBLE TO TURN THE WHEEL. THERE WAS NO OTHER WARNING NOR IS THERE ANYTHING WRONG WITH MY CAR. IT WAS SERVICED BY FORD FOR A ROUTINE CHECK UP AND NO PROBLEMS OCCURRED. THIS HAPPENED OUT OF THE BLUE, I AM HAPPY I WASN'T DRIVING ON THE HIGHWAY AT THE TIME WITH MY 4 YEAR OLD SON. THERE NEEDS TO BE A RECALL!!! *TR MAPLE SHADE NJ Failure Date: 03/23/2015

10 10695135 2012 FORD FUSION Steering I WAS DRIVING DOWN THE HIGHWAY AND THE STEERING WHEEL KINDA JERKED AND THE CAR STARTED DINGING AND THE DISPLAY SAID SOMETHING LIKE POWER STEERING ASSIST FAILURE. I WAS ALMOST UNABLE TO SAFELY TURN THE WHEEL OF THE CAR, WHEN I DID TURN IT WAS A VERY WIDE RIGHT! *TR NEW PROVIDENCE PA Failure Date: 03/18/2015

10 10694939 2012 FORD FUSION Steering POWER STEERING FAILED WHILE DRIVING. "SERVICE POWER STEERING NOW" APPEARED ON DASH. VEHICLE IS NEARLY IMPOSSIBLE TO CONTROL AND THIS IS A VERY DANGEROUS FAILURE WHILE DRIVING, WITHOUT ANY WARNING. 2012 FUSION

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WITH 38,000 MILES. FORD REFUSES TO ACKNOWLEDGE THE PROBLEM.

*TR PEARLAND TX Failure Date: 03/17/2015

10 10695210 2012 FORD FUSION Steering I HAVE HAD POWER STEERING FAULT MESSAGES WHEN I START MY CAR. THE POWER STEERING DOES NOT WORK AND THE MESSAGE WILL ONLY GO AWAY IF THE CAR IS TURNED OFF AND RESTARTED. *TR TONAWANDA NY Failure Date: 03/16/2015

10 10701283 2012 FORD FUSION Steering WAS DRIVING TO DROP MY 7 MONTH OLD DAUGHTER OFF AT MY MOM'S HOUSE ON WAY TO WORK AND STEERING WHEEL SUDDENLY GOT TIGHT. SERVICE ACTIVETRAC LIGHT CAME ON AND I FOUGHT TO GET CAR TO MOM'S HOUSE - VERY UNCOMFORTABLE FEELING WITH MY INFANT IN THE CAR, ESPECIALLY WITH NO WARNING SIGNS. WENT TO LEAVE HOUSE AND WHEN I STARTED THE CAR, THE "SERVICE POWER STEERING NOW" LIGHT APPEARED ON THE DASH AND THERE WAS NO POWER STEERING AT ALL. CALLED THE DEALER AND THEY SUGGESTED TO HAVE IT TOWED. THEY ENDED UP HAVING TO REPLACE ENTIRE STEERING RACK DUE TO STEERING MOTOR FAILURE. *TR PASADENA MD
Failure Date: 03/16/2015

10 10694753 2012 FORD FUSION Steering WHILE DRIVING ON HIGHWAY THE DASH SCREEN SHOWED ADVANCE TRAC LIGHT CAME ON THEN THE COMPUTER SCREEN FLASHED UP POWER STEERING UNIT FAILURE. STEERING OF THE VEHICLE BECAME DANGEROUS AND I LEFT THE HIGHWAY TO TRAVEL AT A SLOWER RATE OF SPEED. I WAS INSTRUCTED TO TURN OFF THE CAR AND THAT WHEN RESTARTED IT WOULD RESET BUT IT DID NOT RESET NOR FIX THIS. THE CAR IS EXTREMELY HARD TO STEER AND SHOULD NOT BE DRIVEN. I CONTACTED THE DEALER I BOUGHT IT FROM AND THEY STATED THERE WAS NO RECALL ON IT AND I WOULD NEED TO BRING IT TO THEM AND THEY WOULD RUN TESTS AND SEE WHAT IS WRONG. BUT I WOULD HAVE TO PAY FOR THIS SERVICE AND ANY PARTS AND LABOR NEEDED TO FIX IT. *TR BELLE WV Failure Date: 03/15/2015

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10 10700624 2012 FORD FUSION Steering I ENTERED THE DATE FOR THE 3RD OCCURRENCE BECAUSE I CAN'T REMEMBER THE DATES OF THE FIRST 2 OCCURRENCES. EVERY TIME I HAVE A FLAT TIRE/LOW TIRE PRESSURE THE POWER STEERING GOES OUT. AFTER THE TIRE IS FIXED/ INFLATED, THE POWER STEERING IS STILL OUT. I THEN HAVE TO TAKE THE CAR TO THE DEALERSHIP TO HAVE THE CODES RESET - POWER STEERING THEN WORKS. I COULD SEE THIS BEING A BIG ISSUE IF YOU ARE DRIVING ON THE HIGHWAY WHEN IT HAPPENS - ALTHOUGH THAT SCENARIO HASN'T HAPPENED TO ME YET. OBVIOUSLY THERE IS A DESIGN FLAW IN THE TPMS AND POWER STEERING ELECTRONICS THAT CAUSES POWER STEERING TO SHUT DOWN. *TR AUGUSTA MI Failure Date: 03/13/2015

10 10694205 2012 FORD FUSION Steering ON TUESDAY MARCH 10TH 2015 I WAS DRIVING WEST BOUND ON W BELOIT RD JUST PAST MOORLAND RD IN NEW BERLIN WI. AS I WAS NEGOTIATING A RIGHT TURN JUST BEFORE TOWNER DR, WHEN UNEXPECTEDLY MY POWER STEERING WENT OUT IN THE MIDDLE OF A TURN. I WAS NOT ABLE TO SAFELY STEER MY VEHICLE THROUGH THE TURN AND NEARLY COLLIDED WITH AN ONCOMING VEHICLE HEAD-ON. AT THE TIME OF THE POWER STEERING FAILURE I WAS TRAVELING APPROXIMATELY 40MPH AND THE STEERING WAS INCREDIBLY DIFFICULT ESPECIALLY WHEN CAUGHT OFF GUARD. THE POWER STEERING FAILURE AND THE WARNING MESSAGE "POWER STEERING ASSIST FAULT," "SERVICE ADVANCETRAC" I GOT CAME AT THE EXACT TIME AND NO FOREWARNING TO THE FAILURE. I WAS EVENTUALLY ABLE TO SLOW DOWN AND MOVE OFF THE SIDE OF THE ROAD, AFTER TURNING THE CAR OFF AND TURNING IT BACK ON THE POWER STEERING FAILURE WENT AWAY AND THERE WAS NO WARNING MESSAGE DISPLAYED ANY MORE. I TOOK MY VEHICLE TO HILLER FORD IN FRANKLIN WI TO GET INSPECTED. I WAS NOT GIVEN AN ANSWER THAT SAID WHY MY POWER STEERING FAILED. I WAS TOLD THEY FOUND THE FAILURE CODES DURING INSPECTION AND THAT THEY CLEARED THE CODES FROM THE SYSTEM. *TR MILWAUKEE WI Failure Date: 03/10/2015

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10 10693976 2012 FORD FUSION Steering I WAS ON MY WAY TO GET MY FORD FUSION INSPECTED AND WENT TO MAKE A LEFT TURN THE POWER STEERING WENT OUT WHICH CAUSE IT DIFFICULT FOR ME TO COMPLETE THE TURN AND I ALMOST HIT A HOUSE WHILE TURNING. MILEAGE IS AT 58250. THIS IS A MAJOR SAFETY ISSUE I HAD MY FOUR OLD SON IN THE CAR WITH ME AND IT COULD HAVE BEEN REALLY BAD. I CONTACTED FORD DEALERSHIP I HAVE AN APPOINTMENT NEXT WEEK FOR THEM TO LOOK AT IT AND I FEEL THEY SHOULD BE RESPONSIBLE FOR THIS. I WOULD UNDERSTAND IF MY MILEAGE WAS HIGHER BUT NOT EVEN 60000 MILES. *TR

UNIONTOWN PA Failure Date: 03/07/2015

10 10701568 2012 FORD FUSION Steering WHILE I WAS DRIVING TO FLORIDA THE ABS INDICATOR COME ON, I PARKED MY CAR. AFTER READING THE MANUAL, FOUND THAT THE POWER STEERING WAS LISTED FOR PROBLEM, ONCE I RESTARTED THE CAR IT WAS IMPOSSIBLE TO TURN THE WHEEL. THERE WAS NO OTHER WARNING NOR IS THERE ANYTHING WRONG WITH MY CAR. COME TO FIND OUT THERE IS NO RECALL ON THIS BUT HAD TO REPLACE BOTH FRONT LOWER CONTROL ARMS AND EPAS STEERING GEAR. AFTER READING AND FINDING MAY PROBLEMS WITH THE STEERING THERE NEED TO BE A RECALL ON THIS PROBLEM. *TR OREGON OH

Failure Date: 03/06/2015

10 10695542 2012 FORD FUSION Steering DRIVING NORTH ON INTERSTATE 684 - STEERING BECAME VERY DIFFICULT (HARD TO TURN WHEEL OR STEER THE CAR) & WARNING LIGHT APPEARED. PULLED OVER TO SIDE OF ROAD, TURNED ENGINE OFF, RESTARTED CAR AGAIN - LIGHT RE-APPEARED. DROVE TO CLOSEST FORD DEALERSHIP IN DANBURY, CT. THEY HAD TO REPLACE THE TOTAL ELECTRIC POWER ASSIST STEERING SYSTEM AND RE-ALIGN THE WHEELS. *TR HARTSDALENY Failure Date: 03/04/2015

10 10691895 2012 FORD FUSION Steering TL*THE CONTACT OWNS A 2012 FORD FUSION. THE CONTACT STATED THAT WHILE DRIVING AT 10 MPH, THE CHECK ENGINE AND THE POWER STEERING WARNING LIGHTS ILLUMINATED. AS A RESULT, THE CONTACT HAD TO USE EXCESSIVE FORCE TO

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MANEUVER THE VEHICLE. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 52,000. RALEIGH NC Failure Date: 03/03/2015

10 10694268 2012 FORD FUSION Steering I OWN A FORD FUSION 2012 WITH ABOUT 95,000 MILES ON IT. NO OTHER ISSUES SINCE ITS PURCHASE IN NOVEMBER 2014. WEEKS AGO I STARTED THE CAR, AND THE POWERSTEERING ASSIST MESSAGE CAME ON, COULD NOT MOVE CAR. STEERING LOCKED. READ THE MANUAL FOR CAR. TURNED CAR OFF AND BACK ON. PROBLEM WENT AWAY. I THOUGHT IT MIGHT BE THE COLD WEATHER OR ICE BLOCKING A SENSOR. HOWEVER INTERMITTENTLY THIS HAS HAPPENED AGAIN AND AGAIN AND SOMETIMES TAKES SEVERAL TRIES OF ON/OFF TO GET THE CAR TO BECOME DRIVABLE. ALSO NOW IT SOMETIMES SAYS ADVANCETRAC SERVICE AND THE DRIVERS SIDE DOOR WILL NOT OPEN SO I, A TALL PERSON, NEED TO TRY TO CLIMB OVER THE SEAT AND GET OUT ON THE PASSENGER SIDE INTO TRAFFIC. HAVING ONES CAR NOT START UP IN A CITY SUCH AS MINE IS DANGEROUS FOR SINGLE WOMEN AT NIGHT WHO MIGHT BE ALONE. SO FAR THIS POWER STEERING LOCK HASN'T HAPPENED WHILE DRIVING LIKE MANY OF THE OTHER HUNDREDS OF POSTS ABOUT THE ADVANCETRAC PROBLEMS, BUT I AM SCARED THAT THIS WILL HAPPEN TO ME AND THAT I COULD GET INTO AN ACCIDENT. I AM A STUDENT AND DO NOT HAVE THOUSANDS OF DOLLARS TO REPAIR THIS VEHICLE IF THE ISSUE WILL JUST KEEP HAPPENING AGAIN AND COST ME MORE THOUSANDS OF DOLLARS. THE CLOSEST FORD DEALER TO ME IS IN LATHAM, NY AND THEY DO NOT ANSWER THEIR PHONE. I FEEL VERY UNSAFE IN THIS VEHICLE THAT I NEED TO DRIVE ON A DAILY BASIS. I BELIEVE THAT FORD SHOULD HAVE A RECALL OF THESE UNSAFE CARS. *TR TROY NY Failure Date: 02/26/2015

10 10714246 2012 FORD FUSION Steering WHILE TRAVELING AT LOW SPEEDS IN A PARKING LOT, WHILE STEERING, THE POWER STEERING FELT TO INTERMITTENTLY STOP FUNCTIONING. STEERING CONTROL REQUIRED FORCE AND ADDITIONAL INPUT. THIS PROBLEM WOULD COME AND GO. THIS HAS HAPPENED APPROXIMATELY 8 SEPARATE OCCASIONS AND HAS

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BEEN ADDRESSED AT MULTIPLE SERVICE AND REPAIR APPOINTMENTS WITH MY DEALERSHIP'S SERVICE DEPARTMENT, BUT SO FAR THEY HAVE NOT BEEN ABLE TO REPLICATE THE PROBLEM, THEREFORE THE PROBLEM HAS NOT BEEN IDENTIFIED, AND THEREFORE NOT REPAIRED. COMPLAINT TO MY SERVICE DEPARTMENT AND FORD CUSTOMER SERVICE HAS NOT RESOLVED THE MATTER. *TR GARDNERVILLE NV Failure Date: 02/25/2015

10 10690221 2012 FORD FUSION Steering TL*THE CONTACT OWNS A 2012 FORD FUSION. THE CONTACT STATED THAT WHILE MAKING A RIGHT TURN AT APPROXIMATELY 5 MPH, THE STEERING BECAME DIFFICULT TO MANEUVER AS THE ADVANCE TRACK AND THE SERVICE POWER STEERING WARNING LIGHTS ILLUMINATED. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 100,000. THE VIN WAS NOT AVAILABLE.

JEWETT OH Failure Date: 02/23/2015

10 10692989 2012 FORD FUSION Steering TL*THE CONTACT OWNS A 2012 FORD FUSION. THE CONTACT STATED THAT WHILE DRIVING AT APPROXIMATELY 10 MPH, THE POWER STEERING SEIZED AND THE POWER STEERING WARNING LIGHT ILLUMINATED. THE VEHICLE WAS TAKEN TO THE DEALER, WHERE IT WAS DIAGNOSED THAT THE COMPLETE POWER STEERING ASSEMBLY NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 62,000. THE VIN WAS NOT AVAILABLE. BAUMONT TX Failure Date: 02/22/2015

10 10690634 2012 FORD FUSION Steering THE ELECTRONIC POWER ASSISTED STEERING (EPAS) SYSTEM FAILED. THIS HAS HAPPENED SEVERAL TIMES AND I WAS ABLE TO PULL OVER AND RESTART THE VEHICLE. AFTER RESTARTING THE VEHICLE, IT WAS FINE TO DRIVE BECAUSE THE SYSTEM REBOOT. ON FEBRUARY 21, 2015, THE EPAS WOULD NOT REBOOT AND I COULD NOT STEER THE VEHICLE. THIS COULD HAVE RESULTED IN A SERIOUS ACCIDENT. *JS WEBSTER TX Failure Date: 02/21/2015

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10 10683719 2012 FORD FUSION Steering I STOPPED AT THE GAS STATION AND GOT BACK IN MY CAR AFTER GETTING GAS AND DROVE OUT OF THE GAS STATION PARKING LOT WHEN MY STEERING WHEEL BECAME VERY HARD TO STEER AND A FEW SECONDS LATER THE ADVANCETRAC LIGHT CAME ON AND REMAINED ON THE ENTIRE DRIVE HOME, AS WELL AS THE WHEEL WAS VERY DIFFICULT TO TURN AND VERY SCARY. I HAVE READ ABOUT MANY OTHERS WITH THIS SAME COMPLAINT ONLINE AND AM WONDERING WHY THIS HAS NOT BEEN RECALLED. THIS IS VERY DANGEROUS. *TR

ROWLETT TX Failure Date: 02/16/2015

10 10691635 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. WHILE DRIVING AT VARIOUS SPEEDS, THE POWER STEERING WOULD SUDDENLY MALFUNCTION CAUSING THE STEERING WHEEL TO BECOME VERY DIFFICULT TO TURN. THE CONTACT INDICATED THAT THE FAILURE WAS INTERMITTENT AND A WARNING MESSAGE WAS PRESENT INDICATING "STEERING FAILURE". THE VEHICLE WAS TAKEN TO THE DEALER WHO WAS UNABLE TO DIAGNOSE THE CAUSE OF THE FAILURE. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE VIN WAS NOT AVAILABLE. THE FAILURE MILEAGE WAS 60,000. CARLSBAD CA

Failure Date: 02/16/2015

10 10731536 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. WHILE DRIVING AT 20 MPH, THE STEERING WHEEL BECAME DIFFICULT TO TURN. THE CONTACT HAD TO APPLY FORCE TO THE STEERING WHEEL IN ORDER TO STEER THE VEHICLE. THE SERVICE POWER STEERING WAS DISPLAYED ACROSS THE MESSAGE BOARD. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHERE IT WAS DIAGNOSED THAT THE PINION RACK NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 70,000. UPDATED 09/25/15*LJ MICHIGAN CITY

IN Failure Date: 02/10/2015

10 10862186 2012 FORD FUSION Steering WHILE DRIVING TO A FAMILY MEMBER BIRTHDAY PARTY LESS THEN 15 MILES FROM OUR

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RESIDENCE, WE BEGAN PULLING ONTO THE ROAD AND THAT WHEN IT THE DISPLAY SAID SERVICE POWER STEERING NOW AND IT WAS HARD TO TURN. AS WE TURNED ON THE THE ROAD WHILE DRIVING OUR 3 YOUNG CHILDREN ON THE BACK WITH NO POWER STEERING WE ALMOST GOT TBONED. THE CAR HAD ONLY 69K ON THE MILEAGE IT HAD JUST PASSED THE WARRANTY REPAIR LIMIT. I THOUGHT IT MIGHT HAVE BEEN A EASY FIX LIKE MOST OTHER VEHICLES THEY HAVE A CHAIN OR BELT BUT THIS IS COMPLETELY ELECTRICAL. THE PART THAT REALLY HAS MADE ME UPSET AND FRUSTRATED WAS WHEN MY SISTER IN LAW A CLOSE FRIEND WITH THE SAME YEAR MAKE AND MODEL RECEIVED NOTICES THAT THEIR CARS WERE UP FOR A RECALL FOR THE POWER STEERING. SO I CALLED MY LOCAL DEALER AND ASKED IF THEY COULD CHECK ON IF MY CAR WAS UP FOR RECALL SINCE MY CAR ACTUALLY HAD THE POWER STEERING GO OUT ON IT. THE DEALERSHIP RESPONDED WITH A "NO, BECAUSE MY CAR WAS NOT ON THE DESIGNATED LIST OF A CERTAIN TIME, PLACE AND DATE IT WAS MANUFACTURED TO BE APPLICABLE FOR THE RECALL". IT MAKES NO SENSE THAT IF THEY ARE RECALLING SOME WITH THE POWER STEERING ISSUES WHY NOT ALL, ESPECIALLY THE ONE THAT ARE ACTUALLY HAVE REAL ISSUES AND ARE A POSSIBLE THREAT TO THE SAFETY OF ONES FAMILY. FLOWERY BRANCH GA Failure Date: 02/07/2015

10 10730194 2012 FORD FUSION Steering I HAD BEEN NOTICING SOME IRREGULAR NOISES COMING FROM THE FRONT SUSPENSION OF MY 2012 FORD FUSION, THIS IS MY WIFE'S PRIMARY VEHICLE SO I WAS CONCERNED ABOUT HER AND THE KIDS SAFETY. I TOOK THE CAR TO MY LOCAL MECHANIC THINKING IT JUST NEEDED ALIGNMENT OR A POSSIBLE TIE ROD ISSUE....UNFORTUNATELY THAT WAS NOT THE CASE. MY MECHANIC EXPLAINED AND SHOWED THE PROBLEM TO ME (I MYSELF DO MECHANIC WORK SO HE ALWAYS SHOWS ME WHAT HE FOUND). IT SEEMS THE ENTIRE RACK AND PINION ASSEMBLY WAS NEEDING TO BE REPLACED, AND IN ADDITION THE MOVEMENT OF THE SAID FAULTY RACK HAD CAUSED WEAR IN THE OUTER DRIVE SHAFT AND LOWER CONTROL ARMS. TOTAL COST TO REPAIR, \$2,245.00! THIS IS A CRIME!!! THE CAR IS THREE YEARS OLD, AND

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MODERATE MILEAGE. AGAIN, I HAVE PRETTY GOOD MECHANICAL KNOWLEDGE, IN 30 YEARS I HAVE NEVER SEEN OR HEARD OF A RACK AND PINION ASSEMBLY FAILING IN SUCH A SHORT PERIOD OF TIME, HECK BRAKE PADS LAST LONGER THAN THAT! FORD NEEDS TO STEP UP AND FIX THIS PROBLEM AS I HAVE FOUND THOUSANDS OF FUSION OWNERS HAVE HAD THE SAME PROBLEM. I WOULD EVEN CONSIDER PAYING THE LABOR COSTS IF THEY PROVIDED THE NEEDED PARTS...DO SOMETHING FORD, LIVES ARE AT STAKE! LUMBERTON TX Failure Date: 02/02/2015

10 10680366 2012 FORD FUSION Steering WHILE DRIVING THE POWER STEERING STOPPED WORKING. *TR GLEN ELLYN IL Failure Date: 01/30/2015

10 10704709 2012 FORD FUSION Steering POWER STEERING ASSIST MESSAGE AND THEN POWER STEERING ACUTRAN MESSAGE CAME ON DASH. POWER STEERING WENT OUT ALMOST IMMEDIATELY AFTER THE SECOND MESSAGE. I WAS ABLE TO STEER THE CAR INTO A PARKING LOT; TURNED OFF THE IGNITION AND LOOKED FOR A PLACE TO PARK. WHEN I TURNED THE IGNITION BACK ON THE POWER STEERING WAS WORKING. I CALLED THE FORD DEALER THAT WAS ABOUT 8 BLOCKS FROM THE INCIDENT AND WENT THERE. THE DEALER INDICATED THAT THEY REPROGRAMMED THE COMPUTER IN THE VEHICLE. I HAVE NOT HAD ANOTHER INCIDENT. INITIALLY THE DEALER WAS GOING TO CHARGE A DIAGNOSIS FEE BUT I HAD A 5 YEAR BUMPER TO BUMPER WARRANTY. SO NO CHARGES. LAUDERDALE LAKES FL Failure Date: 01/30/2015

10 10679591 2012 FORD FUSION Steering FRONT PASSENGER TIRE WAS LOW AND DROVE THE CAR 1.75 MILES TO SERVICE STATION TO FILL UP. DURING THE DRIVE WARNING MESSAGES TURNED ON - SERVICE ADVANCETRAC & SERVICE POWER STEERING SOON. AFTER STOPPING THE AT A STORE AND RESTARTING THE CAR, NEW MESSAGES TURNED ON - SERVICE ADVANCETRAC & SERVICE POWER STEERING NOW. THE POWER STEERING THEN TURNED OFF AND THE CAR WAS EXTREMELY DIFFICULT TO CONTROL.

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FORTUNATELY, THE CAR WAS NOT IN A TURN OR ANOTHER STEERING INTENSIVE MANEUVER. *TR AUGUSTA GA Failure Date: 01/28/2015

10 10682850 2012 FORD FUSION Steering POWER STEERING ON MY FORD FUSION 2012 FAILED - I WAS ON A HIGHWAY OFF RAMP AND ALMOST GOT INTO A CRASH AS A RESULT. I HAVE CONTACTED FORD SEVERAL TIMES ABOUT THE ISSUE, THEY SEEM NOT TO CARE. PLEASE HELP AND LOOK IN TO THIS BEFORE I ACTUALLY GET INTO A CRASH AS A RESULT OF THE POWERTRAC STEERING FAILING. I HAVE SEEN FROM ONLINE REPORTS THAT MANY OTHER PEOPLE HAVE THIS PROBLEM. THIS IS NOW THE SIXTH TIME THIS HAPPENED. *TR MENLO PARK CA Failure Date: 01/23/2015

10 10682313 2012 FORD FUSION Steering I WAS DRIVING ON A HIGHWAY TRAVELING AROUND 65 MPH WHEN SUDDENLY A WARNING LIGHT CAME ON SAYING "POWER STEERING ASSIST FAULT" AND THE STEERING WHEEL BECAME HARD TURN. I MANAGED TO GET OUT OF THE HIGHWAY AND DROVE HOME ON STREETS WITH VERY DIFFICULT AND HARD TO STEER. I SINCE CONTACTED FORD DEALER FOR PROBABLY THERE HAS BEEN A RECALL ON THE PROBLEM, BUT THEY STATED THERE IS NOT AND SINCE MY CAR IS NO LONGER UNDER WARRANTY I NEED TO PAID FOR REPAIRS. I BELIEVE THIS ISSUE SHOULD BE CONSIDER FOR A RECALL, SINCE THE PROBLEM HAPPENED WHILE I WAS DRIVING AND I EASILY COULD HAD BEEN INVOLVED IN AUTOMOBILE ACCIDENT. *TR FONTANA CA Failure Date: 01/22/2015

10 10672630 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. AFTER STARTING THE VEHICLE, THE TRANSMISSION WAS SHIFTED INTO REVERSE AND THE STEERING WHEEL BECAME DIFFICULT TO TURN. THE SERVICE POWER STEERING NOW WARNING LIGHT ILLUMINATED. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 71,444. SAN ANTONIO TX Failure Date: 01/15/2015

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10 10678375 2012 FORD FUSION Steering TL*THE CONTACT OWNS A 2012 FORD FUSION. THE CONTACT STATED THAT AFTER STARTING THE VEHICLE, THE POWER STEERING WARNING LIGHT ILLUMINATED. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED THAT THE POWER STEERING MODULE NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 50,000. MAXTON NC Failure Date: 01/15/2015

10 10679941 2012 FORD FUSION Steering WHILE DRIVING ADVANCETRAC WARNING CAME ON ALONG WITH SERVICE POWER STEERING SOON WARNING. I DROVE APPROX 5 MORE MILES BEFORE I GOT TO WORK. WHEN I LEFT WORK IN THE MORNING, THERE WAS NO POWER STEERING IN THE CAR. I HAD THE CAR REPAIRED (DEALERSHIP SAID THE SYSTEM NEEDED RESET) ON FRIDAY THE 16TH AND THE PROBLEM RECURRED ON THE 20TH. I WAS THEN TOLD THE VEHICLE WOULD NEED A NEW PART. I HAD THE CAR SERVICED ON 1/29/15 AND WITHIN 5 MINUTES OF LEAVING THE GARAGE, THE WARNING LIGHTS WERE BACK AND THE POWER STEERING FAILED. I AM CURRENTLY WORKING WITH THE DEALERSHIP TO GET THE ISSUE RESOLVED. *TR UNIONTOWN PA Failure Date: 01/14/2015

10 10672516 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 35 MPH, THE STEERING BECAME DIFFICULT TO MANEUVER AND THE POWER STEERING ASSIST WARNING LIGHT ILLUMINATED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 94,000. ...UPDATED 02/11/15 *BF HYATTSVILLE MD Failure Date: 01/12/2015

10 10676645 2012 FORD FUSION Steering WHILE DRIVING MY 2012 FORD FUSION MY POWER STEERING WENT OUT CAUSING ME TO LOSE CONTROL OF THE VEHICLE WHILE I WAS TURNING CAUSING ME TO SIDE SWIPE MY DOOR AGAINST A POLE. *TR NASHVILLE TN Failure Date: 01/12/2015

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10 10671534 2012 FORD FUSION Steering WHILE DRIVING THE VEHICLE THE POWER STEERING UNIT FAILED COMPLETELY MAKING THE VEHICLE EXTREMELY DIFFICULT TO NAVIGATE. WARNING LIGHTS TO SERVICE THE POWER STEERING AND ADVANCE TRAC SYSTEM CAME ON. *TR

TOMBALL TX Failure Date: 01/09/2015

10 10679342 2012 FORD FUSION Steering DRIVING POWER STEERING SERVICE LIGHT CAME ON STEERING BECAME HARD COULDN'T TURN WHEEL HIT A SNOW MOUND DAMAGED FRONT BUMPER. *TR

AURORA OH Failure Date: 01/08/2015

10 10676326 2012 FORD FUSION Steering CAR WAS DRIVING FINE NO PROBLEMS DAY BEFORE. GET UP TO TAKE CHILD TO SCHOOL START CAR, SAYS SERVICE POWER STEERING SOON, SERVICE ADVANCE TRACK SOON. DROP CHILD OFF (LESS THAN 5 MILES AWAY), GO BACK HOME PARK CAR, GO TO LEAVE FOR WORK (SAME DAY) START CAR AGAIN NOW SAYS SERVICE POWER STEERING NOW. CAN HARDLY TURN THE WHEEL. CAN'T DRIVE IT LIKE THIS TO DANGEROUS. *TR TAYLORSVILLE KY Failure Date:

01/07/2015

10 10673048 2012 FORD FUSION Steering TURNING ONTO A MAIN HIGHWAY, POWER STEERING WENT OUT. WAS UNABLE TO MAKE THE TURN, WORKED VERY HARD TO AVOID TRAFFIC COMING FROM BOTH SIDES. STEERING WHEEL WOULD NOT TURN. WOUND UP CRASHING INTO A STOPLIGHT. TOOK CAR TO FORD DEALER. SAID ELECTRICAL PROBLEM AND THEY RESET POWER STEERING. DROVE CAR HOME. 12 HOURS LATER, ON MY WAY TO WORK IN THE MORNING, CHECK STEERING LIGHT CAME ON AND POWER STEERING WENT OUT IMMEDIATELY. AT FORD DEALERSHIP NOW FOR YET ANOTHER DIAGNOSIS. EXTREMELY DANGEROUS SITUATION. *TR

EAGAN MN Failure Date: 01/06/2015

10 10670550 2012 FORD FUSION Steering WHILE DRIVING HOME, MESSAGE BOARD ON THE DASH WARNS ME AND SAYS POWER STEERING SERVICE NOW AND THE SECOND MESSAGE SAID ADVANCE TRAC NOW AND

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THEN THE POWER STEERING COMPLETELY GOES OUT. AFTER MUSCLING THE STEERING WHEEL HOME I TURN IT OFF FOR A FEW MINUTES, STILL NOT WORKING I THEN DRIVE IT TO THE DEALERSHIP. THE DEALER EXPLAINED THAT IT WAS GOING TO BE EITHER THE POWER STEERING SENSOR OR THE WHOLE RACK AND SAID THAT IT WAS GOING TO BE \$95 JUST TO LOOK AT IT WITHOUT FIXING ANYTHING. I JUST TOLD HIM DON'T WORRY ABOUT IT AND LEFT. WINSTON SALEM NC Failure Date: 01/05/2015

10 10668945 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. WHILE DRIVING 30 MPH, THE STEERING WHEEL BECAME DIFFICULT TO MANEUVER. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE VIN WAS NOT AVAILABLE. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 70,000. SAINT PAUL MN Failure Date: 12/29/2014

10 10668329 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. THE CONTACT STATED THAT WHILE DRIVING AT VARIOUS SPEEDS, THE POWER STEERING WARNING LIGHT ILLUMINATED AND THE STEERING WHEEL SEIZED. AS A RESULT, THE CONTACT HAD TO USE EXCESSIVE FORCE TO STEER THE VEHICLE. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 70,000. SAN ANTONIO TX Failure Date: 12/24/2014

10 10668882 2012 FORD FUSION Steering WE WERE ON OUR WAY TO FAMILY FOR CHRISTMAS, DOING ABOUT 35 MPH WITH MY CHILDREN IN THE CAR. INFORMATION CENTER IN THE INSTRUMENT CLUSTER FLASHED ON SAYING ADVANCE TRAC, THEN SERVICE POWER STEERING NOW. LUCKILY MY HUSBAND WAS DRIVING AND WAS STRONG ENOUGH TO KEEP IT ON THE ROAD TILL WE COULD COME TO A STOP CAUSE WE LOST OUR STEERING IMMEDIATELY AFTER THE WARNING LIGHT HAD COME ON. HE TURNED THE POWER OFF TO THE CAR AND RESTARTED IT AND IT CONTINUED TO HAVE LOSS OF STEERING. *TR BESSEMER AL Failure Date: 12/24/2014

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10 10667574 2012 FORD FUSION Steering I WAS TRYING TO BACK OUT OF MY DRIVEWAY AND THE STEERING WHEEL WOULDN'T TURN. I RECEIVED A STEERING WARNING MESSAGE ALSO. *TR

MARIETTA GA Failure Date: 12/20/2014

10 10763838 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. WHILE DRIVING APPROXIMATELY 55 MPH, THE POWER STEERING BECAME INOPERABLE WITHOUT WARNING. THE FAILURE RECURRED ON ONE OCCASION. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS NOT DIAGNOSED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 16,000. UPDATED 02/05/16*LJ

SHELBYVILLE TN Failure Date: 12/15/2014

10 10663742 2012 FORD FUSION Steering FIRST INCIDENT WAS IN 2013, DRIVING DOWN FREEWAY AND ADVANCE TRAC LIGHT CAME ON THEN THE POWER STEERING WENT OUT ON CAR. TOOK IN FOR REPAIRS AND COST ME 2054.00 FOR REPAIRS, WAS TOLD NOT UNDER WARRANTY. PAID FOR REPAIR AND HERE IT IS LESS THAN ON YEAR LATER AND I HAVE SAME FAILURES ON MY VEHICLE AS MY HUSBAND, SON AND GRANDSON WERE COMING BACK FROM A TRIP. THANK GOD NO ONE WAS HURT. FIRST ADVANCE TRAC LIGHT CAME ON FOLLOWED BY POWER STEERING FAULT LIGHT CAME ON AND THEY LOST THE POWER STEERING TO THE CAR. TRIED TO TURN CAR OFF AND RESTART CAR AGAIN AND STILL NO POWER STEERING AVAILABLE. THIS IS BECOMING QUITE COMMON FOR THIS MODEL CAR BECAUSE MY DAUGHTER HAS THE SAME CAR AND HAD THE EXACT SAME ISSUE. SOMETHING HAS TO BE DONE, BEFORE SOMEONE GETS KILLED. ALWAYS AFTER THE ISSUE HAPPENS WHEN DRIVING CAR THE ENGINE SHIFTS REALLY HARD, RPM'S GO UP AND THEN SLAMS INTO GEAR!!!! *TR

SHREVEPORT LA Failure Date: 12/11/2014

10 10663522 2012 FORD FUSION Steering GOING THE SPEED OF 35 MPH MY STEERING GOT REAL TIGHT AND WHEN I WENT TO MAKE A TURN IT WAS VERY HARD TO TURN. TOOK TO MY LOCAL FORD DEALERSHIP THEY

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INFORMED ME THAT MY STEERING GEAR HAS WENT OUT ALONG WITH THE SWING ARMS. *TR CORDELE GA Failure Date: 12/07/2014

10 10663099 2012 FORD FUSION Steering WHILE DRIVING OUR 2012 FORD FUSION AT APPROXIMATELY 45 MPH THE DASHBOARD WARNING MESSAGE "SERVICE POWER STEERING SOON". WITHIN ABOUT 5 MILES THE STEERING BECAME VERY DIFFICULT AND IT WAS OBVIOUS THAT THE POWER STEERING HAD FAILED. THE MILEAGE WAS APPROXIMATELY 48,600 MILES. WE TOOK IT TO THE DEALERSHIP WHERE WE PURCHASED THE VEHICLE AND WERE TOLD THAT THE RACK AND PINION SYSTEM NEEDED TO BE REPLACED, AND THAT THE COST WAS OVER \$1,700. FORTUNATELY THE INCIDENT DID NOT LEAD TO AN ACCIDENT. *TR HARTVILLE OH Failure Date: 12/06/2014

10 10713224 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. WHILE DRIVING AT VARIOUS SPEEDS, THE CONTACT WOULD LOSE POWER STEERING. THE VEHICLE WAS TAKEN TO THE DEALER. THE TECHNICIAN DIAGNOSED THAT AN ALIGNMENT WOULD NEED TO BE PERFORMED. THE VEHICLE WAS REPAIRED HOWEVER THE FAILURE PERSISTED. THE VEHICLE WAS TAKEN BACK TO THE DEALER. THE DEALER WAS UNABLE TO DIAGNOSE THE FAILURE HOWEVER, RECOMMENDED CHANGING THE STEERING GEAR. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 96,000. ATLANTA GA Failure Date: 12/01/2014

10 10659776 2012 FORD FUSION Steering I WAS DRIVING ABOUT 30MPH AND ALL OF A SUDDEN THE "SERVICE ADVANCETRAC" WARNING POPPED UP IN THE CARS DASH ALONG WITH "SERVICE POWER STEERING NOW". I LOST MY POWER STEERING AND THIS WAS VERY ODD AND DANGEROUS BECAUSE IT LEFT ME WITH NO POWER STEERING IN THE MIDDLE OF DRIVING. CONSIDERING THE CAR IS ONLY 2 YEARS OLD AND HAVING ONLY 35000 MILES THIS SHOULD BE A PROBLEM THAT HAS TO BE TAKEN CARE FROM FORD. *TR LIVONIA MI Failure Date: 11/20/2014

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10 10658569 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. WHILE DRIVING APPROXIMATELY 30 MPH, THE POWER STEERING FAILED. THE VEHICLE WAS NOT TAKEN TO A DEALER OR INDEPENDENT MECHANIC. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. THE FAILURE MILEAGE WAS UNKNOWN. ST. LOUIS MO

Failure Date: 11/15/2014

10 10655159 2012 FORD FUSION Steering SUDDEN LOSS OF STEERING. *TR LECLAIRE IA Failure Date: 11/14/2014

10 10724527 2012 FORD FUSION Steering WHILE DRIVING DOWN THE INTERSTATE AT A SPEED OF 70 MPH THE CAR LOST ALL POWER STEERING. WOODBURYTN Failure Date: 11/12/2014

10 10669975 2012 FORD FUSION Steering I AM SO DISAPPOINTED WITH FORD FOR NOT RECALLING THE POWER STEERING IN THE 2012 FORD FUSION. IT IS CLEARLY A SAFETY ISSUE AND COULD BECOME FATAL IF OCCURRING AT THE WRONG PLACE WRONG TIME. I FEEL FORTUNATE THAT MY POWER STEERING FAILURE HAPPENED WHEN I WAS BACKING OUT OF MY PARKING GARAGE. I COULD BARELY MOVE THE STEERING WHEEL ENOUGH TO GET IT BACK INTO THE PARKING SPOT. NOW I HAVE TO PAY \$2,600 TO HAVE IT FIXED!! THE POWER STEERING FAILURE LIGHT DID COME ON. THEN TURNED OFF AFTER I TURNED THE CAR OFF. THEN TURNED ON AGAIN 4 DAYS LATER. I HAVE BEEN A FORD OWNER FOR THE LAST 10 YEARS. I WILL NEVER BUY A FORD AGAIN BECAUSE OF THIS. *TR SANTA CLARA CA Failure Date: 11/05/2014

10 10653507 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 50 MPH, THE VEHICLE VEERED TO THE LEFT CAUSING THE CONTACT TO CRASH INTO A DITCH, MAILBOX AND A FEW SMALL TREES. A POLICE REPORT WAS FILED. THE CONTACT SUSTAINED BRUISING, A BROKEN TAIL BONE AND NOSE. THE MIDDLE REAR SEAT PASSENGER SUSTAINED LACERATIONS TO THE HEAD AND BOTH PASSENGERSø REQUIRED MEDICAL

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ATTENTION. THE VEHICLE WAS DESTROYED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 39,500.

ADRIAN MI Failure Date: 11/04/2014

10 10652202 2012 FORD FUSION Steering SLOWING DOWN FOR A STOP SIGN. THE POWER STEERING WENT OUT MAKING IT VERY DIFFICULT TO STEER. SHUT OFF THE CAR AND RESTARTED IT AND THE PROBLEM WENT AWAY. *TR MAUMEE OH Failure Date: 11/03/2014

10 10652583 2012 FORD FUSION Steering I WAS TRAVELING DOWN THE INTERSTATE AT APPROX. 70MPH AND THE SERVICE POWER STEERING NOW, AND SERVICE ADVANCTRAC SIGNAL CAME ON, AND I LOST ALL POWER STEERING. LUCKILY I DID NOT WRECK, BUT WHEN I CALLED THE FORD DEALERSHIP TODAY THEY WANTED TO CHARGE ME \$100.00 PER MESSAGE. *TR WOODBURYTN Failure Date: 11/03/2014

10 10652603 2012 FORD FUSION Steering AS I WAS DRIVING DOWN THE ROAD YESTERDAY, I SUDDENLY LOST ALL POWER STEERING IN MY 2012 FORD FUSION. THE DASH READS "SERVICE POWER STEERING NOW" ... I AM A 23 YEAR OLD FEMALE AND IT TAKES EVERY BIT OF STRENGTH I HAVE TO MANEUVER THE VEHICLE AT THIS TIME. VERY DISAPPOINTED THAT A VEHICLE 2 YEARS OLD WOULD NEED THE ENTIRE POWER STEERING SYSTEM REPLACED (ACCORDING TO FORD. THIS WOULD COST AROUND 2400). THIS IS VERY DANGEROUS AND COULD CAUSE ACCIDENTS AND/OR FATALITIES! FORD NEEDS TO OWN UP AND DEAL WITH THIS PROBLEM.

*TR TELLICO PLAINS TN Failure Date: 11/03/2014

10 10653787 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 10 MPH, THE STEERING WHEEL BECAME DIFFICULT TO TURN AS THE SERVICE POWER STEERING WARNING LIGHT ILLUMINATED. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 69,625.

MARLBORO MA Failure Date: 11/03/2014

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10 10653080 2012 FORD FUSION Steering TL* THE CONTACTS OWNS A 2012 FORD FUSION. WHILE DRIVING 65 MPH, THE STEERING WHEEL SEIZED AND THE ADVANCED TRAC STEERING AND POWER STEERING LIGHTS ILLUMINATED. THE VEHICLE WAS TAKEN TO THE DEALER. THE TECHNICIAN DIAGNOSED THAT THERE WAS SYSTEM FAILURE. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 70,000.

EAST HARTFORD CT Failure Date: 11/02/2014

10 10651476 2012 FORD FUSION Steering AT HIGHWAY SPEEDS CAR HAS A TENDENCY TO WONDER AND NOT. *TR MOSCOW

ID Failure Date: 10/30/2014

10 10670138 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. WHILE DRIVING APPROXIMATELY 65 MPH, THE STEERING WHEEL SEIZED AND THE POWER STEERING WARNING LIGHT ILLUMINATED. THE VEHICLE WAS TAKEN TO A DEALER FOR DIAGNOSTIC TESTING. THE STEERING WHEEL MOTOR AND THE ADVANCE TRACK SYSTEM WERE REPLACED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 46,000. UPDATED 3/13/15*CN

NEW HOLLAND PA Failure Date: 10/29/2014

10 10651574 2012 FORD FUSION Steering MY CARS LOST POWER-ASSISTED STEERING, CAUSING INCREASED STEERING EFFORT. THE FOLLOWING MESSAGES APPEARED WHEN I LOST THE POWER STEERING "POWER STEERING ASSIST FAILURE" AND "SERVICE ADVANCETRAC." THIS HAPPENED WHEN I WAS DRIVING ON A RESIDENTIAL STREET. WHEN I RESTARTED THE CAR THE POWER-ASSISTED STEERING WAS FUNCTIONING, ENABLING ME TO DRIVE THE CAR TO THE DEALER. THE CAR IS NOW AT THE DEALER FOR REPAIR. THE DEALER EXPERIENCED THE SAME ISSUE WHEN TAKING THE CAR OUT FOR A TEST RIDE. THEY ARE ORDERING A RACK AND PINION IN HOPES TO REPAIR THE CAR. *TR WILTON CT

Failure Date: 10/28/2014

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10 10650569 2012 FORD FUSION Steering I HAVE BEEN HAVING PROBLEMS WITH MY 2012 FORD FUSION FOR APPROX 6-7 MONTHS NOW. WHEN I START THE CAR I GET A MESSAGE SAYING "POWER STEERING ASSIST FAILURE" AND THE CAR IS VERY HARD TO STEER. I WILL TURN IT OFF AND THE RE-START, SOMETIMES HAVING TO DO THIS 3 OR 4 TIMES BEFORE IT FINALLY WORKS. AS OF TODAY, THE MESSAGE APPEARED, THE POWER STEERING WILL NOT RESET REGARDLESS OF HOW MANY TIMES I RE-START. IT ALSO GIVES A DIFFERENT MESSAGE ABOUT SERVICE REQUIRED TO THE STABILITRAC. *TR RHOME TX Failure Date: 10/27/2014

10 10650236 2012 FORD FUSION Steering POWER STEERING ASSIST FAILED. MAKING WHEEL UNTURNABLE. THIS HAS HAPPENED AND BEEN REPLACED NUMEROUS TIMES. *TR AUSTIN TX Failure Date: 10/26/2014

10 10653829 2012 FORD FUSION Steering FORD FUSION 2012 POWER STEERING WENT OUT. CAR IS NEAR IMPOSSIBLE TO OPERATE. TOOK IT TO SHOP, IS GOING TO COST UPWARDS OF \$1,900 TO FIX, CAR IS NO LONGER UNDER WARRANTY. POWER STEERING LIGHT CAME ON, ISSUE WAS NOT CORRECTED UPON RE-START. *TR LOUISVILLE KY Failure Date: 10/23/2014

10 10649339 2012 FORD FUSION Steering I WAS DRIVING AND THE POWER STEERING WENT OUT. THE LIGHT CAME ON AND A MESSAGE THAT SAID IT WAS THE POWER STEERING. I WAS UNABLE TO TURN THE WHEEL. ONCE I TURNED THE CAR OFF AND BACK ON IT WAS FIXED. *TR SAN ANTONIO TX Failure Date: 10/22/2014

10 10649241 2012 FORD FUSION Steering I HAVE A 2012 FORD FUSION AND MY VEHICLE HAS LOST POWER STEERING DUE TO THE ADVANCED TRAC AND POWER STEERING ASSIST FAULT. - I WAS BACKING OUT OF MY DRIVEWAY LUCKILY I DID NOT HIT ANYTHING OR ANYONE. I COULD NOT IMAGINE THIS HAPPENING WHILE ON THE FREEWAY, THIS IS EXTREMELY DANGEROUS. THIS SHOULD BE A RECALL, CONSUMERS SHOULD NOT HAVE

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TO PAY FOR SOMETHING LIKE THIS. FORD NEEDS TO STEP UP AND TAKE CARE OF THIS PROBLEM - I WILL NEVER BUY ANOTHER FORD IF THIS IS NOT TAKEN CARE OF. *TR TRACY CA Failure Date: 10/20/2014

10 10648819 2012 FORD FUSION Steering WHEN DRIVING THE VEHICLE HOME ON MY NEIGHBORHOOD STREET, THE ADVANCETRAC/POWER STEERING WARNING CAME ON AND I SUDDENLY LOST MY POWER STEERING. I WAS ABLE TO PULL IN MY DRIVEWAY AND PARK THE VEHICLE. I LOOKED ONLINE FOR POSSIBLE SOLUTIONS AND FOUND THAT THERE WERE A LOT OF OTHER PEOPLE WHO'VE HAD THIS SAME PROBLEM. I TRIED TO RESTART THE CAR HOPING THAT WOULD FIX IT, WITH NO LUCK. THIS IS A SERIOUS SAFETY HAZARD! NOT HAVING THE ABILITY TO STEER A VEHICLE COULD RESULT IN AN ACCIDENT VERY EASILY. I DROVE THE VEHICLE TO MY LOCAL DEALERSHIP (USING A LOT OF MUSCLE) AND AM AWAITING A RESPONSE FROM THEM. THIS IS SOMETHING THAT FORD SHOULD ISSUE A RECALL ON. WHAT IS MORE CONCERNING IS THAT THEY ISSUED A RECALL ON A VERY SIMILAR PROBLEM ON THE EXPLORERS AND ESCAPES. WHY WOULD THEY NOT HAVE DONE IT FOR THE FUSION TOO!? I HOPE THEY GET THIS RESOLVED BEFORE SOMEONE IS BADLY INJURED OR KILLED DUE TO THIS FAULTY DESIGN. *TR

JEFFERSON CITY MO Failure Date: 10/19/2014

10 10650842 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. WHILE DRIVING APPROXIMATELY 5 MPH, THE POWER STEERING BECAME INOPERABLE. THE FAILURE RECURRED SEVERAL TIMES. THE VEHICLE WAS TAKEN TO THE DEALER AND AN INDEPENDENT MECHANIC FOR DIAGNOSTIC TESTING. THE TECHNICIAN STATED THAT THE ELECTRONIC POWER SYSTEM ASSISTED MODULE NEEDED TO BE REPLACED. THE VEHICLE HAS NOT BEEN REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 51,000.

GAINESVILLE GA Failure Date: 10/15/2014

10 10644417 2012 FORD FUSION Steering I WAS DRIVING AT A SPEED OF NO MORE THAN 40 MPH. I WAS ON MY WAY HOME FROM PICKING Y CHILDREN UP FROM SCHOOL WHEN THE POWER STEERING WENT

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COMPLETELY OUT ON MY CAR. THERE IS A WARNING LIGHT ON IN MY VEHICLE THAT SAYS SERVICE POWER STEERING NOW AND SERVICE ADVANTRAC. THIS IS THE FIRST TIME THIS HAPPENED. I HAD MY TWO YOUNG CHILDREN WITH ME THE TIME IT WENT OUT. THE STEERING BECAME EXTREMELY HARD TO CONTROL HOWEVER NO ACCIDENT OCCURRED. THE BRAKES BECAME HARD TO APPLY. IF I HAD BEEN GOING A FASTER SPEED WHEN IT HAPPENED I FEEL AS THOUGH A WRECK WOULD HAVE OCCURRED. I HAVEN'T TRIED THE RESTART METHOD BECAUSE OF STORMS. THERE IS LESS THAN 70,000 MILES ON MY CAR AND THIS IS MESSED UP. I HAVE READ OTHER COMPLAINTS ABOUT THIS AND I THINK ITS SOMETHING FORD SHOULD ISSUE A RECALL FOR. I HAVE ONLY HAD THIS CAR ABOUT 5 MONTHS. I SHOULD NOT HAVE TO PUT 1500-2000 DOLLARS INTO A REPAIR FOR IT. THANKS FOR INVESTIGATING THIS.

*TR GOLDEN MS Failure Date: 10/13/2014

10 10644449 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. WHILE TRAVELING APPROXIMATELY 60 MPH, THE POWER STEERING FAILED AND SENSORS ILLUMINATED ON THE INSTRUMENT PANEL. THE CONTACT INDICATED THAT THE SENSORS DISPLAYED SERVICE ADVANCED TRAC AND SERVICE POWER STEERING NOW. THE CONTACT MERGED TO THE SIDE OF THE ROAD AND TURNED OFF AND RESTARTED THE VEHICLE. UPON RESTARTING THE VEHICLE, THE SENSORS REMAINED ILLUMINATED. THE CONTACT PARKED THE VEHICLE DUE TO THE SAFETY CONCERN. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED. THE APPROXIMATE FAILURE MILEAGE WAS 60,000. MT. JUDEA AR Failure Date: 10/13/2014

10 10643160 2012 FORD FUSION Steering WHEN MY WIFE STARTED THE CAR AND BEGAN TO BACK STRAIGHT OUT OF THE GARAGE SHE NOTICED A WARNING THAT THE POWER STEERING HAD FAILED AND WAS NOT WORKING AND DID FIND THAT IT WAS NOT WORKING. SHE DROVE THE CAR BACK INTO THE GARAGE AND PARKED IT. LATER, WHEN I STARTED THE CAR THE PROBLEM HAD CLEARED. NO FAULT CODES WERE PRESENT IN THE OBD II MONITOR. *TR FREDERICKSBURG VA Failure Date: 10/07/2014

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10 10641619 2012 FORD FUSION Steering TRAVELING ALONG AND ACCELERATOR PEDAL DID NOT RESPOND TO PRESSING AND STEERING WAS HARD TO STEER. CAR WAS STILL RUNNING. LOSS OF POWER STEERING AND NO GAS PEDAL. PULLED OVER AND TURNED CAR OFF AND RESTARTED. ISSUE WENT AWAY BUT CAME BACK 20 MILES LATER. I CALLED DEALER SHENANDOAH FORD AND WAS TOLD THIS IS NORMAL AND NOTHING TO WORRY ABOUT AND KEEP DRIVING. *TR BENTONVILLE VA
Failure Date: 10/06/2014

10 10641819 2012 FORD FUSION Steering ON 10/5/14 MY STEER WHEEL WAS MAKING A NOISE WHEN I STARTED TURNING IT AND FIGURED I GET IT CHECKED WHEN I WENT TO GET OIL CHANGE NEXT DAY. THE NEXT DAY I WAS DRIVING TO DEALERSHIP AND HALF WAY THERE THE POWER STEERING FAILED AND LIGHT CAME ON. LUCKILY I WAS DRIVING WITH TWO HANDS.
*TR DAVENPORT FL Failure Date: 10/06/2014

10 10643375 2012 FORD FUSION Steering THIS HAS HAPPENED TO MY 2012 FORD FUSION TWICE. I JUST GOT MY CAR BACK FROM THE FORD DEALERSHIP REPAIR CENTER AND A WEEK LATER THE POWER STEERING GOES OUT WHILE I AM DRIVING. THE ROD AND PINION WAS REPLACED THE FIRST TIME MY 2012 FORD FUSION WAS PUT IN THE SHOP. THE SERVICE POWER STEERING LIGHT CAME ON, AND THE ADVANCE TRACK LIGHT CAME ON BOTH TIMES. *TR GROVE CITY PA Failure Date: 10/06/2014

10 10641902 2012 FORD FUSION Steering WHILE DRIVING APPROXIMATELY 30 MPH, I HEARD SEVERAL BEEPS AND THEN I LOST POWER STEERING. THE WARNING MESSAGE SAID "POWER STEERING ASSIST FAULT" AND THEN "SERVICE ADVANCETRAC". I DROVE THE REST OF THE WAY TO WORK (APPROXIMATELY A 10 MINUTE DRIVE) WITHOUT POWER STEERING. WHEN I STARTED THE CAR AGAIN SEVERAL HOURS LATER, I HAD POWER STEERING AGAIN, BUT DROVE THE CAR STRAIGHT TO MY LOCAL FORD DEALERSHIP. IT WAS DETERMINED THAT THERE IS A FAULTY SENSOR CAUSING THE POWER STEERING ISSUE. THIS WOULD BE COVERED BY THE 3 YEAR/36,000 MILE WARRANTY, BUT I WAS OUT OF WARRANTY BY JUST 5 DAYS.

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THE REPAIR WAS QUOTED AS \$1700. I WAS GIVEN A CUSTOMER SERVICE NUMBER TO CALL, AND WAS INFORMED BY A REPRESENTATIVE THAT THERE WAS NOTHING THEY COULD DO TO HELP ME. I CALLED BACK TO THE DEALERSHIP, AND THEY GAVE ME A NEW QUOTE OF \$1500, SAYING THAT WAS THE BEST THEY COULD DO. WITH THIS BEING A KNOWN PROBLEM IN 2010-2012 FUSIONS, FORD SHOULD ISSUE A RECALL AND ASSIST ALL THEIR OWNERS! THEY NEED TO STAND BEHIND THEIR WORK, AND CORRECT THE ISSUE. *TR GILBERT AZ Failure Date: 10/04/2014

10 10643132 2012 FORD FUSION Steering FORD FUSION 2012 ELECTRONIC POWER STEERING FAILURE AT LOW SPEED. THE POWER STEERING OF THE FUSION JUST COMPLETELY FAILED WHILE BRINGING THE CAR TO A STOP. THERE WAS NO ACCIDENT OR IMPACT. THE CAR COULD STILL BE STEERED MANUALLY WITH DIFFICULTY IN MAKING TURNS. TOOK CAR TO THE DEALER AND RECEIVED AN ESTIMATE OF 1800 TO REPAIR A MAJOR PART (COMPLETE ELECTRONIC POWER STEERING ASSEMBLY) ON A 2 YEAR OLD CAR THAT SHOULD NOT FAIL ON IT'S OWN. I HAVE REPORTED THE ISSUE TO FORD CUSTOMER SERVICE AND IT ESCALATED QUICKLY WITHIN THE COMPANY. I'M CURRENTLY WAITING FOR A REGIONAL MANAGER TO GET BACK TO ME REGARDING THE ISSUE IN THE NEXT BUSINESS DAY. THERE ARE NO RECALLS BUT THIS ISSUE SEEMS TO BE WELL DOCUMENTED ON THE WEB AS A PROBLEM WITH THE FUSION BETWEEN THE YEARS 2010 AND 2012. THIS CAR IS IN EXCELLENT SHAPE AND THE DEALER INDICATED THAT THIS IS JUST A PART FAILURE(?) - A VERY EXPENSIVE ONE THAT SHOULD NOT BE DEFECTIVE AFTER ONLY A COUPLE OF YEARS. FAILURE COULD HAVE BEEN DISASTROUS AT HIGHER SPEEDS, HIGHWAYS OR WHEN TRYING TO MAKE A TURN. *TR CUYAHOGA FALLSOH Failure Date: 10/04/2014

10 10644273 2012 FORD FUSION Steering LOST POWER STEERING ABILITY WHEN DRIVING TO WORK. *TR OAKDALE PA Failure Date: 10/02/2014

10 10640717 2012 FORD FUSION Steering DRIVING IN RUSH HOUR TRAFFIC IN ATLANTA, POWER STEERING FAILED. WARNING LIGHT CAME ON

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STATING "POWER STEERING ASSIST FAULT" AND "SERVICE ADVANCETRAC". HAS HAPPENED IN THE PAST AND SIMPLY RESTARTING THE CAR WOULD FIX THE ISSUE. HOWEVER, I HAVE RESTARTED THE CAR 4 TIMES SINCE THEN AND THE ERROR WILL NOT GO AWAY. POWER STEERING ON CAR WILL NOT WORK.

*TR CARTERSVILLE GA Failure Date: 10/01/2014

10 10649131 2012 FORD FUSION Steering 2012 FORD FUSION. CONSUMER WRITES IN REGARDS TO LOSS OF POWER STEERING ON FOUR OCCASIONS. *TGW THE CONSUMER STATED THE POWER STEERING WOULD RESUME NORMAL OPERATION, AFTER TURNING THE ENGINE OFF AND RE-STARTING IT. *JB ABBEVILLE SC Failure Date: 10/01/2014

10 10640502 2012 FORD FUSION Steering LEAVING A PARKING SPACE IN A PARKING LOT, LOST POWER STEERING. POWER STEERING IS NOW NOT WORKING. DEALER SAYS THERE IS NO WARRANTY ON VEHICLE FOR PROBLEM. DEALER ALSO SAID THEY HAVE HAD SEVERAL PROBLEMS WITH THE POWER STEERING ON THESE VEHICLES. NOW IT IS MY RESPONSIBILITY TO PAY \$1,500.00 + TO FIX A SAFETY HAZARD! I ALSO HAVE A 15 YEAR THAT DRIVES THE CAR REGULARLY. HE IS NO LONGER ALLOWED TO DRIVE THE CAR FOR OBVIOUS SAFETY REASONS. I HAVE ALSO HEARD AND READ ABOUT PROBLEMS WITH THE STEERING LOCKING AS YOU ARE DRIVING. *TR
 BOISE ID Failure Date: 09/29/2014

10 10644126 2012 FORD FUSION Steering WHILE TRAVELING HOME ON THE INTERSTATE WITH MY SPOUSE AND CHILD, THE CAR WARNING SYSTEM SUDDENLY FLASHED "POWER STEERING FAILURE" AND "AUTO TRACTION FAILURE" AND I LOST POWER STEERING IN THE VEHICLE. IN THIS FRIGHTENING MOMENT, THE CAR WAS DIFFICULT TO DRIVE AS WE SLOWED TO A SAFE SPEED AND RETURNED TO OUR HOME. ON OCTOBER 1, 2014 MY WIFE ATTEMPTED TO DRIVE THE CAR BUT WAS PHYSICALLY UNABLE TO BACK THE VEHICLE OUT OF THE DRIVE AS THE POWER STEERING FAILED. I CONTACTED OUR DEALER AND WAS TOLD THAT IT COULD BE A VERY EXPENSIVE PART (THE RACK) COSTING \$1800.00 AS ANOTHER FUSION WAS AT THE DEALERSHIP AT THAT TIME WITH 73,000 MILES HAVING THAT PART REPLACE. I WAS

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ASTOUNDED. ON OCTOBER 2ND, I CAREFULLY WITH GREAT DIFFICULTY NAVIGATED THE CAR TO THE DEALERSHIP, HERE IT WAS DETERMINED THAT THE POWER STEERING RACK WOULD HAVE TO BE REPLACED. IN CONVERSATION WITH THE SERVICE MANAGER I WAS INFORMED THAT I HAD DONE NOTHING WRONG AND THAT THERE WAS NO PREVENTATIVE MAINTENANCE THAT COULD HAVE BEEN PERFORMED, BUT TH AT THE PART SIMPLY FAILED. IT IS MY CONTENTION THAT THE PART WAS NOT MADE PROPERLY AND THAT IT IS A SAFETY HAZARD. I HAVE CALLED FORD TWICE ON 10/02 AND 10/10 AND HAVE RECEIVED ABSOLUTELY NO HELP OR SATISFACTION. I HAVE CALLED THE FORD DEALERSHIP AND HAVE NOT RECEIVED SATISFACTION TO THIS POINT. THIS IS A DANGEROUS SITUATION WITH A DEFECTIVE PART THAT FORD HAS PRODUCED, BUT IS UNWILLING TO REPLACE. I RESPECTFULLY REQUEST THAT THE NHTSA INTERVENE IMMEDIATELY AND ISSUE A RECALL FOR THIS DANGEROUS SITUATION BEFORE LIFE IS LOST. *TR LINCOLN IL Failure Date: 09/29/2014

10 10640338 2012 FORD FUSION Steering I HAVE A 2012 FORD FUSION 4 DR THAT WE HAVE HAD FOR ABOUT 1 YEAR. I WAS DRIVING THE VEHICLE WHEN ALL OF A SUDDEN A LIGHT CAME ON THE DASH AND I INSTANTLY HAD NO POWER STEERING. I WAS TRAVELLING 65 MPH ON HWY 81 AND LUCKILY WAS ABLE TO GET THE VEHICLE PULLED OVER TO THE SIDE OF THE ROAD. I SHUT THE VEHICLE OFF AND RESTARTED IT AND THE PROBLEM WENT AWAY. I HAVE HAD THIS HAPPEN NOW SEVERAL TIMES AND AM CONCERNED THAT IF I WERE PASSING SOMEONE OR MAKING A TURN AND THE POWER STEERING FAILED I WOULD HAVE AN ACCIDENT. FORD DOES NOT SEEM TO ACKNOWLEDGE THIS PROBLEM. NORTH PLATTE NE Failure Date: 09/28/2014

10 10640534 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. WHILE ATTEMPTING TO EXIT A PARKING LOT, THE STEERING WHEEL BECAME DIFFICULT TO MANEUVER AND THE EPS INDICATOR ILLUMINATED INTERMITTENTLY. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE

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APPROXIMATE FAILURE MILEAGE WAS 37,000. UPDATED 12/01/14*LJ UPDATED
5/7/2015 *JS STAFFORDSVILLE VA Failure Date: 09/28/2014

10 10639710 2012 FORD FUSION Steering WE WERE DRIVING
QUITE SLOW THROUGH ROOSEVELT STATE PARK IN NORTH DAKOTA WHEN A
WARNING CAME ACROSS OUR DISPLAY SAYING "CHECK POWER STEERING
NOW". WE KEPT DRIVING AND CAME ACROSS SOME ROAD CONSTRUCTION,
SO WE TURNED THE CAR OFF. WHEN WE STARTED THE CAR TO CONTINUE
THROUGH THE PARK, WE HAD NO MORE POWER STEERING. IT BECAME VERY
DIFFICULT TO TURN THE CAR WHILE WE LOOKED FOR A SERVICE STATION.
THE FORD DEALER IN THAT AREA DID NOT HAVE TIME TO LOOK AT IT FOR 30
DAYS AND THE PERSON AT THE SERVICE STATION TOLD US TO MAN HANDLE IT
BACK TO WISCONSIN. THAT IS WHAT WE DID AND TOOK IT DIRECTLY TO THE
FORD DEALERSHIP HERE IN MARSHFIELD, WISCONSIN. THEY CLAIMED THERE
IS NO WARRANTY AND THAT THE PROBLEM IS UNUSUAL AT THIS LOW MILEAGE.
WE ARE PAYING \$105 TO GET IT DIAGNOSED AND DO NOT KNOW WHAT IT WILL
COST TO REPAIR. I FOUND THAT FORD DOES KNOW THERE IS ISSUES WITH
THE POWER STEERING. WE FEEL IT WAS DANGEROUS FOR US TO BE DRIVING
THE CAR IN THIS CONDITION. WE ARE VERY DISAPPOINTED IN HOW THIS
ISSUE IS BEING DEALT WITH. *TR MARSHFIELD WI Failure Date:
09/25/2014

10 10650350 2012 FORD FUSION Steering DRIVING DOWN THE
ROAD AND IT POPPED UP SERVICE POWER STEERING NOW. SO I DROVE IT
ONTO THE STORE. CUT THE CAR OFF CAME BACK OUT OF STORE AND
CRANKED MY CAR AND IT THEN SAID SERVICE POWER STEERING NOW TRIED
TO BACK UP AND COULDN'T. IT WAS VERY HARD TO TURN. BEEN SITTING IN
MY YARD SINCE THEN BECAUSE IT IS SUCH AN EXPENSIVE PROBLEM TO FIX. I
PERSONALLY THINK THERE SHOULD BE A RECALL AND FORD NEEDS TO DO IT
SOON. *TR BOWMAN GA Failure Date: 09/25/2014

10 10638392 2012 FORD FUSION Steering I BOUGHT THE CAR
USED FROM CARMAX ON APRIL 5, 2014 WITH LESS THAN 15,000 MILES ON IT.
APPARENTLY IT PASSED THEIR COMPREHENSIVE 125 PT INSPECTION. SINCE I

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HAD TO BE BACK AT WORK LATER THIS WEEK, WAS DRIVING BACK TO SACRAMENTO, CALIFORNIA IN OREGON ON MY WAY BACK FROM SEATTLE, WA AFTER DROPPING MY DAUGHTER OFF AT COLLEGE. MADE A LANE CHANGE AT 60 MPH AND NOTICED THE STABILITY CONTROL LIGHT ON AND THE MESSAGES "SERVICE ADVANCETRAC NOW" AND "SERVICE POWERSTEERING NOW" CAME ON (I AM DEAF SO I CAN'T HEAR THE CHIMES). STEERING BECAME AN INCREASINGLY DIFFICULT, ESPECIALLY ON THE I-5 ON THE MOUNTAIN PASSES IN OREGON. I SLOWED DOWN AND WAS ABLE TO PULL OVER TO THE NEAREST REST STOP. TURNED THE CAR OFF TO LET IT REST AND TURN IT BACK ON. STABILITY CONTROL LIGHT WAS OFF BUT SERVICE POWERSTEERING NOW MESSAGE STILL CAME ON AT SLOWER SPEEDS. STABILITY CONTROL LIGHT CAME BACK ON AGAIN WITH THE "SERVICE ADVANCETRAC NOW" MESSAGE DISPLAYING. DID THIS A FEW TIMES WITH THE SAME RESULTS AND STEERING BECAME INCREASINGLY DIFFICULT. WAS ABLE TO GET THE CAR TO MY AUNT'S WHO LIVES NEARBY IN OREGON. SINCE THE CAR IS STILL UNDER WARRANTY, MY AUNT CALLED FORD WHO THEN SENT OUT A TOW TRUCK TO HAVE IT TOWED TO THE NEAREST FORD DEALERSHIP IN ROSEBURG, OR. WHERE IT'S BEING LOOKED AT. DID SOME RESEARCH AND CAME ACROSS ALL THESE RECENT COMPLAINTS FOR THE SAME YEAR AND MODEL OF MY CAR. NEVER HAD ANYTHING LIKE THAT HAPPENED TO ME BEFORE AND IT WAS A SCARY EXPERIENCE. I OR SOMEONE ELSE COULD'VE BEEN KILLED FROM THIS ISSUE. IT SERIOUSLY NEEDS TO BE ADDRESSED AND DEALT WITH. *TR ANTELOPE CA Failure Date: 09/22/2014

10 10638142 2012 FORD FUSION Steering I WAS DRIVING MY 2012 FORD FUSION WHEN THE SERVICE POWER STEERING/ SERVICE POWER TRAIN LIGHT CAME ON. WHILE I WAS DRIVING THE STEERING WHEEL BECAME STIFF AND I WAS UNABLE TO TURN THE STEERING WHEEL. THIS IS A MAJOR SAFETY CONCERN AND SHOULD BE DEALT WITH ACCORDINGLY. *TR GROVE CTY PA Failure Date: 09/20/2014

10 10637059 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. THE CONTACT STATED THAT IMMEDIATELY AFTER

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STARTING THE ENGINE, THE STEERING WHEEL BECAME HARD TO TURN AND THE POWER STEERING ASSIST WARNING LIGHT ILLUMINATED. THE VEHICLE WAS TAKEN TO THE 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 WAS 62,000. BEAVER OH Failure Date: 09/16/2014

10 10637065 2012 FORD FUSION Steering AS OTHER COMPLAINTS, THE POWER STEERING ASSIST FAULTED RESULTING IN NO POWER STEERING. FORTUNATELY, I WAS NOT MOVING AT THE TIME. SAME REPAIR IS REQUIRED AS EVERYONE ELSE TO REPAIR THE POWER STEERING. CONTACTED FORD AND THEY DO NOT HAVE A RECALL. THEY SUGGESTED WE CONTACT THE NATIONAL HIGHWAY TRANSPORTATION AND SAFETY ADMINISTRATION WHICH WE DID. IF ENOUGH PEOPLE COMPLAIN PERHAPS A RECALL WILL RESULT. THIS IS A REAL SAFETY ISSUE ESPECIALLY FOR YOUNG DRIVERS LACKING THE EXPERIENCE TO HANDLE A CAR THAT SUDDENLY LOOSES NORMAL STEERING. *TR BEAVER OH Failure Date: 09/16/2014

10 10651778 2012 FORD FUSION Steering WARNING LIGHT CAME ON AND WITHIN THE NEXT 3 MILES, STEERING FAILED, RESULTING IN LOSS OF CONTROL AND SIGNIFICANT INCREASED EFFORT IN STEERING IN ORDER TO GET TO SAFETY. *TR ROCHESTER MN Failure Date: 09/15/2014

10 10633056 2012 FORD FUSION Steering STEER FAULT ASSIST WARNING LIGHT CAME ON AND LOST POWER STEERING. *TR HOUSTON TX Failure Date: 09/14/2014

10 10633753 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. THE CONTACT STATED THAT WHILE DRIVING AT APPROXIMATELY 40 MPH, THE SERVICE POWER STEERING WARNING LIGHT ILLUMINATED AND THE POWER STEERING FAILED. THE VEHICLE WAS TOWED TO THE CONTACT'S MECHANIC SHOP. THE CONTACT WAS A CERTIFIED

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MECHANIC WHO DIAGNOSED THAT THE POWER STEERING FAILED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 42,000. LIHUE

HI Failure Date: 09/12/2014

10 10632180 2012 FORD FUSION Steering I WAS DRIVING DOWNHILL AT A STEADY 60 MPH WITH NO TURNS AND GOT A ERROR MESSAGE ON THE DASHBOARD TO "SERVICE POWER STEERING NOW" AND "SERVICE ADVANCETRAC NOW". THE TOW WAS COVERED UNDER ROADSIDE ASSISTANCE, HOWEVER THE ESTIMATE FOR THIS FIX HAS NOT YET BEEN RECEIVED. FOR A BRAND NEW VEHICLE PURCHASED WITH 0 MILES, THIS SORT OF PROBLEM HAS BEEN COMMON AMONG OTHER VEHICLES AND DESERVES A RECALL. HAD I NOT KNOWN WHAT TO DO GIVEN THE SITUATION, THERE COULD HAVE BEEN A VERY BAD ACCIDENT. *TR

WESTMINSTER CO Failure Date: 09/10/2014

10 10631661 2012 FORD FUSION Steering ON SEVERAL OCCASIONS THE POWER ASSIST FAILURE LIGHT WOULD COME ON WHILE DRIVING. THE POWER STEERING WOULD GO OUT. YOU WOULD HAVE TO STOP, TURN CAR OFF, WAIT 5 SECONDS THEN START CAR AGAIN. THE POWER STEERING WOULD RE-ENGAGE AT THAT POINT. THEN IT HAPPENS AGAIN A DAY LATER, SOMETIMES MONTHS LATER. *TR MEADVILLE PW

Failure Date: 09/08/2014

10 10633403 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. WHILE DRIVING 3 MPH IN REVERSE, THE POWER STEERING SEIZED AND EXCESSIVE FORCE WAS REQUIRED TO MANEUVER THE STEERING WHEEL. THE POWER STEERING ASSIST FAULT MESSAGE ILLUMINATED ON THE INSTRUMENT PANEL. THE FAILURE OCCURRED THREE TIMES WITHIN ONE WEEK. THE DEALER WAS UNABLE TO DIAGNOSE THE CAUSE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED AND THE MANUFACTURER WAS NOTIFIED. THE FAILURE MILEAGE WAS 36,000.

FRESNO CA Failure Date: 09/08/2014

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10 10631377 2012 FORD FUSION Steering VEHICLE'S POWER STEERING ASSIST FAILS AT RANDOM WHILE DRIVING. AT THIS POINT, IT BECOMES VERY HARD TO TURN THE STEERING. THE PROBLEM TEMPORARILY RESOLVES IF THE ENGINE IS STOPPED AND RESTARTED AGAIN. THIS POSES A SERIOUS SAFETY ISSUE WHILE DRIVING ON HIGHWAYS OR MAKING SHARP TURNS. ALTHOUGH THIS ISSUE HAS OCCURRED AT LEAST 6TIMES AT RANDOM OCCURRENCES IN THE PAST 2 MONTHS, ON SEP 7 2014, WHEN THE ISSUE OCCURRED AGAIN WHILE DRIVING ON A HIGHWAY, RESTARTING THE ENGINE DID NOT RESOLVE THE ISSUE. THE VEHICLE WAS PURCHASED AS NEW IN NOV 2011 AND APPROX.47000 MILES ON IT. NO ENGINE ISSUES OR SERVICE ENGINE LIGHT WERE PRESENT AT THE TIME OF THE PROBLEM. *TR

NASHUA NH Failure Date: 09/07/2014

10 10631618 2012 FORD FUSION Steering DRIVING ON INTERSTATE SUDDENLY POWER STEERING STOPPED WORKING. AT THE SAME TIME SERVICE LIGHT APPEARED ON DASHBOARD. *TR ANN

ARBOR MI Failure Date: 09/05/2014

10 10648668 2012 FORD FUSION Steering DRIVING DOWN THE ROAD AND ALL OF A SUDDEN WARNING SIGNAL WENT OFF AND THE WARNING MESSAGE SAID "POWER STEERING ASSIST FAULT" AND THEN "SERVICE ADVANCETRAC". I HAD NO POWER STEERING. I WAS COMING UP TO A RED LIGHT, SO I WAS ABLE TO STOP. I TURNED THE CAR OFF AND TURNED IT BACK ON AND EVERYTHING WAS FINE. THIS HAS HAPPENED TWICE NOW TO ME WHILE DRIVING THIS CAR. THIS IS VERY UNSAFE BECAUSE YOU LOOSE ALL CONTROL OF STEERING AT THE TIME! *TR GIBRALTAR MI

Failure Date: 09/04/2014

10 10630573 2012 FORD FUSION Steering WHILE DRIVING AT 45 MPH, MY POWER STEERING STOPPED WORKING. I WAS ABLE TO PULL SAFELY TO THE SIDE OF THE ROAD, BUT COULD NOT STEER THE VEHICLE. I TURNED THE VEHICLE OFF, AND STARTED IT AGAIN. THE POWER STEERING WORKED AGAIN FOR 2 MORE MILES, AND THEN WENT OUT AGAIN. I TURNED THE VEHICLE OFF AND RESET THE STEERING AGAIN. AFTER DRIVING 3 MORE

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MILES, THE POWER STEERING STOPPED WORKING AGAIN. WHEN I WENT TO THE FORD DEALERSHIP TO HAVE THIS FIXED, THEY TOLD ME THAT THEY COULD NOT DO ANYTHING TO FIX THE PROBLEM UNLESS THE POWER STEERING WAS NOT WORKING AT THAT PARTICULAR MOMENT. THIS COULD BE A POTENTIALLY FATAL PROBLEM, DEPENDING ON SPEED, TRAFFIC, AND ROAD CONDITIONS. *TR YORKTOWN VA Failure Date: 09/03/2014

10 10723891 2012 FORD FUSION Steering IN SEPTEMBER OF 2014 THE POWER STEERING WENT OUT IN MY 2012 FORD FUSION. I BOUGHT THIS CAR NEW IN 2012. FORD AGREED TO PAY HALF OF THE COST LAST YEAR AND I PAID THE REMAINING 779.58. YESTERDAY, JUNE 6, 2015 THE POWER STEERING WENT OUT AGAIN! THIS NEEDS TO BE ADDRESSED AS A SAFETY ISSUE! FORD NEEDS TO RECALL ALL OF THESE VEHICLES AND FIX WHAT SHOULD HAVE BEEN FIXED WHEN THE PROBLEM BEGAN! SOUTH POINT

OH Failure Date: 09/03/2014

10 10639207 2012 FORD FUSION Steering WHEN FIRST STARTING THE CAR AFTER IT HAS BEEN PARKED FOR A WHILE WITH TURNING THE IGNITION ON WITH THE KEY. THE STEERING WHEEL FEELS LIKE IT IS LOCKED IN POSITION AND CAN NOT BE TURNED IN ANY DIRECTION. THIS USUALLY LASTS FOR LESS THAN A MINUTE OR TWO, THEN THE POWER STEERING RETURN AS NORMAL. THIS HAS HAPPENED SEVERAL TIMES NOW IN THE PAST 2 MONTHS AND APPEARS TO BE INCREASING IN FREQUENCY. THE FORD DEALERSHIP AT FIRST REPLACED THE PASSENGER SIDE LOWER ARM AND CHARGED \$637. AFTER RETURNING LESS THAN A WEEK LATER TO COMPLAIN THAT THE SAME EXACT PROBLEM WAS STILL HAPPENING. THE DEALERSHIP DID A DIAGNOSTIC CHECK AND SAID IT WAS NOW THE GEAR ASSEMBLY WHICH WOULD COST \$1,713.18 WITH PARTS, LABOR AND TAX. *TR

TEQUESTA FL Failure Date: 09/02/2014

10 10640997 2012 FORD FUSION Steering 2012 FORD FUSION. CONSUMER WRITES IN REGARDS TO POWER STEERING FAILURE, WITH LOW MILEAGE. *SMD THE ELECTRONIC STEERING GEAR WAS REPLACED *JB

CLIFTON NJ Failure Date: 08/30/2014

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10 10630470 2012 FORD FUSION Steering WAS DRIVING AROUND 30MPH DOWN A RESIDENTIAL STREET WHEN MY POWER STEERING LIGHT CAME ON AND I SUDDENLY LOST POWER STEERING. LUCKILY I WAS ON A SLOW STREET WITH NOT MANY CARS BUT HAD THERE BEEN A CAR IN FRONT OF ME, I WOULD'VE CRASHED. LOOKED INTO IT AND IT WAS A FAULTY POWER STEERING RACK, SOMETHING FORD HAS HEARD ABOUT A LOT BUT HASN'T ACKNOWLEDGED IT AS OF YET. *TR LAS VEGAS NV Failure Date: 08/29/2014

10 10630736 2012 FORD FUSION Steering I WAS APPROACHING A RED LIGHT AND ALL OF A SUDDEN MY POWER STEERING WENT OUT. THE DASHBOARD AT THE SAME TIME READ STEERING FAULT SERVICE NOW! I AM LUCKY THAT I WAS NOT ON THE HIGHWAY OR THAT MY GRANDCHILDREN WERE NOT IN THE CAR. I AM SCARED TO DRIVE THE CAR. IT'S AT SERVICE NOW AND THEY CLAIM THERE IS NOTHING WRONG. *TR COLTS NECK NJ Failure Date: 08/29/2014

10 10629674 2012 FORD FUSION Steering MY WIFE WAS COMING HOME FROM THE STORE ON A BACK ROAD AND SLOWED FOR A CURVE AND SHE SAID THE POWER STEERING JUST QUIT WORKING WITH A WARNING LIGHT POWER ASSIST FAILURE SHE CALLED ME AND I TOLD HER TO CUT THE ENGINE OFF AND RESTART THE CAR NOW IT WORKS .BUT I BOUGHT THIS CAR FOR MY DAUGHTER TO DRIVE AND IT HAPPENED TO ME 3 OR 4 TIMES SINCE WE BOUGHT THIS CAR USED IN APRIL WITH NO WARRANTY WHAT CAN I DO SINCE THERE IS NO RECALL ON THIS CAR ? *TR DISPUTANTA VA Failure Date: 08/25/2014

10 10693100 2012 FORD FUSION Steering IN AUGUST, 2014 WHILE DRIVING ON A RESIDENTIAL STREET AT APPROXIMATELY 30 MPH AND LOST CONTROL OF VEHICLE DUE TO ELECTRIC POWER ASSISTED STEERING (EPAS) SYSTEM FAILURE. I HAD THE VEHICLE TOWED TO A FORD DEALER FOR REPAIR AND THE REPAIR COST WAS \$936.39. IN MARCH, 2015 THE SAME THING HAPPENED AND FORD CLAIMS THEY HAVE NO LIABILITY FOR REPAIR OF THE EPAS. THIS EPAS SYSTEM IS DEFECTIVE AND UNSAFE AND FORD

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SHOULD BE HELD LIABLE AND ACCOUNTABLE. MANY OTHER MODELS WITH THE SAME EPAS SYSTEM HAVE BEEN RECALLED AND THE DEPARTMENT OF TRANSPORTATION HAS OPENED AN INVESTIGATION ON OCTOBER , 2014 FOR THE 2012 FUSION LED BY JEFFREY L. QUANDT, CHIEF OF VEHICLE CONTROL DIVISION OFFICE OF DEFECTS INVESTIGATION . *TR LAS VEGAS NV Failure Date: 08/25/2014

10 10628233 2012 FORD FUSION Steering STOPPED AT STORE ON THE WAY BACK FROM A TRIP AND WHEN I STARTED THE CAR THE POWER ASSIST FAILURE ALERT WAS ON THE DISPLAY. THE CAR HAD NO POWER STEERING. THE MANUAL SAID TO SHUT OFF AND RESTART BUT STILL HAD NO STEERING. THIS IS DANGEROUS . I COULD NOT TURN THE STEERING EFFECTIVELY AND THUS COULD NOT DRIVE IT. MY SONINLAW WHO IS A TRUCK DRIVER CAME UP TO GET ME AND THE CAR. HE DROVE IT THE 65 MILES HOME. EMERGENCY ROADSIDE SERVICE TOWED IT TO THE DEALER TODAY,. IT HAS BEEN THERE 9HOURS AND STILL WAITING TO HEAR THE FIX AND COST. POWER STEERING CANNOT GO OUT IN CARS THIS NEW. MANY COMPLAINTS ARE BEING SEEN ONLINE BUT NO RECALLS. *TR WOODWAY TX Failure Date: 08/23/2014

10 10628789 2012 FORD FUSION Steering I AM THE OWNER OF A 2012 FORD FUSION AND JUST THIS PAST FRIDAY, MY TEENAGE SON WAS DRIVING THE CAR TO COLLEGE AND ALL OF A SUDDEN IT STOPPED ON HIM IN THE MIDDLE OF THE ROAD (BUSY INTERSECTION). HE WAS ABLE TO TURN IT BACK ON AND MAKE IT TO A PARKING LOT ON CAMPUS. WHEN TRYING TO BACK OUT OF THE PARKING LOT, THE STEERING WHEEL WOULD NOT BUDGE AND THE INDICATOR LIGHTS CAME ON FOR SERVICE ADVANCE TRAC AND SERVICE POWER STEERING. NEEDLESS TO SAY, HE WAS STRANDED AS I WAS 5 HOURS AWAY. I IMMEDIATELY CONTACTED THE DEALERSHIP I BROUGHT THE CAR FROM AND THEY VERIFIED THAT I HAD PURCHASED AN EXTENDED WARRANTY FOR MY VEHICLE. ONE WOULD BE DELIGHTED TO HEAR THAT, ONLY THAT I AM STILL WAITING ON THE INSURANCE COMPANY TO SAY THAT THEY WILL PAY OUT ON THE ELECTRICAL ISSUE THAT HAS NOTHING TO DO

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WITH NORMAL WEAR AND TEAR MAINTENANCE. WE ALL KNOW HOW MUCH OF A HASSLE IT CAN BE DEALING WITH INSURANCE COMPANIES. NEVERTHELESS, I HAD MY CAR TOWED BY MY PERSONAL INSURANCE COMPANY TO THE NEAREST DEALERSHIP (BY THE WAY IT WAS CLOSED ON WEEKENDS) SO I HAD TO LET IT SIT IN THE PARKING LOT FOR 2 DAYS. I GOT A CALL FROM THE DEALERSHIP TODAY, THAT THE EPAS ELECTRONIC STEERING GEAR IS BAD AND NEEDS TO BE REPLACED. IMAGINE ME HEARING THAT THE BILL IS \$1800+ DOLLARS. I AM WAITING TO HEAR THE FINAL VERDICT ON PAYOUT FROM THE INSURANCE COMPANY AND WILL UPDATE AS IT BECOMES AVAILABLE. I AM BLESSED THAT MY SON IS ALIVE AND WELL AND THAT HE DID NOT GET INTO AN ACCIDENT, BUT WHO KNOWS WHAT WILL HAPPEN THE NEXT TIME THIS PART GOES OUT UNEXPECTEDLY ! PRAISE GOD. *TR SAN ANTONIO TX

Failure Date: 08/23/2014

10 10626821 2012 FORD FUSION Steering BACKED OUT OF GARAGE, AND UPON HITTING APPROXIMATELY 5 MPH, POWER STEERING STOPPED SUDDENLY AND COULD NOT STEER. THERE WERE SEVERAL ALERT SOUNDS, AND DASH LIGHT CAME ON INDICATED "POWER STEERING ASSIST FAULT." TURNED OFF AND BACK ON - TOOK 3 ATTEMPTS TO GET POWER STEERING TO COME BACK. HAVE SEEN MANY COMPLAINTS REGARDING THIS EXACT SAME ISSUE ON THE EXACT SAME MODEL AND YEAR VEHICLE, AND WHEN I CALLED FORD CUSTOMER SERVICE, THEY EXPLAINED THAT THEY HAVE NEVER HEARD OF IT, EVEN THOUGH HUNDREDS OF PEOPLE HAVE COMPLAINED. THE HUNDREDS OF COMPLAINTS THAT ADDRESS THIS ISSUE ALL STATE THAT POWER STEERING EITHER GOES AWAY COMPLETELY OR COMES AND GOES NEARLY DAILY. THIS IS A HUGE SAFETY ISSUE!!! WHAT IF YOU ARE DRIVING ON THE HIGHWAY AND THE POWER STEERING SUDDENLY STOPS WHEN ROUNDING A CURVE??? MY CAR HAS 63,000 MILES ON IT. THIS IS NOT A WEAR ISSUE, THIS IS A DESIGN OR PART DEFECT!!! *TR BLUE SPRINGS MO Failure Date: 08/20/2014

10 10622578 2012 FORD FUSION Steering I WAS CHECKING OUT YARD SALES. AS I WAS PULLING OVER TO THE CURB TO PARK MY CAR, THE

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CAR KILLED. THE STEERING WHEEL LOCKED UP. THE DISPLAY READ: POWER ASSIST STEERING FAULT. I MANAGED TO GET THE CAR IN PARK AND RESTARTED THE CAR. THE DISPLAY WAS GONE. I DID NOT EXPERIENCE THIS BEFORE TODAY. *TR ALVARADO TX Failure Date: 08/15/2014

10 10625768 2012 FORD FUSION Steering WAS LEAVING THE MALL WITH MY SON AND MOTHER. GOT INTO MY CAR STARTED THE ENGINE AND RIGHT AWAY THE ALERT CAME ON STATING SERVICE ADVANCE TRAC SYSTEM AND POWER STEERING FAULT INDICATOR CAME ON MY STEERING WHEEL WAS COMPLETELY STIFF... MADE IT VERY DIFFICULT TO MAKE A TURN... FIRST THING THIS MORNING I TOOK THE VEHICLE TO THE FORD DEALERSHIP APPRX 3 MILES FROM MY HOME..AND WAS TOLD THE REPAIR COST WAS APPRX 1500.00.... I CAME HOME AND RIGHT AWAY BEGAN REVIEW ALL THE FORUMS SHOWING MANY FORD OWNERS EXPERIENCING THIS ISSUES.... I DON'T UNDERSTAND HOW FORD HASN'T TAKEN ACTION.... THIS SHOULD BE RECALLED ASAP.... THE DANGER OF THIS RESULTING INTO AN AUTO ACCIDENT IS VERY HIGH.... *TR DOWNEY CA Failure Date: 08/15/2014

10 10704246 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. THE CONTACT STATED THAT WHILE DRIVING AT 70 MPH, THE STEERING WHEEL SEIZED WITHOUT WARNING. THE FAILURE RECURRED SEVERAL TIMES. THE VEHICLE WAS TAKEN TO THE DEALER. THE VEHICLE WAS DIAGNOSED THAT THE SENSOR NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 56,000. LANETT AL
Failure Date: 08/12/2014

10 10644436 2012 FORD FUSION Steering THE POWER STEERING ON THIS VEHICLE HAS CONSTANTLY LOST POWER. THIS OCCURS WHILE DRIVING. THE ONLY WAY TO FIX THE ISSUE IS TO TURN OF THE VEHICLE AND RESTART THE CAR. THIS IS VERY DANGEROUS, ESPECIALLY WHILE DRIVING. *TR CHARLOTTE NC Failure Date: 08/11/2014

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10 10628918 2012 FORD FUSION Steering AS I WAS DRIVING DOWN A CITY ROAD AT 35 MPH ON AUGUST 10, 2014, MY POWER STEERING LIGHTS CAME ON AND MY VEHICLE STATED THERE WAS A "POWER STEERING ASSIST FAULT". I DROVE TWO MORE MILES HOME WITH MY HAZARDS ON BECAUSE THE WHEEL WOULD BARELY TURN. WHEN I GOT HOME, I TURNED OFF MY CAR AND READ THE MANUAL, WHICH STATES TO RESTART THE VEHICLE. I RESTARTED THE VEHICLE AND EVERYTHING WORKED. ON AUGUST 27, 2014, I WAS ON THE FREEWAY GOING 65 MPH, AND MY POWERING STEERING LIGHTS CAME ON AND MY VEHICLE STATED THAT THERE WAS A "POWER STEERING ASSIST FAULT". I PULLED OFF AT THE NEAREST RAMP, AND TURNED INTO A PARKING LOT SO THAT I COULD PARK AND RESTART MY CAR. I DIDN'T EVEN GET INTO THE PARKING STALL BECAUSE MY WHEEL WOULD NO LONGER TURN. I RESTARTED THE CAR AND THE POWER STEERING CAME BACK ON. *TR HENDERSON NV Failure Date: 08/10/2014

10 10643498 2012 FORD FUSION Steering AS I WAS PULLING OUT OF THE CHURCH PARKING LOT AFTER SUNDAY SERVICES, THE POWER STEERING SUDDENLY FAILED AND I SAW AN ERROR MESSAGE ON THE DASH READOUT INDICATING A POWER STEERING "FAULT." I WAS ABLE TO DRIVE THE SIX MILES HOME WITH EXTREME DIFFICULTY STEERING THE CAR. AFTER PARKING THE CAR AT HOME FOR A FEW HOURS, I RESTARTED THE CAR AND THE POWER STEERING THEN WORKED OK. I TOOK CAR NEXT DAY TO FORD DEALER WHO REPLACED THE POWER STEERING MODULE UNDER WARRANTY. POWER STEERING HAS WORKED OK SINCE THEN. *TR BOILING SPRINGS PA Failure Date: 08/10/2014

10 10632954 2012 FORD FUSION Steering THE POWER STEERING SUDDENLY QUIT WORKING ON OUR CAR, SO MY WIFE RESTARTED THE CAR AND IT WORKED FINE AGAIN FOR ABOUT A MONTH. NOW IT HAS SUDDENLY QUIT WORKING AGAIN AND WILL NOT START WORKING AGAIN EVEN IF I RESTART THE CAR. THIS COULD POTENTIALLY BE A VERY DANGEROUS PROBLEM. I HAVE DONE SOME RESEARCH ONLINE, AND THE INTERNET IS

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FULL OF THIS SAME COMPLAINT ON THE SAME: MAKE, MODEL, AND YEAR OF VEHICLE. *TR DERIDDER LA Failure Date: 08/06/2014

10 10619492 2012 FORD FUSION Steering I WAS LEAVING WORK ON AUG 4, 2014. WHEN BACKING OUT OF MY PARKING SPACE I LOST POWER STEERING AND THE POWER STEERING FAULT MESSAGE APPEARED ON MY DASH. I PULLED BACK INTO MY PARKING SPOT, TURNED OFF MY CAR AND RESTARTED. EVERYTHING RESET AND WAS FINE. THIS MORNING, AUG 7, 2014, THE SAME THING HAPPENED AS I WAS BACKING OUT OF A PARKING SPOT AT DAYCARE FROM DROPPING MY TWO CHILDREN OFF BEFORE WORK. AS I PUT MY CAR IN REVERSE AND STARTED BACKING UP THE STEERING ONCE AGAIN WENT OUT AND I HAD TO REPARK, SHUT OFF MY CAR, AND RESET. THANKFULLY MY INCIDENTS OCCURRED AT A VERY LOW RATE OF SPEED, BUT NOW I'M SCARED THAT THIS WILL HAPPEN WHILE I HAVE MY CHILDREN IN THE CAR AND I'M DRIVING IN TRAFFIC. *TR

CALEDONIA MS Failure Date: 08/04/2014

10 10619625 2012 FORD FUSION Steering 2012 FORD FUSION. CONSUMER WRITES IN REGARDS TO POWER STEERING FAILURE. *SMD THE DEALER INFORMED THE CONSUMER, THE ENTIRE POWER STEERING UNIT NEEDED TO BE REPLACED. *JB TACOMA WA Failure Date: 08/01/2014

10 10643480 2012 FORD FUSION Steering FAILURE OF POWER STEERING ASSIST, WARNING LIGHT APPEARED, RESTARTED CAR AND PROBLEM RESOLVED. REOCCURRED A COUPLE OF DAYS LATER AND WILL NOT RESOLVE ITSELF. FORD DEALER SAYS IT WILL COST \$1800 TO FIX (STEERING GEAR REPLACEMENT). CAR HAS LESS THAN 60000 MILES AND SHOULD BE UNDER WARRANTY??? *TR BENTON CITY WA

Failure Date: 08/01/2014

10 10615529 2012 FORD FUSION Steering POWER STEERING FAILURE WHILE DRIVING. *TR MORRILTONAR Failure Date: 07/22/2014

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10 10615138 2012 FORD FUSION Steering I WAS DRIVING TO WORK THIS MORNING, GOING 65MPH WHEN A CHIME GOES OFF. THERE IS AN AMBER LIGHT ON THE DASH AND WORDS ARE UNDER THE SPEEDOMETER SAYING "POWER STEERING ASSIST FAULT" AND THEN "SERVICE ADVANCETRAC". I WAS ON A STRAIGHT STRETCH OF I-35, SO I DIDN'T REALIZE HOW BAD IT WAS UNTIL I CAME TO MY EXIT RAMP. IT WAS VERY STIFF. AT THE BOTTOM OF THE RAMP I NEEDED TO MAKE A SERIES OF MUCH SHARPER TURNS AND THAT'S WHEN I REALIZED HOW BAD IT WAS. I STOPPED AT A LIGHT AND PULLED OUT MY PHONE AND TOOK PICTURES OF WHAT IT WAS SHOWING. WHEN I GOT INTO WORK, I SENT THE PICTURE TO MY DEALER, WHO SAID THEY COULD LOOK AT IT, BUT THAT WAS AS FAR AS THEY WOULD COMMIT. I HAVE OWNED THE CAR FOR 20 DAYS AND OF COURSE THE 3/36,000 EXPIRED 2000 MILES AGO. I TURNED TO THE INTERNET AND FOUND QUITE A FEW COMPLAINTS ABOUT THIS SAME THING WITH NUMEROUS YEARS OF THE FUSION. IT APPEARS THAT A SHORT TERM FIX IS TO SHUT OFF THE CAR AND WHEN STARTED AGAIN, THE PROBLEM DISAPPEARS, BUT MAY OR MAY NOT POP UP AGAIN. NOT EXACTLY REASSURING, FORD MOTOR COMPANY. HOW MANY COMPLAINTS DOES IT TAKE FOR SOMETHING TO BE DONE ABOUT THIS? A CAR WITH 38,000 MILES HAVING AN ISSUE THAT COULD BE LIFE THREATENING SEEMS COMPLETELY UNACCEPTABLE IN THIS DAY OF CAR COMPANIES KNOWING ABOUT PROBLEMS, YET DOING NOTHING AND THEN PAYING THE CONSEQUENCES LATER. DO THE RIGHT THING, FORD MOTOR COMPANY, AND FIX THIS FOR THOSE OF US WHO CHOSE TO BUY YOUR PRODUCT AND PUT OUR FAITH INTO YOU DELIVERING A QUALITY, RELIABLE AND SAFE VEHICLE. I OWNED A 2005 HYUNDAI THAT I PUT OVER 270,000 MILES ON AND THE ONLY ISSUE WAS TO REPLACE A CLUTCH. I WAS GOING TO GO WITH HYUNDAI AGAIN, BUT I THOUGHT SINCE FORD DIDN'T PARTICIPATE IN THE BAILOUT, I WOULD GO AMERICAN. AM I GOING TO REGRET THAT DECISION? *TR KANSAS CITY MO Failure Date: 07/21/2014

10 10629849 2012 FORD FUSION Steering ON 7/8/2014 I BOUGHT A FORD FUSION AT MANDAL IN D'IBERVILLE. ON 7/21/2014 UNTIL 8/4/2014, IT WAS BROUGHT TO THE SHIP DUE TO STEERING REPAIR WHICH COST ME \$50 OUT

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OF POCKET (COSTING THE WARRANTY \$1661.14). ON 8/20/2014, THE CAR MADE A COMPLETE STOP IN TRAFFIC WHILE I WAS DRIVING IT. MANDAL INSTRUCTED ME TO CALL A TOW SERVICE TO HAVE THEM TOW THE CAR BACK TO THE DEALERSHIP. IT IS CURRENTLY STILL IN THE SHOP DUE TO FRONT END LOSE. THEY ARE NOW TELLING ME THAT IT WILL COST ME \$165 PLUS TAXES OUT OF POCKET. I'VE CALLED AND SPOKEN TO THEM AND THEY ARE GIVING ME A HARD TIME SAYING THAT THEY HAVE NOTHING ELSE TO DO WITH IT BECAUSE IT IS NO LONGER THEIR RESPONSIBILITY. I HAVE HAD THIS CAR FOR LESS THAN TWO MONTHS AND IT IS ALREADY COSTING ME TOO MUCH. THEY ARE REFUSING TO RETURN THE CAR. I AM FRUSTRATED AND VERY DISAPPOINTED IN THE SERVICE THAT I HAVE RECEIVED AT MANDAL AND TRULY BELIEVE THAT I WILL NEVER AGAIN MAKE A PURCHASE WITH THEM NOR WILL I RECOMMEND THEIR BUSINESS TO ANYONE. IS THERE ANYTHING THAT I CAN DO ABOUT THIS? I REALLY NEED TO RETURN THE CAR AND BUY ANOTHER BECAUSE I AM SEVERELY DISSATISFIED WITH THE OVERALL SERVICE THAT I HAVE RECEIVED THUS FAR. *TR BILOXI MS Failure Date: 07/21/2014

10 10615188 2012 FORD FUSION Steering WHILE ACCELERATING ONTO HIGHWAY, THE STEERING WHEEL LOCKED UP AND LIGHTS ON DASHBOARD CAME ON SAYING "POWER STEERING ASSIST FAULT" AND "SERVICE ADVANCETRAC." CAR WAS PULLED OVER TO SIDE OF ROAD, TURNED IGNITION OFF AND RESTARTED CAR. THIS HAS HAPPENED 4 TIMES TOTAL, TWICE WITHIN THE LAST 48 HOURS. THE OTHER TIMES WERE AT LOWER SPEEDS WHILE TURNING INTO PARKING SPOTS. EACH TIME ONCE THE CAR WAS RESTARTED, THE STEERING BEGAN WORKING AGAIN. *TR GENESEO IL Failure Date: 07/19/2014

10 10650673 2012 FORD FUSION Steering TAKING OFF FROM BEING STOPPED AT RED LIGHT. POWER STEERING ASSIST LIGHT CAME ON AND MY POWER STEERING FAILED. I PULLED TO SAFE SPOT OFF ROAD WHILE MY WIFE CHECKED VEHICLE MANUAL. IT INSTRUCTED TO TURN OFF ENGINE AND WAIT 10 SECONDS. WE DID AND VEHICLE STEERING WAS FINE. SINCE MY CAR WAS DUE FOR A 60,000 MILE INSPECTION I TOOK THE VEHICLE TO THE

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DEALER. I EXPLAINED WHAT HAPPENED AND THEY SAID IT MAY BE A COMPUTER MODULE THAT WOULD COST ABOUT \$125 ON TOP OF THE ROUTINE INSPECTION CHARGES. I WAS QUITE SURPRISED AND VERY ANGRY WHEN THE DEALER CALLED AND SAID IT WOULD COST ABOUT \$2200.00. WHAT REALLY MADE ME ANGRIER WAS THAT THE CAR WAS 1000 MILES OR SO OUT OF WARRANTY AND I JUST MADE THE LAST CAR LOAN PAYMENT. THE DEALER SAID THEY SEE IT WITH FUSIONS BUT USUALLY AFTER THEY HAVE HIT POT HOLES. THE FACT THAT THEY SAID, IT WAS SOMETHING THEY SEE ON FUSIONS MADE ME WONDER WHY THE COMPANY CAN'T GET OUT AHEAD OF THE PROBLEM, AND RECALL THEM. I ALSO HAD A TRANSMISSION SLIPPAGE PROBLEM WHEN WE FIRST BOUGHT THE CAR AND THEY SAID WE HAD A KIT TO FIX IT SINCE IT HAPPENS ON THE "NEW FUSIONS". BECAUSE OF THESE PROBLEMS I AM DONE WITH FORDS. MY FIRST ONE AND LAST ONE!! SORRY TO SAY THIS HAS ONCE AGAIN SOURED ME ON AMERICAN CARS. I AM GOING BACK TO IMPORTS WHICH I HAVE NEVER HAD PROBLEMS WITH IN 40 ODD YEARS. THANK YOU FOR YOUR ATTENTION TO THIS MATTER AND I WILL LOOK FORWARD TO PROGRESS ON THIS ISSUE IN THE FUTURE. *TR

ALGONAC MI Failure Date: 07/19/2014

10 10614644 2012 FORD FUSION Steering I BOUGHT THE CAR WITH 59000 MILES ON IT USED SO IN THE COURSE OF 10000 MILES I'VE HAD THIS PERSISTENT PROBLEM HAPPEN MULTIPLE TIMES. THE STEERING WHEEL LOCKED UP AND AN ALERT SOUNDED AND LIGHTED UP SAYING "ADVANCETRAC" AND "POWER STEERING ASSIST FAULT" EVERYTHING I'VE RESEARCHED HAS INDICATED ALOT OF WORK AND MONEY SHOVED INTO THIS VERY DANGEROUS ISSUE. THERE'S SO MANY COMPLAINTS I'VE SEEN WITH THIS ONE PROBLEM THAT IT NEEDS TO BE RECALLED. IT'S INCREDIBLY DANGEROUS, IT'S LOCKED UP ON AN OFF RAMP MULTIPLE ROADWAYS AND MY DRIVEWAY. I HAVE A 1 YEAR OLD BABY IN THE CAR AT ALL TIMES AS WELL. GET THIS PROBLEM FIXED FORD. I SHOULDN'T HAVE TO FORK OVER TWO GRAND IN A BRAND NEW CAR BECAUSE OF AN ISSUE THIS BIG. MY WARRANTY HAS EXPIRED LESS THEN A YEAR AGO AND AS SOON AS IT DID I HAD MULTIPLE PROBLEMS. *TR FORT BRAGG NC Failure Date: 07/18/2014

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10 10615074 2012 FORD FUSION Steering I WAS DRIVING ON THE HIGHWAY HEADING HOME FROM WORK. AND OUT OF NO WHERE THE POWER STEERING ON MY CAR WENT BAD. THE ADVANCE TRAC LIGHT CAME ON AND POWER STEERING SERVICE LIGHT CAME ON. IT WAS NEARLY IMPOSSIBLE TO STEER TO SAFETY. I ALMOST GOT INTO AN ACCIDENT AND SLIGHTLY HIT THE SIDE OF THE HIGHWAY WALL. ITS A BIG PROBLEM AND I AM NO LONGER FEELING SAFE TO DRIVE IN MY CAR EVER AGAIN. IT WAS A BIG SCARE!

*TR HAMMOND IN Failure Date: 07/18/2014

10 10626380 2012 FORD FUSION Steering ABOUT A MONTH AGO MY CARS POWER STEERING LOCKED UP AND I BARELY MADE IT TO A GARAGE THAT HAPPEN TO BE DOWN THE ROAD FROM MY WORK. THE MECHANIC TOLD ME HE DIDN'T HAVE THE FORD EQUIPMENT TO FIX THE PROBLEM, BUT ALSO LET ME KNOW THAT ALL HE COULD AND THEY(FORD DEALERSHIP) WOULD DO WAS TO RESET THE POWER STEERING ASSIST FAULT SYSTEM AND I WOULD RUN INTO THIS PROBLEM AGAIN. ABOUT TWO DAYS AGO MY GIRLFRIEND WAS DRIVING MY CAR AND THE STEERING WHEEL SUDDENLY LOCKED UP MID-TURN AND SHE BARELY MADE IT TO A PARKING LOT. SHE TURNED THE CAR OFF AND AFTER A FEW MINUTES TURNED THE CAR ON AND IT WORKED (THE LIGHT WAS OFF AND THE STEERING WHEEL TURNED EASILY). SHE MADE IT HOME SAFELY. THIS MORNING WHEN I WENT TO TURN MY CAR ON, THE POWER STEERING ASSIST FAULT LIGHT CAME ON AND MY STEERING WHEEL WOULD NOT BUDGE. I READ IN THE MANUAL THAT THE POWER STEERING SYSTEM GETS TURNED OFF WHEN THERE IS A PROBLEM AND WILL NOT TURN ON AGAIN UNTIL TAKEN TO MECHANIC. CURRENTLY MY CAR IS SITTING IN MY DRIVEWAY GOING NOWHERE. I ALSO DID SOME RESEARCH AND TRIED TO RESET THE SYSTEM MYSELF, BUT DETACHING THE BATTERY PLUGS, WAITING AWHILE AND THEN REATTACHING THEM TO TRY TO "RESET" THE SYSTEM. THIS DID NOT WORK AS WELL. I ALSO READ AND FOUND THAT THIS PROBLEM WITH POWER STEERING IS TOO COMMON AMONG OTHER FORD FUSIONS, YET THERE HAS BEEN NO RECALL MADE. THIS NEEDS TO BE LOOKED INTO IMMEDIATELY. THERE ARE OTHER FORD CARDS THAT ARE HAVING RECALLS ON THE SAME ISSUE.

*TR BEAUFORT SC Failure Date: 07/18/2014

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10 10610983 2012 FORD FUSION Steering WHILE HIGHWAY DRIVING AS I WAS ATTEMPTING TO SWITCH LANES ON A CONGESTED AREA, THE STEERING WHEEL LOCKED UP AND A WARNING SAYING ELECTRIC POWER STEERING FAULT LIT UP AND I WAS UNABLE TO TURN THE WHEEL. AFTER I MANAGED TO MAKE IT ONTO THE SHOULDER AND TURNED THE CAR OFF AND THEN ON AGAIN, THE FAULT HAD RESET AND I WAS ABLE TO ONCE AGAIN TURN THE WHEEL. TOOK TO DEALER AND WAS TOLD THERE WAS NO CODE AND THAT I HAD TO COME BACK IF IT HAPPENED AGAIN. *TR

NEWARK DE Failure Date: 07/16/2014

10 10622014 2012 FORD FUSION Steering THE FIRST TIME, I SUDDENLY LOST POWER STEERING BUT WAS LUCKILY IN A PRIVATE PARKING AREA AND WAS ABLE TO STOP IMMEDIATELY. RESTARTING THE CAR SOLVED THE PROBLEM. THE SECOND TIME, I WAS EXITING A HIGHWAY ONTO A MAIN ROAD THAT WAS STRAIGHT. I WAS ABLE TO DRIVE UNTIL I WAS AT A RED LIGHT AND I RESTARTED THE CAR TO SOLVE THE PROBLEM. THE THIRD TIME WAS SCARY. I WAS ON A CURVY, BUSY ROAD WHEN ONCE AGAIN, I SUDDENLY LOST STEERING. I COULDN'T STOP AND STRUGGLED TO MANEUVER THE CAR THROUGH A CURVE WHEN I LUCKILY CAME TO A RED LIGHT. I ONCE AGAIN RESTARTED THE CAR TO SOLVE THE PROBLEM. I IMMEDIATELY DROVE MY CAR TO THE FORD DEALERSHIP BECAUSE I DID NOT FEEL MY CAR WAS SAFE TO DRIVE. THIS DEFECT COULD EASILY LEAD TO A SERIOUS ACCIDENT. THE REPAIR COST ME \$1980.80 AND UPON COMPLAINING TO BOTH THE DEALERSHIP AND FORD, I COULD NOT RECOUP ANY OF THIS COST WHICH IS DUE TO A DEFECT OF THE VEHICLE. I WAS TOLD TO WAIT AND SAVE MY PAPERWORK IN CASE THERE IS A FUTURE RECALL. HOWEVER, THIS IS A SERIOUS, DANGE ROUS DEFECT. WILL THEY WAIT UNTIL SOMEONE IS KILLED? THE AVERAGE MILEAGE ON THESE CARS FOR THIS TO HAPPEN SEEMS TO BE ABOUT 36,000 MILES WHICH MANY 2012 DON'T HAVE YET. I FEEL I SHOULD BE COMPENSATED FOR MY REPAIR AND I FEAR OTHERS MAY NOT BE A LUCKY AS I WAS. PLEASE URGE FORD TO RECALL THIS DEFECT BEFORE THESE CARS ARE INVOLVED IN ACCIDENTS WHICH MAY CAUSE BODILY INJURY OR DEATH.

*TR COLUMBUS OH Failure Date: 07/16/2014

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10 10649965 2012 FORD FUSION Steering WITHIN JUST A COUPLE OF MILES AFTER 36000 WARRANTY EXPIRED THE POWER STEERING DEVELOPED A CLUNK SOUND EVERY TIME I WAS TURNING LEFT OR RIGHT FROM DEAD CENTER, AND IT WAS FELT IN THE STEERING WHEEL. IT FELT LIKE THE SOMETHING WAS LOOSE IN THE POWER STEERING MECHANISM. I TOOK IT TO A MECHANIC AND HE TOLD ME THE IT WAS SO BAD THAT HE WAS SURPRISED I MADE IT TO HIS SHOP WITHOUT AN ACCIDENT. HE TOLD ME THAT THE POWER STEERING HAD TO BE REPLACED. *TR

ROSWELL GA Failure Date: 07/16/2014

10 10631387 2012 FORD FUSION Steering WHAT ACTION HAS YOUR DEALER TAKEN TO ADDRESS THE ISSUE?:THE DEALERSHIP HAS BEEN GIVING HER THE RUN AROUND, THE SERVICE MGR ([XXX]) IS ALWAYS TOO BUSY TO LOOK AT HER PAPER WORK; SAYS THEY HAVE BEEN SHORT-HANDED AND I CALLED HIM SEVERAL TIMES WITH NO LUCK; [XXX] ORIGINALLY TOLD ME HE WOULD CONTACT A FORD SALES AGENT TO GET TRY AND GET HER SOME ASSISTANCE BUT NEVER DID. FINALLY, TODAY, 8/5/2014, I SPOKE TO THE GM, [XXX] AND ASKED ABOUT A CREDIT CARD FORD SUPPOSEDLY HAS TO HELP WITH REPAIRS. HE CALLED ME BACK AND SAID THE APPLICATION HAD TO BE MAILED IN, WHICH WILL TAKE EVEN LONGER TO SEE IF MY MOM WOULD GET APPROVED. THERE WAS NOTHING ELSE HE COULD DO. MY MOM IS STILL TRYING TO COME UP WITH THE MONEY. SHE HAS BEEN WITHOUT A CAR FOR THREE WEEKS! THIS IS SO HORRIBLE THE RUN-AROUND I'VE BEEN GETTING AND ESPECIALLY HER. I HAVE REPORTED TO BBB, NHTSA (ODI# 10618045) AND YOUR CUST RELATIONS WITH NO HELP FROM FORD, HER CASE# IS CAS-[XXX] - VIN# [XXX] AND ALL CUST RELATIONS SAY IS I'M SORRY; THAT IS NOT HELPING WH AT ASSISTANCE ARE YOU SEEKING FROM FORD MOTOR COMPANY?:MY MOM NEED HER REPAIRS PAID BY FORD; THERE IS NO WAY A CAR THAT NEW SHOULD HAVE SOMETHING MAJOR HAPPEN TO IT. AT THIS POINT THE WARRANTY IS NOT IMPORTANT; SHE COULD HAVE BEEN KILLED OR SERIOUSLY INJURED OR VICE VERSA. THIS SHOULD BE A RECALL AND THIS IS A SAFETY ISSUE. CALL ME WITH YOUR DECISION, [XXX] OR SEND EMAIL TO [XXX] ARE YOU THE OWNER OF THE VEHICLE :YES VIN : [XXX] MILEAGE :

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36,744 WHERE IS YOUR VEHICLE NOW : AT HOME NOW HAVE YOU CONTACTED THE DEALER :YES DEALER NAME : [XXX] CONTACT INFORMATION FIRST NAME :[XXX] LAST NAME :[XXX] ADDRESS :[XXX] CITY : [XXX] EMAIL ADDRESS :[XXX] PHONE NUMBER :[XXX] SENT FROM WINDOWS MAIL INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6). *TR CARUTHERSVILLEMO Failure Date: 07/15/2014

10 10641677 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. WHILE ATTEMPTING TO REVERSE OUT OF THE DRIVEWAY, THE EPS INDICATOR ILLUMINATED. THE CONTACT TURNED OFF AND RESTARTED THE VEHICLE, BUT THE STEERING FAILED. THE DEALER STATED THAT THE POWER STEERING FAILED AND THE ENTIRE STEERING RACK NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED. THE APPROXIMATE FAILURE MILEAGE WAS 40,000. UNION NJ Failure Date: 07/15/2014

10 10609348 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. THE CONTACT STATED THAT THE POWER STEERING WARNING LIGHT ILLUMINATED AND THE STEERING WHEEL SEIZED. THE VEHICLE WAS TAKEN TO A DEALER WHERE THE FAILURE WAS UNABLE TO BE REPLICATED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 59,000 AND THE CURRENT MILEAGE WAS 61,000. CHULA VISTA CA Failure Date: 07/09/2014

10 10790514 2012 FORD FUSION Steering TRANSMISSION SLAMS INTO GEAR FROM FIRST TO SECOND, THEN SECOND TO THIRD OCCASIONALLY. I'VE HAD 3 BRAKE CALIPERS SEIZE AND 3 ROTORS REPLACED AS A RESULT. BRAKE WEAR IS BEYOND PATHETIC. REAR TURNING SIGNAL/BRAKE LIGHT BULB GOT SO HOT THAT IT MELTED MY ACTUAL TAILLIGHT. PAINT FLAKES OFF FENDERS FROM JUST WASHING WITH A BRAND NEW SPONGE. WARRENTON VA Failure Date: 07/09/2014

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10 10618045 2012 FORD FUSION Steering MY 84 YEAR OLD MOTHER WENT TO START HER 2012 FORD FUSION AND ALL THE LIGHTS STARTED FLAKING AND YELLOW WARNING SIGN CAME UP ON THE DASHBOARD. SHE TOOK TO HER MECHANIC, WHO INFORMED HER TO HAVE IT PLACED ON A MACHINE TO FIND OUT THE PROBLEM. THE MACHINE SHOWED NOTHING AND LIGHT WAS BACK ON CORRECTLY. THE NEXT DAY, SHE TRIED TO DRIVE AND COULD NOT TURN HER STEERING WHEEL. SHE HAD IT TOWED TO FORD CAR DEALERSHIP NAMED[XXX] IN DYERSBURG, TN 731-285-2500 ONE WEEK AGO. AND FOUND OUT HER POWER STEERING ASSIST MODULE WENT OUT AND WORST PART HER MFG WARRANTY OF 36,000 HAD JUST WENT OUT. SHE HAD 36,744 MILES AND SHE DID NOT GET EXTENDED WARRANTY. THE DEALERSHIP WANT TO CHARGE HER \$1800.00 TO FIX THIS ISSUE, WHICH SHE DOES NOT HAVE. I'VE BEEN READING THE INTERNET AND 1.4 MILLION FORD FUSIONS 2011 TO 2014 HAD RECALLS ON FAULTY POWER STEERING. BECAUSE MY MOM'S VIN NUMBER IS NOT PART OF THE RECALL, THEY ARE TRYING TO MAKE HER PAY. THIS IS A RECALL AND FORD NEEDS TO PAY FOR HER CAR. PLEASE HELP US. MY NAME IS [X XX]AND MY MOM'S NAME IS [XXX]. THIS IS A MAJOR CONCERN AND COMPLAINT AGAINST FORD, WHO'S ALWAYS ADVERTISING THE FORD FUSION AS THE NUMBER #1 CAR! INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6). *TR CARUTHERSVILLEMO Failure Date: 07/08/2014

10 10609420 2012 FORD FUSION Steering THE CAR LOST POWER STEERING WHILE MERGING WITH TRAFFIC ON THE FREEWAY. A "POWER STEERING ASSIST FAULT" & "SERVICE ADVANCETRAC" ERROR SHOWED UP ON THE DASHBOARD. VERY DANGEROUS SITUATION LOSING POWER STEERING IN TRAFFIC. TOOK TO DEALER AND WAS INFORMED THEY NEEDED TO REPLACE THE ENTIRE ELECTRIC POWER STEERING RACK FOR \$1,813. DID SOME RESEARCH ONLINE AND IT SEEM THIS IS A COMMON PROBLEM WITH THIS VEHICLE. SEVERAL OTHER MODELS WERE RECALLED FOR THIS SAME PROBLEM BUT NOT THE FUSION. SEEMS LIKE THIS IS A MAJOR PROBLEM THAT SHOULD BE THE MANUFACTURER'S RESPONSIBILITY. *TR

JORDAN MN Failure Date: 07/07/2014

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10 10608698 2012 FORD FUSION Steering DRIVING ON FREEWAY AT 65MPH AND SUDDENLY POWER STEERING WARNING LIGHT CAME ON WITH MESSAGE SAYING SERVICE REQUIRED. DROVE HOME SAFELY, BUT AFTER STOPPING AND RESTARTING, POWER STEERING DID NOT WORK AT ALL. TOOK IT INTO MECHANIC AND WAS TOLD POWER STEERING GEAR NEEDS TO BE REPLACED. HAD THE SAME WORK DONE LAST YEAR AS WELL AS REPLACING CONTROL ARMS FOR THE SAME ISSUE. CAR NEARLY IMPOSSIBLE TO DRIVE WHEN POWER STEERING SHUTS DOWN. *JS KAYSVILLE UT

Failure Date: 07/06/2014

10 10608265 2012 FORD FUSION Steering WHEN I WAS DRIVING MY 2012 FORD FUSION, I LOST CONTROL OF THE STEERING WHEEL SUDDENLY. A MESSAGE SHOWING "POWER STEERING ASSIST FAULT" POPPED UP ON THE DASHBOARD. THE WHEEL BECAME STIFF AND UNABLE TO TURN. I HAD TO STOP MY CAR AND RESTARTED IT. THE MESSAGE WAS GONE AND I WAS ABLE TO DROVE IT BACK HOME. LUCKILY IT HAPPENED WHEN THERE WAS NO OTHER CARS. I PROBABLY WOULD HAVE BEEN KILLED IF IT HAD HAPPENED ON AN EXPRESSWAY. IT IS DEFINITELY A MAJOR SAFETY ISSUE AND REQUIRES A RECALL! *TR ARLINGTON MA Failure Date: 07/04/2014

10 10609922 2012 FORD FUSION Steering THE ADVANCE TRAC POWER STEERING ON MY 2012 FORD FUSION CUT OUT IN THE MIDDLE OF A LEFT HAND TURN LEAVING A TRAFFIC LIGHT. IT HAD DONE THIS ONCE BEFORE, A YEAR PRIOR AT AROUND 34000 MILES WHILE IT WAS STILL UNDER WARRANTY, AND THE DEALERSHIP SENT ME AWAY TELLING ME IT WAS AN ISOLATED INCIDENT AS THE STEERING RECOVERED WHEN I TURNED THE VEHICLE ON AND OFF. THIS TIME, WHEN I RESET IT, IT CUT OUT AGAIN DRIVING THROUGH THE PARKING LOT AT THE SHOPPING CENTER I WAS AT LESS THAN 500 YARDS TRAVELED LATER. THIS TIME WHEN I TOOK THE VEHICLE IN FOR REPAIR THEY ACKNOWLEDGED THE ISSUE WAS REAL AND CLAIM THE ENTIRE STEERING COLUMN NEEDS REPLACED OR THIS WILL CONTINUE TO HAPPEN. THEY WILL NOT COVER IT UNDER WARRANTY DESPITE THE FACT I HAD MADE A CLAIM RELATED TO THIS EXACT ISSUE WHILE IT WAS

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UNDER WARRANTY PREVIOUSLY. THE STEERING HAS THANKFULLY ONLY CUT OUT FOR ME AT LOW SPEEDS AND IN PLACES I WAS ABLE TO QUICKLY AND EASILY PULL OVER EVEN WITHOUT POWER STEERING. IF THIS WERE TO OCCUR AT HIGHER SPEEDS OR IN PLACES I WAS LESS ABLE TO PULL OVER I AM NOT SURE I COULD HAVE MANEUVERED THE VEHICLE SAFELY FOR ANY EXTENDED AMOUNT OF TIME. *TR ELKRIDGE MD Failure Date: 07/03/2014

10 10618915 2012 FORD FUSION Steering WAS DRIVING ON FREEWAY, GOING ON A CURVE (CURVING TO THE RIGHT) AT ABOUT 60 MPH, AND THE POWER STEERING WENT OUT. BELL SOUNDED, WARNING LIGHT LIT UP. I WAS ABLE TO GET OFF THE FREEWAY. TURNED OFF THE CAR AND TRIED TO FIND INFO/ADVICE IN OWNERS MANUAL-NONE. AFTER I RESTARTED, IT SEEMED FINE. HAPPENED AGAIN ABOUT A MONTH LATER, THIS TIME, WHILE CURVING TO THE LEFT. TURNED OFF, RESTARTED, SEEMS OKAY TODAY. SCARED TO DRIVE AND WON'T LET DAUGHTER DRIVE. *TR ST LOUIS PARK MN Failure Date: 07/01/2014

10 10607830 2012 FORD FUSION Steering I WAS APPROACHING A RED LIGHT, WHEN I HEARD A "POP" AND SUDDENLY I COULD NOT STEER MY CAR ANYMORE. I WAS ABLE TO STOP THE CAR, BUT I WAS STRANDED IN THE MIDDLE OF THE ROAD BLOCKING TRAFFIC. THE CAR COULD ONLY BE MOVED BY A TOW TRUCK. AFTER ACCESSING THE SITUATION, IT TURNED OUT TO BE MY POWER STEERING UNIT HAD JUST SNAPPED INTO. THE GOOD LORD WAS WITH ME!!!! HAD I BEEN ON THE INTERSTATE WHERE I WOULD HAVE BEEN MOVING AT A HIGHER RATE OF SPEED, MY WIFE AND SON MIGHT POSSIBLY BE ATTENDING MY FUNERAL RIGHT NOW!!!! *TR VALLEY AL
Failure Date: 06/30/2014

10 10606858 2012 FORD FUSION Steering I GOT OFF THE HIGHWAY AND WHEN COMING OFF THE RAMP I GOT AN ERROR MESSAGE STATING ADVANCETRAC POWER STEERING FAILURE. THERE WAS ALSO A CHIME AND THE DASHBOARD LIGHT CAME ON. I READ THAT TURNING OFF

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YOUR ENGINE WILL RESET IT AND IT DID BUT I AM AFRAID TO DRIVE THE CAR.

*TR REISTERSTOWN MD Failure Date: 06/29/2014

10 10607615 2012 FORD FUSION Steering WAS DRIVING THE WHEEL SUDDEN WENT STIFF OUT OF NO WHERE HAD TO SHUT THE CAR OFF AND START AGAIN. THAT WAS THE FIRST INCIDENT. A COUPLE DAYS LATER THE CAR DID THE SAME THING AND IT SAYS POWER STEERING ASSAULT FAILED AND I CANT DRIVE THE CAR AT ALL IT SAYS THAT AS SOON AS I START IT. *TR PHILADELPHIA PA Failure Date: 06/28/2014

10 10606818 2012 FORD FUSION Steering TRIED TO DRIVE THE CAR BY BACKING OUT OF A PARKING SPACE AND THERE WAS NO POWER STEERING. CAR INFORMATION SYSTEM INDICATED POWER STEERING SENSOR PROBLEM AND TOLD TO CHECK IT. GOT OUT CHECKED THE FLUID LEVELS AND THEY WERE FULL. GOT OUT TO THE MAJOR STREET TO GO TO THE NEARBY DEALERSHIP FOR INFORMATION AND EVALUATION AND TURNED OFF THE CAR UPON ARRIVAL. CAR WAS AGAIN STARTED AND THEN THE POWER STEERING WAS RESTORED. *TR SOUTHFIELD MI Failure Date: 06/27/2014

10 10641912 2012 FORD FUSION Steering WHILE DRIVING THE ELECTRONIC POWER STEERING WENT OUT MAKING IT DIFFICULT TO STEER. A MESSAGE INDICATED POWER STEERING ASSIST FAULT. STOPPED CAR AND RESTARTED AND PROBLEM STOPPED. HOWEVER IT REAPPEARED LATER ON THE DRIVE HOME. I CONTACTED DEALER AND WAS IMMEDIATELY SCHEDULED IN FOR WARRANTY REPAIR. THE POWER STEERING WAS OUT EVEN AS I DROPPED IT FOR SERVICE. RACK AND PINION STEERING GEAR ASSEMBLY WAS REPLACED UNDER WARRANTY. HAD THIS NOT BEEN A WARRANTY REPAIR, THE BILL WOULD HAVE BEEN NEARLY \$2000. THE DEALER WAS VERY CLOSED LIP ABOUT THE ISSUE AND DIDN'T WANT TO GO INTO DETAIL ON WHAT/WHY OR HOW OFTEN THIS HAPPENED. IT SEEMED CLEAR TO ME WHEN I CALLED THAT THEY WERE FAMILIAR WITH THE PROBLEM. EVEN NOW I HAVE NO ASSURANCES THIS WAS REPLACED WITH PARTS OF BETTER QUALITY THAN THE ORIGINAL. *TR WOOSTER OH Failure Date: 06/26/2014

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10 10606392 2012 FORD FUSION Steering DRIVING DOWN THE ROAD AND ALL THE SUDDEN THE POWER STEERING FAILED. CAR IS EXTREMELY DIFFICULT TO TURN. CAR ALARMS "POWER STEERING ASSIST FAILURE" AND "ADVANCETRAC MAINTENANCE NEEDED". WAS ABLE TO PULL OFF SIDE OF ROAD, CUT THE CAR OFF AND RESTARTED IT--POWER STEERING RETURNED. HAS HAPPENED TWICE NOW. TOOK CAR TO FORD DEALERSHIP, THEY SCANNED IT AND FOUND NO SERVICE CODES. HAVE BEEN TOLD IT IS MOST LIKELY IN NEED OF A NEW STEERING MOTOR BUT WITHOUT THE "CODE" THEY CAN'T REPLACE IT UNDER MY WARRANTY???!?!? SO FAR THIS HAS OCCURRED ON STRAIGHT ROADS--IF IT WERE TO OCCUR WHILE NAVIGATING A CURVE THE RESULTS COULD BE DEADLY/CATASTROPHIC! THERE IS NO WARNING, NO NOTHING--YOU JUST CAN'T STEER THE CAR ALL THE SUDDEN. THIS IS EXTREMELY DANGEROUS AND APPARENTLY A COMMON PROBLEM WITH THIS YEAR MODEL CAR--WHY IS THERE NO RECALL YET?!?!?!? DO I HAVE TO WRECK MY CAR OR POTENTIALLY HURT MYSELF OR OTHERS BEFORE THIS IS ADDRESSED?!!!! *TR TOCCOA GA Failure Date: 06/25/2014

10 10606482 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. THE CONTACT STATED THAT THE STEERING WHEEL BECAME DIFFICULT TO TURN. THE CONTACT MENTIONED THAT THE POWER STEERING AND LOW TIRE PRESSURE WARNING LIGHTS ILLUMINATED. THE VEHICLE WAS TAKEN TO A MECHANIC WHERE IT WAS DIAGNOSED THAT THE RACK AND PINION NEEDED TO BE REPLACED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE AND CURRENT MILEAGE WAS 56,000. RANCH CUCAMONGA CA Failure Date: 06/25/2014

10 10607662 2012 FORD FUSION Steering I WAS DRIVING ON THE HIGHWAY AND MY POWER STEERING WENT OUT. I DROVE WITH NO POWER STEERING FOR ABOUT 8 MILES AND THEN TURNED THE CAR OFF AND BACK ON AND THE STEERING CAME BACK. *TR NORRISTOWN PA Failure Date: 06/25/2014

10 10605747 2012 FORD FUSION Steering I WAS DRIVING DOWN THE ROAD AT APPROXIMATELY 45 MILES AN HOUR WHEN THE ALERT CAME ON

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MY CAR DASH TO SERVICE POWER STEERING NOW. AFTER THE ALARM SOUNDED I WAS NO LONGER ABLE TO TURN MY STEERING WHEEL. I TRIED TURNING THE CAR OFF AND RESTARTED IT AND STILL NOT ABLE TO TURN THE WHEEL. I HAVE READ THAT NUMEROUS PEOPLE HAVE HAD THIS SAME ISSUE OVER THE PAST FEW YEARS. I CALLED THE FORD DEALERSHIP TO SEE IF THERE HAS BEEN A RECALL AND THEY STATED THAT NO THERE HASN'T BEEN A RECALL AND THAT MY CAR IS OUT OF WARRANTY. LAS VEGAS

NV Failure Date: 06/24/2014

10 10608446 2012 FORD FUSION Steering I PURCHASED MY 2012 FORD FUSION ABOUT 4 MONTHS AGO FROM A FAMILY MEMBER WHO HAD NO PROBLEMS WITH THE CAR SINCE OWNING IT NEW. SINCE THAT TIME I HAVE HAD AN ALERT COME ON WHEN I AM DRIVING THAT READS "POWER STEERING FAILURE" AND THE STEERING WHEEL BECOMES REALLY HARD TO TURN. IT HAS HAPPENED TO ME TWICE AND MY WIFE ONCE. WHEN I STOP THE CAR AND TURN THE IGNITION SWITCH OFF AND THEN START THE CAR BACK UP THE SYSTEM IS RESET AND THE WARNING IS NOT DISPLAYED ANY LONGER AND THE POWER STEERING WORKS ONCE AGAIN. THIS IS VERY DANGEROUS AS MY WIFE HAD A VERY HARD TIME TURNING THE WHEEL TO GET THE CAR OFF THE INTERSTATE WHEN IT HAPPENED TO HER. I TOOK THE CAR INTO MY REGULAR MECHANIC WHO COULD NOT DIAGNOSE THE PROBLEM (HE DROVE IT AROUND A LONG TIME) AND HE RECOMMENDED THAT I TAKE IT IN TO THE FORD DEALER. THE FORD DEALER TOLD ME THAT IT WAS A PROBLEM WITH THE RACK AND PINION AND THAT IT WOULD COST \$1700 TO GET IT REPLACED. I REFUSED THE REPAIR BECAUSE I READ ON THIS BOARD THAT THIS HAS BEEN A PROBLEM WITH THE 2012 FUSIONS AND THAT OTHERS THAT HAVE TAKEN THEIR CAR IN TO GET THIS PROBLEM FIXED, PAID THE MONEY FOR THE REPAIR, BUT STILL HAD THE SAME ALERT COME ON AFTER THE "REPAIR." IT SOUNDS LIKE AN ELECTRICAL PROBLEM TO ME THAT IS RESET WHEN THE CAR IS TURNED BACK ON. I EXPECT THERE TO BE A RECALL ON THIS PROBLEM AS THIS COULD BE VERY DANGEROUS. MY CAR ONLY HAS 81,000 MILES ON IT.

*JS JEFFERSONGA Failure Date: 06/24/2014

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10 10605401 2012 FORD FUSION Steering I WAS DRIVING DOWN THE HIGH WAY IN RUSH HOUR TRAFFIC AS I STARTED TO SLOW DOWN DUE TO TRAFFIC ALL THE SUDDEN MY POWER STEERING WENT OUT THE WARNING LIGHTS AND MESSAGES APPEARED POWER STEERING ASSIST FAULT AND SERVICE ADVANCETRAC MESSAGES APPEARED. *TR SHAWNEE KS Failure Date: 06/21/2014

10 10605491 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. THE CONTACT STATED THAT AFTER STARTING THE VEHICLE, THE POWER STEERING LIGHT ILLUMINATED. THE VEHICLE WAS TAKEN TO THE DEALER FOR INSPECTION AND THEY STATED 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 50,000. THE VIN WAS NOT AVAILABLE. WARRENSBURG MO Failure Date: 06/20/2014

10 10604640 2012 FORD FUSION Steering I WAS DRIVING DOWN A BUSY STREET AT 35MPH. ALL OF A SUDDEN OUT OF NOWHERE I LOST MY POWER STEERING AND A MESSAGE CAME ACROSS MY DASH THAT SAID "POWER STEERING ASSIST DEFAULT, SERVICE REQUIRED" I SHUT MY CAR OFF AND STARTED IT BACK UP AGAIN. A FEW DAYS LATER SAME THING HAPPENED. DEALER TOLD ME THERE WAS NOTHIN THEY COULD DO, AND TO JUST DRIVE MY CAR UNTIL IT HAPPENS AGAIN. IT IS EXTREMELY DANGEROUS. *TR WEYMOUTHMA Failure Date: 06/17/2014

10 10604913 2012 FORD FUSION Steering THE POWER STEERING FAILED WHILE I WAS TURNING IN A 270 DEGREE CLOVERLEAF DOING ABOUT 40 MPH. THE STEERING WHEEL WAS DIFFICULT TO TURN AND I COULD NOT MAINTAIN THE REQUIRED TURN TO STAY ON THE CLOVERLEAF. I HAD TO APPLY THE BRAKES AND STOPPED HALFWAY OFF THE ROAD AND ON THE GRASS SHOULDER. THE DASHBOARD MESSAGE READ ?POWER STEERING ASSIST FAILURE?. THE PROBLEM WENT AWAY AFTER I PUT THE CAR IN REVERSE AND THEN BACK IN DRIVE. *TR INVER GROVE HEIGHTS MN Failure Date: 06/17/2014

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10 10617212 2012 FORD FUSION Steering ON TWO OCCASIONS THE POWER STEERING ON OUR 2012 FORD FUSION HAS FAILED WITH NO WARNING. EACH TIME THE SPEED HAS BEEN UNDER 35 MPH, AFTER COMPLETING A TURN, AND IT WAS NOT DIFFICULT TO GET OUT OF THE WAY OF TRAFFIC WHILE COASTING TO A STOP. EACH TIME THE ADVANCE TRACK WARNING LIGHT CAME ON ALONG WITH A SIMILAR MESSAGE FOLLOWED ALMOST IMMEDIATELY BY AN ENGINE SHUT DOWN. ON RESTARTING THE ENGINE EVERYTHING RETURNED TO NORMAL. THE FORD DEALER SAID THEY DID NOT KNOW WHAT WAS WRONG BUT COULD REPLACE THE STEERING GEAR (\$1575.00 FOR PARTS). THIS IS A DANGEROUS ISSUE WITH A MAJOR COMPONENT OF THE VEHICLE THAT FORD SHOULD ACCEPT RESPONSIBILITY FOR. IF THIS HAD HAPPENED AT HIGHWAY SPEED WITH OUR GRANDCHILDREN IN THE BACK SEAT THE INCIDENT MAY HAVE ENDED DIFFERENTLY. *JS
DOWNTOWN PA Failure Date: 06/12/2014

10 10598547 2012 FORD FUSION Steering WE ARE DRIVING AND THE LIGHT APPEARS (2 LIGHTS): 1.- IS LIKE IS A CAR 2.- POWER STEERING LIGHT WE ARRIVE AT HOME WITH THE STEERING WHEEL HARD, THE NEXT DAY TOOK THE SHOP, THE EXPERT SAID ALL FUSION HAVE THIS PROBLEM.
*TR HOUSTON TX Failure Date: 06/10/2014

10 10607358 2012 FORD FUSION Steering I PURCHASED A NEW 2012 FORD FUSION SEL CAR IN AUGUST 2011. I NOW HAVE 55K MILES, MOSTLY HIGHWAY MILES, SO THE STANDARD WARRANTY DOES NOT APPLY, EVEN THOUGH I HAVE NOT EXCEEDED THE 3 YEARS. I DID NOT BUY THE EXTENDED WARRANTY DUE TO ADVICE THAT FORD FUSIONS ARE HIGHLY RELIABLE. WHILE UNDER WARRANTY, THE ADVANCE TRAC INDICATOR LIGHT ON THE DASH AND ADVANCE TRAC SERVICE MESSAGE HAS HAPPENED MULTIPLE TIMES. I WAS EVEN LEAVING THE FORD SERVICE WHEN THE SERVICE ADVANCE TRAC INDICATOR LIT UP AND MESSAGE OCCURRED. I IMMEDIATELY RETURNED AND SHOWED IT TO THE SERVICE PERSON. THEY CHECKED IT OUT AND SAID IT CAN OCCUR IF ONE TIRE TURNS MORE THAN ANOTHER SO IT WAS NOT A PROBLEM. RECENTLY, MY WIFE WAS DRIVING 25 MPH WHEN THE

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STEERING SUDDENLY BECAME DIFFICULT AND POWER STEERING FAILURE MESSAGES AND ADVANCETRAC POPPED UP. SHE SAID SHE ALMOST HIT A PARKED VEHICLE ON THE SIDE OF THE ROAD. I TOOK IT TO THE DEALER AND THEY INDICATED THE RACK NEEDED TO BE REPLACED. THAT IS A \$1,375.00 REPAIR PLUS THE \$225.00 THEY CHARGED ME A ALIGNMENT. THE FORD SERVICE DEPARTMENT INDICATED THAT THERE ARE NO RECALLS FOR THIS PROBLEM ON THE FORD FUSION. I BELIEVE THIS IS A SAFETY ISSUE AND HAVE FOUND MANY POSTING OF RECALLS ON MULTIPLE MODELS OF FORD FOR THE SAME ISSUE. *TRSEMINOLE FL Failure Date: 06/10/2014

10 10660487 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. THE CONTACT STATED WHILE DRIVING APPROXIMATELY 65 MPH, THE ENGINE STALLED AND THE TRACTION LIGHT AND POWER STEERING LIGHT ILLUMINATED. THE VEHICLE RESTART BUT FAILED TO OPERATE. THE FAILURE RECURRED MULTIPLE TIMES. THE VEHICLE WAS TAKEN TO A DEALER AND INDEPENDENT MECHANIC. THE TECHNICIAN STATED THAT THE POWER STEERING NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED BUT THE FAILURE RECURRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 80,000.

WAGSWORTH OH Failure Date: 06/10/2014

10 10596988 2012 FORD FUSION Steering POWER STEERING WENT OUT; SHOCK AT ONLY 41,000 MILES. THIS IS MY FIRST FORD CAR I HAVE BOUGHT - NOT HAPPY. HAD IT TOLLED TO DEALERSHIP. *TR

PARSONS KS Failure Date: 06/07/2014

10 10609773 2012 FORD FUSION Steering I WAS COMING TO A STOP AT A TRAFFIC LIGHT AND THE POWER STEERING FAULT CAME ON AND ALSO THE ADVANCE TRAC SERVICE LIGHT LEAVING ME WITH NO POWER STEERING. THIS HAS HAPPENED NUMEROUS TIMES OVER THE COURSE OF ABOUT A MONTH NOW. TURNING THE CAR OFF FOR ABOUT 15 SECONDS AND RESTARTING SEEMED TO REBOOT AND FIX THE PROBLEM FOR THE TIME BEING WHEREAS OTHER TIMES I WOULD HAVE TO TURN MY VEHICLE OFF 2-3 TIMES AND RESTART BEFORE THE PROBLEM WAS FIXED. NOW THE POWER

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STEERING HAS GONE COMPLETELY OUT AND TURNING THE CAR OFF AND RESTARTING DOES NO GOOD. I ONLY HAD THE CAR ABOUT 7 MONTHS AND WAS NOT INFORMED ABOUT THIS. POWER STEERING IS A VERY IMPORTANT COMPONENT TO DRIVING A CAR AND WITH THIS BEING FAULTY IS VERY DANGEROUS AS IF I WERE ON THE HIGHWAY GOING AT A MUCH HIGHER RATE OF SPEED AND THE POWER STEERING GO OUT COULD HAVE BEEN FATAL BIT ONLY TO ME BUT MY DAUGHTER AND GRANDSON AS WELL. THIS CERTAINLY IS A HUGE PROBLEM THAT THE MANUFACTURER NEEDS TO CORRECT AS THEY ARE PUTTING MANY FAMILIES LIVES AT RISK. SO THIS SHOULD BE THE RESPONSIBILITY OF THE COMPANY TO CORRECT THIS ISSUE FREE OF CHARGE TO THEIR CUSTOMERS AND REALLY GET THE BALL ROLLING ON DOING A RECALL ON THE POWER STEERING IN ALL 2012 FORD FUSION'S. THIS IS SO DANGEROUS AND I DON'T DRIVE IF I DON'T HAVE TO UNTIL I CAN AFFORD TO GET IT FIXED AND AGAIN THESE EXPENSES SHOULDN'T BE COMING OUT OF MY POCKET! *TR FAYETTEVILLE NC Failure Date: 06/04/2014

10 10596194 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. THE CONTACT STATED WHILE DRIVING THE POWER STEERING LIGHT ILLUMINATED AND THE CONTACT WAS UNABLE TO MAKE A COMPLETE TURN. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC, WHO PROVIDED A TROUBLE CODE OF (C200D). THE APPROXIMATE SPEED AT TIME OF FAILURE WAS 15 MPH. THE APPROXIMATE MILEAGE AT TIME OF FAILURE WAS 60,000. WEYMOUTHMA Failure Date: 06/03/2014

10 10594643 2012 FORD FUSION Steering WHILE DRIVING AT 45 MPH STRAIGHT ON 3 LANE PAVED STREET I SUDDENLY GOT A MESSAGE ON MY DASH SAYING POWER STEERING ASSIST FAULT. THE STEERING WHEEL BECAME STIFF AND VERY HARD TO TURN. I WAS SAFELY ABLE TO PULL OFF THE ROAD. I CHECKED FOR ANY POSSIBLE LEAKS AND FOUND NOTHING. I TURNED THE CAR OFF WAITED A MINUTE AND RESTARTED THE CAR. UPON RESTARTING THE POWER STEERING APPEARED TO BE WORKING AGAIN. I TOOK THE CAR TO A NEAR BY AUTO REPAIR SHOP. THEY LOOKED FOR ANY STORED CODES ON THE COMPUTER AND FOUND NOTHING STORED. THIS IS A

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SAFETY HAZARD. IF THIS FAILURE WOULD HAVE HAPPENED IN A TURN THE VEHICLE WOULD BE DIFFICULT TO CONTROL. POSSIBLY RESULTING IN A COLLISION. *TR PEORIA AZ Failure Date: 05/27/2014

10 10594983 2012 FORD FUSION Steering WHILE BACKING OUT OF THE GARAGE, THE WARNING CHIME CAME ON, THE WARNING MESSAGE ABOUT THE POWER ASSIST STEERING FAILURE CAME ON, AND THERE WAS NO POWER STEERING. THIS HAS HAPPENED MORE THAN 5 TIMES PREVIOUSLY. IT USUALLY HAPPENS WHEN BACKING OUT OF A PARKING SPACE, BUT IT HAS HAPPENED WHILE AT FREEWAY SPEED ONCE. I TOOK THE CAR TO THE DEALER AND THEY INDICATED THAT THERE WERE NO CODES AND THEY COULD NOT DUPLICATE THE PROBLEM. THEY SUGGESTED DRIVING IT TO THE SERVICE CENTER THE NEXT TIME THE POWER STEERING FAILS. THAT IS NOT A SAFE IDEA! *TR VANCOUVER WA Failure Date: 05/27/2014

10 10595512 2012 FORD FUSION Steering WHILE DRIVING ON THE INTERSTATE CAR WENT INTO POWER STEERING ASSISTED DEFAULT SETTING, RENDERING THE POWER STEERING TO LITTLE MORE THAN 15% USAGE WHILE MESSAGING AN SERVICE ADVANCETRAK MESSAGE. THE AUTOMOBILE USERS GUIDE MENTIONS A 10 SECOND WAIT IN BETWEEN STARTS. I PERFORMED THE TROUBLESHOOTING ACTIVITY TO NO AVAIL. THIS PROBLEM OCCURRED WHILE I WAS TRAVELING ON THE INTERSTATE HIGHWAY AND COULD HAVE BEEN A SERIOUS INCIDENT WHILE TRAVELING THE RECOMMENDED SPEED LIMIT. I PURCHASED THIS VEHICLE USED AT A LOCAL DEALERSHIP (CAPE GIRARDEAU, MISSOURI) ON 3/18/2014 AND HAVE HAD THIS ISSUE OCCUR ON MORE THAN ONE OCCASION. MY HOPE IS THAT YOU FOLKS LOOK AT RENDERING THE SITUATION IN A TIMELY MANNER CONSIDERING THE SAFETY OF MYSELF AND OTHERS WHOM HAVE EXPERIENCED THIS ISSUE. I APPRECIATE YOUR HELP AND LOOK FORWARD TO CONTINUED BUSINESS WITH YOUR COMPANY, [XXX] INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6). *TR CARTERVILLE IL Failure Date: 05/24/2014

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10 10597405 2012 FORD FUSION Steering FOR ABOUT 3 MONTHS KEPT HEARING A KNOCKING NOISE IN THE STEERING COLUMN WHEN MAKING TURNS. TOOK IT TO A LOCAL FORD COMPANY- THEY CHECKED IT OUT AND DX PROBLEMS THAT DIDN'T EXIST AND NEVER SAID ANYTHING ABOUT THE POWER STEERING. THEN 2-3 WEEKS AGO WAS DRIVING IT CAME TO A STOP LIGHT THE "SERVICE ELECTRIC POWER STEERING NOW" CAME ON- 200 MORE YARDS THE POWER STEERING WAS GONE. HAD TO HAVE IT TOWED- CONTACTED 2 OTHER FORD DEALERSHIPS AND THEY SAID THERE WASN'T A RECALL AT THIS TIME. ALSO CONTACTED THE MAIN FORD HEADQUARTERS AND REPORTED IT. I NOW HAVE A CAR I'M MAKING PAYMENTS ON AND CAN'T DRIVE! *TR SMITHVILLE TN Failure Date: 05/21/2014

10 10609877 2012 FORD FUSION Steering DRIVING DOWN A BUSY HIGHWAY ONE EVENING, AN INDICATOR RECOMMENDING SERVICE ON THE POWER STEERING SYSTEM LIT UP. THERE WERE NO EXTREME SPEEDS OR ACCIDENTS. CAR BECAME TOO DIFFICULT TO STEER. FORD DEALERSHIPS HAVE MENTIONED THAT THIS IS A COMMON ISSUE, REQUIRING A REPLACEMENT RACK AND PINION SYSTEM. SHOULD BE A RECALL- SINCE STEERING IS ESSENTIAL IN ORDER TO AVOID ACCIDENTS, DAMAGE AND INJURY. *TR FAYETTEVILLE NC Failure Date: 05/20/2014

10 10641784 2012 FORD FUSION Steering THIS HAS HAPPENED 6 TIMES. I WILL BE DRIVING AND THE POWER STEERING WILL FAIL. AN ALARM WILL SOUND AND THE DISPLAY WILL READ "SERVICE ADVANCETRAK, POWER STEERING FAILURE". POWER STEERING WILL COMPLETELY FAIL AND IT IS EXTREMELY DIFFICULT TO STEER. IT HAPPENS WITH NO WARNING. FORD DEALERSHIP WANTED \$116 TO POSSIBLY DIAGNOSE THE PROBLEM. WITH NO GUARANTEE THAT THEY COULD AND THAT PRICE DID NOT INCLUDE ANY ACTUAL FIX. RESTARTING THE CAR WILL FIX IT, BUT IT HAS HAPPENED 5 MORE TIMES. I RAN THE ON BOARD DIAGNOSTIC BUT THEY SAID THAT WOULDN'T BE ACCURATE. SO GLAD I READ THE ARTICLE TODAY AND KNOW IT'S NOT JUST MY CAR. THIS IS SUCH AN UNSAFE PROBLEM TO HAVE. *TR WALDORF MD Failure Date: 05/20/2014

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10 10592254 2012 FORD FUSION Steering DRIVING 2012 FORD FUSION, 2.5L., AT 50 MPH TO ENTER HIGHWAY, POWER STEERING FAILURE, ADVANTRAC WARNING. FIRST OCCURRENCE OF THIS. CAUSED DRIVER TO PULL OVER. STOPPED AND RESTARTED VEHICLE AND PROBLEM PERSISTED. DRIVER RETURNED HOME WITHOUT POWER STEERING ASSIST. PROBLEM CORRECTED WITH NEXT VEHICLE RESTART 10 MINUTES LATER. UPDATED 11/24/2014 *JS OKLAHOMA CITY OK Failure Date: 05/18/2014

10 10592430 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. WHILE DRIVING AT VARIOUS SPEEDS, THE POWER STEERING MALFUNCTIONED SEVERAL TIMES. THE CONTACT FOUND IT DIFFICULT TO MANEUVER THE STEERING WHEEL. DURING EACH INCIDENT, THE LOW TIRE PRESSURE SENSOR ILLUMINATED PRIOR TO THE FAILURE. THE CONTACT CHECKED THE TIRE PRESSURE AND DISCOVERED THAT IT WAS NORMAL. AFTER RESTARTING THE VEHICLE, THE SERVICE POWER STEERING AND ADVANCE TRAC SENSORS ILLUMINATED AS THE POWER STEERING FAILED AGAIN. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED. THE FAILURE MILEAGE WAS 60,500. NAZARETH PA Failure Date: 05/17/2014

10 10592349 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. WHILE DRIVING 25 MPH, THE POWER STEERING FAILED AS THE POWER STEERING INDICATOR ILLUMINATED. THE FAILURE RECURRED ON SEVERAL OCCASIONS. THE MANUFACTURER WAS CONTACTED, BUT DID NOT PROVIDE A REMEDY. THE VEHICLE WAS NOT DIAGNOSED. THE FAILURE MILEAGE WAS 42,250. VIRGINIA BEACH VA Failure Date: 05/16/2014

10 10593526 2012 FORD FUSION Steering THE POWER STEERING QUIT WITHOUT WARNING, LUCKILY THE CAR WAS JUST GETTING UNDER WAY. THE CAR HAD PREVIOUSLY INDICATED A FAULT WITH THE SYSTEM (THE WARNING LIGHT ON THE DASH WOULD FLASH FOR A MOMENT, THEN GO OUT) THE DEALER SAID 'NO CODE HAD BEEN STORED' SO THEY COULD NOT DIAGNOSE ANY FURTHER. MY CONCERNS ARE 1) THE STEERING COULD HAVE

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FAILED ON THE HIGHWAY AND CAUSED HARM OR DEATH 2) WITH THE AVAILABLE TECHNOLOGY TODAY, WHY DOESN'T THE COMPUTER 'STORE A CODE' SO THE DEALER CAN DIAGNOSE AND REPAIR BEFORE A DEADLY INCIDENT OCCURS? *TR TOLUCA IL Failure Date: 05/16/2014

10 10588710 2012 FORD FUSION Steering WHEN STOPPED AT A RED LIGHT, POWER STEERING FAILED AND WARNING MESSAGE TO SERVICE ADVANCETRAC. NOT THE FIRST TIME, DON'T REMEMBER DATES OF PRIOR INCIDENTS. TURNING OFF IGNITION AND RESTARTING CAR SOLVED PROBLEM (FOR NOW). *TR WILLOUGHBY OH Failure Date: 05/14/2014

10 10608094 2012 FORD FUSION Steering WELL I BOUGHT THIS CAR IN APRIL OF 2014 AND THE POWER STEERING WILL SHUT OFF WHILE YOU ARE DRIVING IT HAPPENED ON THE INTERSTATE WHILE I WAS DRIVING AT 65 MPH AND IT IS HARD TO CONTROL.IT HAS HAPPENED 4 TIMES SINCE THEN ONCE WHEN MY WIFE WAS DRIVING AND SHE WAS TURNING INTO A PARKING LOT AND SHE IS A SMALL WOMAN AND SHE WAS SCARED TO DEATH TO DRIVE IT ANYMORE . I BOUGHT THIS CAR FOR MY 17 YEAR OLD DAUGHTER BUT I HAVE NOT LET HER DRIVE IT YET DUE TO THIS I HAVE LOOKED AT SOME FORUMS WITH COMPLAINT'S AND THERE ARE HUNDREDS OF THEM I THINK THIS IS A SAFETY ISSUE AT LEAST FOR ME IT IS I DON'T WANT MY DAUGHTER IN A CRASH FOR IT PLEASE HELP US. [XXX] INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6). *TR DISPUTANTA VA Failure Date: 05/10/2014

10 10596411 2012 FORD FUSION Steering WHILE MAKING A TURN THE POWER STEERING SUDDENLY WENT OUT. THIS HAS HAPPENED TWICE NOW WITHIN THE PAST MONTH. THE WHEEL TURNED BUT IT WAS DIFFICULT, AS IF THERE WAS NO POWER STEERING. THE POWER STEERING LIGHT WENT ON. I TURNED THE VEHICLE OFF AND THEN RESTARTED IT AND THE STEERING WORKED OK AGAIN. THIS COULD BE VERY DANGEROUS IF I WAS TRAVELING FASTER. *TR NORWALK CT Failure Date: 05/06/2014

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10 10594745 2012 FORD FUSION Steering AFTER RUNNING ERRANDS CAME HOME AND PARKED CAR. RESTARTED CAR TO GO SOMEWHERE ELSE AND POWER ASSIST FAULT MESSAGE APPEARED AND COULD NOT TURN STEERING WHEEL. TURNED CAR OFF AND READ MANUAL. RESTARTED CAR AND CONTINUED ON MY WAY. 5-19-2014 DROVE TO BALL PARK. TURNED ON CAR TO LEAVE. POWER STEERING ASSIST FAULT MESSAGE. TURNED CAR OFF AND SAT THERE A FEW MINUTES, TURNED IT ON AN CONTINUED ON MY WAY. MILEAGE 16,760. 5-21-2014. DRIVING TO WORK AT APPROXIMATELY 40 MILES AN HOUR. POWER STEERING FAULT AND ADVANTRAC TRAC WARNING CAME ON. (MILEAGE 17,403) BARELY ABLE TO GET THE CAR TURNED INTO A PARKING LOT. SAT THERE A WHILE UNTIL CAR STARTED AND DROVE TO DEALERSHIP. THEY WERE UNABLE TO GET THE CAR IN THAT DAY AND MADE APPOINTMENT FOR 5-22-2014. AT DEALERSHIP, I WAS FIRST TOLD THEY DIDN'T KNOW ANYTHING ABOUT THIS HAPPENING TO THIS MODEL CAR. I RESEARCHED AND FOUND MANY INCIDENCES OF THIS AND TOOK THE INFORMATION TO THE DEALERSHIP. THEY REPLACED RACK AND PINION. DEALERSHIP DID NOT HAVE PART IN STOCK AND HAD TO KE EP CAR OVERNIGHT. IT SEEMS THIS IS A COMMON PROBLEM AND THE DEALERSHIPS SHOULD HAVE THESE PARTS IN THEIR INVENTORY AT ALL TIMES. ALSO, THE DEALERSHIPS DO NOT HIRE ENOUGH MECHANICS TO SERVICE ALL THE VEHICLES IN A TIMELY MANNER. I AM VERY DISAPPOINTED WITH FORD MOTOR CO. I PURCHASED THIS CAR THINKING I WAS BUYING A SAFE CAR TO DRIVE. IT IS ONLY 2 YEARS OLD WITH LESS THAN 18,000 MILES ON IT AND SOMETHING AS SERIOUS AS THIS OCCURS. I AM NOW WONDERING WHAT WILL HAPPEN NEXT OR EVEN IF THIS WILL HAPPEN AGAIN. *TR MOORE OK Failure Date: 05/01/2014

10 10585759 2012 FORD FUSION Steering THIS PART SHOULD BE RECALLED, HAPPENED ONCE IN MY DRIVE-WAY THOUGHT IT WAS JUST A GLITCH,, WHAT HAPPENS IS YOU LOOSE YOUR POWER STEERING ALL OF A SUDDEN, WAS GOING 65 WHEN I HAD NO POWER STEERING. POWER STEERING ASSIST LAMP CAME ON, HAD TO PULL OVER. HAD THAT HAPPEN IN A TURN WITH NO WARNING,, I'D HAVE

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CRASHED THE CAR, OR WORSE.. TOOK IT TO THE DEALER, THEY WANT 1,800.00 TO FIX IT , HAVE ONLY HAD THE CAR FOR 6 MONTHS,, VERY UPSET , NOW I CANT TRUST DRIVING THE CAR, JUST GOT PUT ON DISABILITY FOR 45 DAYS MAKING PAYMENT ON A CAR I CANT PUT MY KIDS IN,, I WANT TO SEE SOMETHING DONE ABOUT THIS,, I'LL WAIT A FEW DAYS FOR YOUR REPLY, AFTER THAT ,,,, ILL BE FORCED TO TAKE OTHER ACTION ON THIS,, *JS FREMONT CA Failure Date: 04/30/2014

10 10585731 2012 FORD FUSION Steering I WAS JUST DRIVING HOME WHEN THE ALERT CAME ON READING SERVICE ADVANCETRAC/ SERVICE POWER STEERING NOW. I THEN HAD NO POWER STEERING AT ALL. I HAVE TRIED TURNING THE CAR OFF AND BACK ON. NOTHING HAS HELPED I STILL HAVE NO POWER STEERING. *JS RICHFIELD UT Failure Date: 04/26/2014

10 10586141 2012 FORD FUSION Steering TRAVELING 65 MPH ON HIGHWAY AND "POWER STEERING ASSIST FAULT" "SERVICE ADVANCETRAC" WARNING DISPLAYED (OCCURRED ON 4/26/14) LOST POWER STEERING AND ALMOST CAUSED AN ACCIDENT TRYING TO NAVIGATE TO SAFE AREA TO PULL OVER. WHEN THIS STEERING GOES OUT IT IS NOT LIKE HAVING MANUAL STEERING IN THE OLD DAYS. IT IS 10 TIMES HARDER TO MOVE THE WHEEL...ESSENTIALLY NO STEERING. HAPPENED AGAIN ON 4/27/2014 DRIVING 45 MPH. TURNED CAR OFF AND ON IN BOTH INSTANCES AND WARNING DISAPPEARED. SCHEDULED AN APPOINTMENT IMMEDIATELY FOR SERVICE AT A LOCAL FORD DEALER FOR 5/2/2014. IN TRANSIT TO DEALER ON THE EVENING OF 5/1/2014 WAS ON A LOCAL HIGHWAY TRAVELING 55 MPH AND LOST STEERING AGAIN. I WENT ONLINE AND WAS SURPRISED TO SEE HUNDREDS OF THESE CLAIMS. THERE A TOO MANY CLAIMS TO COUNT ON FUSION AND FOCUS WITH THIS SAME DIAGNOSTIC MESSAGES. DEALERS ARE AWARE THIS IS OCCURRING AND ONE ACKNOWLEDGED IT MIGHT BE A DESIGN PROBLEM. PEOPLE ARE PAYING ALLOT OF CASH OUT OF POCKET WITH NO GUARANTEED IT WILL NOT FAIL AGAIN (IE A DE SIGN PROBLEM AND

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REPLACING PARTS WITH A FAULTY PART AGAIN). *TR CHESHIRE CT

Failure Date: 04/26/2014

10 10721724 2012 FORD FUSION Steering MY CAR LOST POWER PULLING INTO A PARKING GARAGE WHEN I WENT ON A ROAD TRIP TO SPRINGFIELD MASS, THE FIRST TIME ON 4/26/2015 IT SAID IT WAS SHOUTING DOWN THAT THE ABS DOES THIS TO PROTECT IT FROM OVER HEATING AND THEN IT WOULD NOT LET ME STEER, I THEN TOOK IT WHEN I GOT BACK TO FORD AND THEY COULD NOT FIND ANY THING WRONG WITH IT, THE NEXT TIME IT LOST POWER WAS TURNING A CORNER IN A PARKING LOT ON 5/21/2015 AT THE RITE AID PARKING LOT IN REHOBOTH BEACH DE IT SAID ON THE SCREEN POWER STEERING FAULT REHOBOTH BEACH DE Failure Date: 04/26/2014

10 10644393 2012 FORD FUSION Steering I WENT OUT TO START MY CAR IN MY DRIVEWAY AND THE STEERING WAS COMPLETELY LOCKED UP. I HAD THE CAR TOWED TO MY LOCAL DEALERSHIP AND WAS TOLD THIS HAD BEEN HAPPENING A LOT ON THE 2012 FUSIONS. THE TOTAL COST TO REPAIR MY STEERING WAS \$1,846. THE RECEIPT STATES THE FOLLOWING: "OWNER REPORTS NO POWER STEERING AND SERVICE ADVANCE TRACK LIGHT ON. TOWED IN. DIAGNOSED AND REPLACED INOPERABLE EPAS STEERING GEAR. RE-TEST. OK." THE PARTS REPLACED WERE AE5Z-3504-CE GEAR ASY - STEERING. *TR FRANKLIN TN Failure Date: 04/25/2014

10 10583273 2012 FORD FUSION Steering TOTAL LOSS OF POWER STEERING WHILE CAR WAS IN MOTION, THANKFULLY AT LOW SPEED. DASH WARNING READ AS FOLLOWS: SERVICE ADVANCE TRACK POWER STEERING ASSIST FAULT SYSTEM RESET ITSELF AFTER CAR WAS TURNED OFF THEN BACK ON, BUT FAILED AGAIN (SAME ERROR MESSAGE) UPON ARRIVAL AT MY HOME. NASHVILLE TN Failure Date: 04/17/2014

10 10578699 2012 FORD FUSION Steering I WAS SLOWING DOEN AND MAKING A SHARP RIGHT TURN WHEN SUDDENLY MY STEERING WHEEL GOT REAL STIFF. I HAD TWO MESSAGES FLASHING "POWER STEERING ASSIST

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FAIL" AND "SERVICE AUTOTRAC". I HAVE TAKEN IT TO THE DEALERSHIP AND THEY'RE CHARGING ME \$2,500 TO CHANGE THE STEERING RACK AND 2 OUTER RODS. MY CAR HAS 37,500 MILES THIS IS NOT NORMAL. *TR SEVERN

MD Failure Date: 04/07/2014

10 10577642 2012 FORD FUSION Steering DRIVING STRAIGHT AND STEADY 45MPH ON SURFACE STREET, NO TRAFFIC, NO BRAKING OR LANE CHANGE. SUDDENLY CHIMES SOUNDED, "SERVICE ADVANCED TRAC" IN MESSAGE CENTER AND YELLOW ADVANCE TRAC IDIOT LIGHT ON. IN ABOUT 20 SECONDS CHIMES, MESSAGE AND LIGHT GO OFF AND MESSAGE TEXT RETURNS TO REAL TIME MPG READING. CONTINUED DRIVING HOME WITHOUT SHUTTING ENGINE OFF OR ANY FURTHER WARNINGS/INCIDENT. TOOK TO DEALER 7AM NEXT MORNING (4/3/2014) AT 15753 MILES. AT END OF DAY SERVICE ADVISOR SAID TEST CODE SHOWED BAD "TORQUE SENSOR" WHICH IS IN THE STEERING COLUMN AND MEASURES TURNING EFFORT ON THE STEERING WHEEL AND THAT THEY NEEDED TO KEEP VEHICLE OVERNIGHT. 1130AM NEXT MORNING (4/4/2014) SPOKE TO SERVICE ADVISOR. HE SAID CAR FIXED BY CHANGING THE RACK AND PINION GEAR ASSEMBLY W/ELECTRIC STEERING MOTOR (FORD PART NUMBER: AE5Z-3504-CE). BEFORE AND DURING INCIDENT I NEVER NOTICED ANYTHING WRONG WITH STEERING OR BRAKING--JUST THE WARNINGS. VEHICLE REPAIRED UNDER WARRANTY.

*TR RANCHO CORDOVA CA Failure Date: 04/02/2014

10 10598609 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. THE CONTACT STATED THAT THE STEERING DEFAULT WARNING LIGHT ILLUMINATED WHILE STARTING THE VEHICLE. AFTER THE WARNING LIGHT ILLUMINATED THE STEERING WHEEL BECAME HARD TO TURN. THE DEALER PERFORMED A DIAGNOSTIC WHICH LOCATED A FAILURE CODE WITHIN THE ELECTRONIC POWER ASSIST. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 93,000. THE CURRENT MILEAGE WAS 101,000.

BRANFORD CT Failure Date: 04/01/2014

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10 10569336 2012 FORD FUSION Steering I WAS DRIVING THIS MORNING AND MY LOW TIRE PRESSURE SIGNAL FLASHED. I WENT TO PUT AIR IN THE TIRE AND THE TIRE WAS COMPLETELY FLAT! I HAD SPARE PUT ON AND THIS IS WHEN THE "SERVICE POWER STEERING NOW" WARNING CAME ON AS WELL AS THE SERVICE ADVANCE TRACTION CONTROL LIGHT CAME ON.

*TR LIVONIA MI Failure Date: 03/14/2014

10 10610284 2012 FORD FUSION Steering WE HAD JUST PURCHASED THE CAR IN MARCH. WE WERE DRIVING HOME ONE EVENING FROM THE STORE, WITHIN A COUPLE OF WEEKS OF THE PURCHASE, AND THE POWER STEERING JUST WENT OUT. WE WERE ABLE TO GET THE CAR TO THE HOUSE. WHEN WE TURNED IT OFF AND BACK ON LATER THE POWER STEERING WAS BACK. THIS HAS HAPPENED 3 DIFFERENT TIMES. TOOK IT TO THE DEALERSHIP THEY SAID THERE WAS NOTHING THEY COULD DO BECAUSE IT HAD BEEN RESET. NOW AGAIN THIS MORNING THE STEERING IS COMPLETELY OUT AGAIN AND WILL NOT RESET. WE PURCHASED EXTENDED WARRANTY, THINKING WE HAD PEACE OF MIND, BUT WAS TOLD THAT IT DOES NOT COVER THIS, AS WE WERE ONLY SOLD THE POWERTRAIN WARRANTY, WHICH AGAIN WE WERE NOT TOLD. DEALERSHIP SAID THAT'S ALL WE COULD AFFORD. THIS IS APPALLING AND NEEDS TO BE RECALLED BEFORE SOMEONE GETS HURT DUE TO AN ACCIDENT. I WOULD NOT HAVE BEEN ABLE TO STEER THE CAR DUE TO A BAD ARM. SOMEONE NEEDS TO DO SOMETHING. *TR

ARTESIA NM Failure Date: 03/14/2014

10 10569095 2012 FORD FUSION Steering I NOTICED A SERVICE POWER STEERING WARNING LIGHT COME ON. I SHUT THE VEHICLE OFF AND UPON RESTARTING IT I HAD ABSOLUTELY NO POWER STEERING. LUCKILY I WAS NO LONGER DRIVING. THIS IS A DANGEROUS SITUATION AND A DANGEROUS SAFETY DEFECT IN EQUIPMENT. I WOULD NOT CONSIDER THIS TO BE NORMAL WEAR AND TEAR ON A TWO YEAR OLD VEHICLE. I LEARNED SEVERAL COMPLAINTS HAVE BEEN MADE ABOUT THIS DEFECT WITH SIMILAR DANGERS. I'M WONDERING WHAT HAS BEEN DONE TO RECTIFY THE PROBLEM? AM I FIXING THE PROBLEM USING THE SAME TYPE OF PARTS I

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HAD? WITH NO CHANGE THIS COULD HAPPEN AGAIN IN A TWO YEAR PERIOD. THIS IS NOT A SMALL OR INEXPENSIVE MECHANICAL JOB. I STRONGLY RECOMMEND LOOKING INTO THIS SITUATION FOR RECALL. WHAT NEEDS TO HAPPEN FOR A RECALL TO BE GRANTED....A FATALITY... I HOPE NOT. *TR

CHARLOTTE IA Failure Date: 03/11/2014

10 10641891 2012 FORD FUSION Steering BOUGHT A 2012 FORD FUSION BRAND NEW FROM A DEALERSHIP. FIRST INCIDENT OCCURRED WITHIN FIRST 2 YRS OF OWNERSHIP WHILE DRIVING 45 MPH DOWN AN INCLINE - SUDDEN LOSS OF POWER. IT FELT AS IF IT LOST POWER STEERING AND THOUGHT ENGINE SHUT OFF. DASH ALARMS RANG AND BRIEFLY SAW 'POWER STEERING FAULT' LIGHT UP. TOOK ALL MY POWER TO PULL CAR OFF ROAD AND TO A SAFE COMPLETE STOP.TURNED OFF IGNITION. AFTER A FEW MINUTES RESTARTED IGNITION AND DROVE DIRECTLY TO A DEALERSHIP WITHOUT FURTHER INCIDENT. DEALERSHIP STATED WATER PUMP WAS DEFECTIVE AND SENT A SIGNAL TO THE ENGINE TO SHUT DOWN. PUMP WAS REPLACED SECOND INCIDENT OCCURRED MONTHS LATER WHILE AT A COMPLETE STOP AT A TRAFFIC LIGHT. STEERING WHEEL SUDDENLY LOCKED, AND FELT ENGINE POWER REDUCE. DASH WARNING SOUNDED AND SAW 'POWER STEERING FAULT, SERVICE POWERTRAC' LIGHT UP. TURNED IGNITION OFF AND BACK ON AND WAS ABLE TO DRIVE TO DEALERSHIP WITHOUT FURTHER INCIDENT. WAS TOLD A CHIP REPLACEMENT WAS ISSUED. REPLACED CHIP AND WAS TOLD THAT WOULD EXTEND THE WARRANTY AN D RESOLVE ISSUE. CONTINUE TO HAVE ADDITIONAL INCIDENTS (4 TO DATE) BOTH WHILE MOVING AND AT A STAND STILL WHERE THE DASH WARNING SOUNDED AND FELT A REDUCTION OR LOSS OF POWER, EACH TIME HAVING TO SHUT OFF IGNITION AND RESTART TO CLEAR THE FAULT. DEALERSHIP CONTINUES TO ATTEMPT TO SERVICE WITH NO RESOLVE AS YET.
*TR HAYES VA Failure Date: 03/10/2014

10 10568124 2012 FORD FUSION Steering WHILE DRIVING THE VEHICLE THE SERVICE POWER STEERING NOTIFICATION CAME UP ON THE DASH. CAR WAS STILL DRIVABLE WITH NO LOSS OF POWER STEERING. CAR

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WAS SHUTDOWN ONCE ARRIVED AT DESTINATION. WHEN RESTARTING CAR THE SERVICE POWER STEERING NOW WAS DISPLAYED. CAR WAS PLACED IN TO DRIVE, NO POWER STEERING WAS IDENTIFIED IN ADDITION TO SERVICE ADVANCETRAC WAS DISPLAYED. *TR HOLTS SUMMIT MO

Failure Date: 03/08/2014

10 10572623 2012 FORD FUSION Steering ALL FOUR TIRES HAD TO REPLACED BY ME AFTER ONLY 12,000 MILES. TWO OF THE TIRES BLEW OUT. POWER STEERING FAILURE OCCURRED WHILE I WAS DRIVING. SERVICE ADVANCETRAC IS ALSO NO LONGER WORKING. I HAVE TRIED TAKING MY CARE TO A FORD DEALERSHIP BUT THEY REFUSED TO FIX ANYTHING. THEY TOLD ME THE TIRES WERE MY FAULT, AND I TOLD THEM EITHER THEY THINK I AM STUPID OR THEY WERE NOT THE SHARPEST TOOL IN THE SHED IF THEY THINK I BELIEVE ANY OF THESE ISSUES WERE MY FAULT. I CALLED FORD AND THEY WERE NO HELP. THEY TOLD ME IT IS UP TO THE DEALERSHIP IF THEY DECIDE TO FIX ANYTHING BECAUSE THE DEALERSHIP IS NOT OWNED BY FORD. I CURRENTLY HAVE LESS THAN 20,000 MILES ON THIS CAR AND I BOUGHT IT BRAND NEW . FORD IS A HORRIBLE COMPANY AND DOES NOT HONOR THEIR WARRANTY . THE DEALERSHIP I TOOK IT TO WAS PARK PLACE MOTORCARS IN DALLAS TX. THEY HAVE BEEN SEVERAL OTHER PROBLEMS WITH THIS CAR BUT IF THIS WAS HONORED BY FORD I WILL TAKE IT. NO WAY I EVER BUY ANOTHER FORD. *TR DALLAS TX Failure Date: 02/28/2014

10 10629247 2012 FORD FUSION Steering LOSS OF POWER STEERING .. WITH NO WARNING. MULTIPLE TIMES..., *TR
FREMONT CA Failure Date: 02/22/2014

10 10628928 2012 FORD FUSION Steering POWER STEERING ASSIST COMES ON ONCE A MONTH . FORD SAYS MY WARRANTY DOESN'T COVER IT ,,,, NOW I HAVE NO POWER STEERING,, AND DON'T KNOW WHAT TO DO .. PAY OFF MY LOAN AND TAKE THIS CAR BACK TO THE JUNK YARD...I CANT TRUST DRIVING MY KIDS IN THIS DEATH TRAP... *TR
FREMONT CA Failure Date: 02/15/2014

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10 10690768 2012 FORD FUSION Steering INITIALLY THE FORD FUSION 2012 WOULD NOT START. TOWED TO SAWGRASS FORD DEALER & THEY FIXED IT. NO MENTION THAT IT WAS A RECALL TO FIX THE THROTTLE BODY. OUR MECHANIC TOLD US. REPAIRED CAR DRIVEN HOME AND NEXT DAY DRIVING AT 50 MPH THE POWER STEERING FAILED. PULLED OVER, RESTARTED AND CONTINUED DRIVING TO OUR MECHANIC WITHOUT POWER STEERING. HE ADVISED THE DEALER SHOULD FIX THIS. THEY REFUSED. WE TRIED TO TRADE IN FOR A FOCUS. REFUSED. WANTED \$2000 TO FIX PROBLEM. SOLD TO CAR MAX & WILL NEVER RETURN TO A FORD AGAIN. WESTON FL

Failure Date: 02/03/2014

10 10562587 2012 FORD FUSION Steering POWERS STEERING STOP FUNCTION WHEN I WAS DRIVING ON WET CONDITION REGULAR STREET ,LUCKY NO INJURY BUT VERY UNPLEASANT ,WAITING TO SEE HOW MANY DIE BEFORE RECALL HAPPENS? *TR AIEA HI Failure Date: 02/02/2014

10 10562391 2012 FORD FUSION Steering THE STEERING ON MY 2012 FORD FUSION SEL LOCATED UP AS MY WIFE WAS BACKING OUT OF A PARKING SPACE AND SHE COULD NOT STEER THE CAR. *TR

EDINBURG TX Failure Date: 01/31/2014

10 10561337 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. THE CONTACT STATED THAT WHILE DRIVING 75 MPH, THE POWER STEERING WARNING LIGHT ILLUMINATED AS THE POWER STEERING SYSTEM MALFUNCTIONED. THE CONTACT STATED THAT THE VEHICLE BECAME DIFFICULT TO MANEUVER DUE TO THE STEERING. THE CONTACT DID NOT TAKE THE VEHICLE TO A DEALER OR A LOCAL MECHANIC. THE FAILURE MILEAGE WAS 60,100. KEARNY NE Failure Date: 01/23/2014

10 10560588 2012 FORD FUSION Steering WAS PULLING OFF FROM A STOP SIGN AT A NORMAL TAKEOFF. ADVANCETRAC WARNING LIGHT AND SERVICE POWER STEERING NOW WARNING CAME ON. TRIED TO DO THE

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RESET THAT I FOUND ONLINE. NOTHING FIXED IT. HAD TO DRIVE HOME 90 MILES WITH NO POWER STEERING. WILL TAKE TO DEALER IN THE MORNING. I'VE HAD THE CAR 4 DAYS AND IT WAS BOUGHT AS A CERTIFIED USED VEHICLE.

*TR LITTLE ROCK AR Failure Date: 01/19/2014

10 10559657 2012 FORD FUSION Steering WHEN STEERING I COULD HEAR A NOISE AND I FELT SHAKE ON STEERING WHEEL. HAD TO TAKE TO DEALER. *TR SANTA ANA CA Failure Date: 01/03/2014

10 10557384 2012 FORD FUSION Steering I WAS TURNING ONTO THE STREET AT ABOUT 25 MPH AND AS I APPROACHED MY HOME, THE ADVANCE TRAC SYSTEM LIGHT CAME ON AND THEN THE SERVICE POWER STEERING NOW LIGHT CAME ON. STEERING WHEEL LOCKED UP AS I TRIED TO TURN INTO THE DRIVEWAY AND I RAN OVER THE CABLE BOX ON THE CURB BECAUSE IT WAS HARD TO TURN AT THAT POINT. PRIOR TO THIS INCIDENT, THERE WERE PROBLEMS WITH AIR PRESSURE IN THE TIRES AT LEAST THREE TIMES. LIGHT CONTINUALLY CAME ON INDICATING LOW TIRE PRESSURE. CAR WAS PURCHASED ON NOVEMBER 2, 2013. DEALERSHIP OFFERED THE EXTENDED WARRANTY, WE SIGNED PAPERS FOR IT. WHEN IT CAME TIME TO USE IT, THE WARRANTY WAS NOT THERE. WE DIDN'T SIGN ANY CANCELLATION PAPERS FOR IT. NOW WE HAVE TO DEAL WITH A BOGUS DEALERSHIP/FINANCE COMPANY AND PAY FOR A PART THAT MAY OR MAY NOT BE NEEDED. *TR HOUSTON TX Failure Date: 12/24/2013

10 10557290 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. THE CONTACT STATED WHILE TRAVELING VARIOUS SPEEDS, THE STEERING WHEEL SEIZED. THE VEHICLE WAS TAKEN TO A PRIVATE MECHANIC WHO STATED THE RACK AND PINION FAILED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED ABOUT THE FAILURE. THE FAILURE MILEAGE AND VIN WERE NOT AVAILABLE. NORTH HOLLYWOOD CA Failure Date: 12/19/2013

10 10556416 2012 FORD FUSION Steering DRIVING AROUND 30MPH, WARNING LIGHT AND INFORMATION DISPLAY INDICATED "SERVICE

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ADVANCETRAC" THEN "SERVICE POWER STEERING NOW" MESSAGE APPEARED. I PULLED OFF ROAD TO PARKING LOT, SMELLED A BURNING SCENT IN THE HEAT/AC VENTS. POWER STEERING WAS DISABLED AS SOON AS I WAS ABLE TO PARK MY VEHICLE. NO DAMAGE TO MY VEHICLE PRIOR TO INCIDENT. *TR ROCHESTER HILLS MI Failure Date: 12/17/2013

10 10579652 2012 FORD FUSION Steering WHEN BACKING UP AND TURNING STEERING WHEEL FULLY TO THE RIGHT THERE IS A RUBBING OR GRINDING SOUND FROM THE PASS. SIDE RIGHT FRONT TIRE AREA AND THE STEERING WHEEL SEEMS TO LOCK. *JS BALLWIN MO Failure Date: 12/07/2013

10 10555792 2012 FORD FUSION Steering I HAVE HAD SEVERAL ISSUES LEADING UP TO THIS AND THE DEALER WOULD SAY NOTHING IS WRONG. CAR JUMPS FORWARD WHEN IDLING, CAR LOOSES POWER WHEN ACCELERATING ON HIGHWAY. LASTLY WAS COMPLETE LOSS OF POWER AND NEARLY HIT BY BUS WITH KIDS IN CAR. THEY REPLACED THROTTLE BODY, A/C MOTOR ETC....TWO WEEKS GONE BYE AND IT IS STARTING AGAIN. I NEED TO GIVE THIS CAR TO MY DAUGHTER TO DRIVE BUT IT IS NOT SAFE. *TR LARGO FL Failure Date: 11/25/2013

10 10553491 2012 FORD FUSION Steering I WAS DRIVING DOWN THE INTERSTATE WHEN MY TRACTION LIGHT CAME ON AND MY STEERING WHEEL LOCKED UP. AN ERROR CAME ON SCREEN SAYING "POWER STEERING SYSTEM FAULT". MY VEHICLE IS OUT OF BUMPER TO BUMPER WARRANTY BUT STILL UNDER POWER TRAIN WARRANTY. THE DEALERSHIP STATES THAT IT IS NOT COVERED UNDER THAT WARRANTY. BECAUSE OF THIS I ALMOST WRECKED THE CAR AS STEERING BECAME VERY LIMITED. THE DEALER ALSO STATES THIS AN INTERNAL STEERING MODULE AND MUST BE REPLACED. MY CAR IS TOO NEW FOR A COMPUTER MODULE TO BE GOING OUT. *TR GAINESVILLE TX Failure Date: 11/22/2013

10 10553622 2012 FORD FUSION Steering I WAS TURNING INTO THE PARKING LOT AND I GOT A "POWER STEERING ASSIST FAULT" AND THE

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STEERING WHEEL WAS IMPOSSIBLE TO TURN. I TURNED THE ENGINE OFF AND BACK ON AND THE FAULT CLEARED. *TR PRINCETON TX Failure Date: 11/21/2013

10 10641924 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. THE CONTACT STATED THAT WHILE DRIVING AT AN UNKNOWN SPEED, THE STEERING WHEEL BECAME DIFFICULT TO TURN. THE CONTACT MENTIONED THE INSTRUMENT PANEL WARNING LIGHTS ILLUMINATED AND THE VEHICLE STALLED. THE VEHICLE WAS NOT TAKEN TO A DEALER. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 53,000. UPDATED 12/18/14*CN THE CONSUMER STATED WHEN SHE PRESSED THE ACCELERATED PEDAL, THE VEHICLE SLIGHTLY ACCELERATED, AND THE VEHICLE WOULD ALSO JERK FORWARD. AT TIMES, THE VEHICLE WOULD CUT OFF WHILE DRIVING. UPDATED 01/07/15 *JB DURHAM NC Failure Date: 11/05/2013

10 10549831 2012 FORD FUSION Steering I WAS DRIVING MY CAR TO THE GAS STATION TO PUT AIR IN MY TIRE AND AS I WAS TURNING INTO THE GAS STATION MY STEERING WHEEL LOCKED UP ON ME AND THE SERVICE ADVANCETRAC & SERVICE POWER STEERING NOW LIGHTS BEEPED AND CAME ON. I WAS ALMOST HIT FROM BEHIND BECAUSE I COULDN'T TURN MY WHEEL TO GET INTO THE GAS STATION. I GOT THE AIR AND STARTED MY CAR BACK UP AND THE LIGHTS BEEPED AND CAME ON AGAIN. I HAD TO DRIVE TO WORK WITH NO POWER STEERING AND WAS ALMOST HIT A COUPLE OF TIMES BECAUSE I'M NOT USE TO TURNING THE WHEEL, IT'S SO HARD AND MY ARMS AND CHEST HURT FROM THIS ALREADY. I DON'T HAVE THE MONEY TO GET THIS SERVICES BUT NEED A SAFE RUNNING CAR AS I'M A SINGLE MOM OF TWO AND PURCHASED THIS CAR THINKING FORD WAS RELIABLE. VERY WORRIED AND STRESSED, WHAT AM I TO DO NOW??? *TR GARLAND TX Failure Date: 10/28/2013

10 10650824 2012 FORD FUSION Steering THE POWER STEERING ON OUR 2012 FORD FUSION STARTED TO SPORADICALLY STOP WORKING AND THEN START WORKING AGAIN ON MULTIPLE OCCASIONS. FORD COULD NOT

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DIAGNOSE THE PROBLEM DUE TO IT WORKING AT TIME OF SERVICE BUT SUGGESTED THAT IT COULD POSSIBLY BE DUE TO LOW TIRE PRESSURE. AFTER MULTIPLE OCCURRENCES IT FINALLY STOPPED WORKING COMPLETELY. THE FUSION WAS TOWED TO FORD SERVICE WHERE THEY FOUND IT NEEDED REPAIRS OF APPROXIMATELY \$1500.00 TO REPLACE A PART IN THE POWER STEERING THAT WAS NOT COVERED UNDER WARRANTY. FORD CUSTOMER CARE OFFERED NO ASSISTANCE ON REPAIRS FOR STEERING FAILURE BUT ONLY TOLD US IT WAS OUR RESPONSIBILITY TO PAY FOR PARTS AND REPAIRS THAT WERE OUT OF THE WARRANTY PERIOD. THERE HAVE BEEN NO RECALLS DUE TO POWER STEERING FAILURE AT THE PRESENT TIME. WE FEEL VERY LUCKY THAT THE STEERING FAILURE DID NOT CAUSE AN ACCIDENT. *TR FISHERS IN Failure Date: 10/28/2013

10 10659352 2012 FORD FUSION Steering THE POWER STEERING ON MY 2012 FORD FUSION WENT OUT. *TR DETROIT MI Failure Date: 10/25/2013

10 10587175 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. THE CONTACT STATED THAT THE STEERING WHEEL WAS VERY HARD TO TURN. THE CONTACT MENTIONED THAT THE FAILURE OCCURRED INTERMITTENTLY. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 49,000. FLORISSANT MO Failure Date: 10/15/2013

10 10548911 2012 FORD FUSION Steering 1ST CASE 10/12/13 LOST POWER STEERING - NO ERROR CODE FOUND & RESET 2ND CASE 10/21/13 LOST POWER STEERING AGAIN BOTH CASES DRIVING UNDER 25 MPH. BOTH CASES HAD DAUGHTER WITH ME. I AM CONCERNED ON SAFETY ISSUE AND REQUESTING A RECALL. CONCERNED BECAUSE IN BOTH CASES WITH THE UNEXPECTED LOSS OF POWER STEERING I AM NOT ABLE TO TURN THE WHEEL OF THE CAR. WARRANTY IS UP. VERY DISAPPOINTED WITH READING THIS IS ALSO HAPPENING TO OTHERS! NOT ACCEPTABLE FORD. *TR WEST PARIS ME Failure Date: 10/12/2013

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10 10641840 2012 FORD FUSION Steering I WAS DRIVING NORMALLY AND TURNED A CORNER AND THE POWER STEERING QUIT WORKING AND I WAS FORCED TO MANUALLY TURN THE CAR AND FIND A SAFE PLACE TO STOP. I RESTARTED THE CAR AND IT DROVE FINE FOR A COUPLE OF WEEKS. I WAS DRIVING AGAIN WHEN THE POWER STEERING QUIT AGAIN AND I COASTED INTO A TURN LANE AND MANAGED TO RESTART THE CAR AGAIN. I DROVE THEN TO MY FORD DEALER AND TOLD THE SERVICE MANAGER WHAT HAD HAPPENED, HE TOLD ME THAT I PROBABLY HAD HIT A BUMP IN THE ROAD AND HAD CAUSED THE COMPUTER TO MALFUNCTION.THE NEXT TIME THIS HAPPENED I WAS IN MY DRIVEWAY BACKING UP SO I JUST RESTARTED THE CAR AND IT WAS FINE.THIS WAS A LEASE CAR THAT I WOULD BE TURNING IN FEB. 2014 SO WHEN I DID I TOLD THE MAN WHO INSPECTED IT ABOUT THE POWER STEERING PROBLEM AND HE SAID HE WOULD NOTE IT AND I THEN GOT A NEW CAR AND FORGOT ABOUT THIS UNTIL I SHOW A REPORT ON THE NEWS AND I DECIDED TO REPORT MY PROBLEM. *TR LIVONIA MI Failure Date: 10/11/2013

10 10547594 2012 FORD FUSION Steering VEHICLE LOST POWER STEERING DURING DRIVING. LIGHT CAME ON AND MESSAGE ABOUT POWER STEERING AND TO CHECK ADVANCETRAC. STEERING CAME BACK AFTER I TURNED CAR OFF AND BACK ON AFTER A FEW MINUTES. WARRANTY IS NOW UP OF COURSE ON THE CAR. *TR SPRING HILL KS Failure Date: 10/10/2013

10 10547193 2012 FORD FUSION Steering I WAS DRIVING DOWN THE HIGHWAY AND A LIGHT CAME ON THE DASH AND 2 MESSAGES APPEARED ON DASH - SERVICE ADVANCETRAC AND POWER STEERING ASSIST FAULT. IT BECAME EXTREMELY DIFFICULT TO TURN THE STEERING WHEEL. THIS CONTINUED FOR SEVERAL MILES AS I WAS IN A CARPOOL LANE AND UNABLE TO PULL OVER ANYWHERE. IF THIS HAD HAPPENED WHILE I WAS TURNING I WOULD HAVE HAD AN ACCIDENT. TURNING THE CAR OFF AND RESTARTING IT CLEARED THE MESSAGES AND THE STEERING FUNCTIONED CORRECTLY AGAIN, HOWEVER THIS IS THE 4TH TIME IN THE LAST FEW MONTHS WE HAVE

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HAD THIS ISSUE. WE TOOK OUR CAR TO THE DEALERSHIP PRIOR TO THE WARRANTY EXPIRATION AND THEY SAID THERE WAS NO ERROR CODE SHOWING UP. *TR MCKINNEY TX Failure Date: 10/08/2013

10 10546867 2012 FORD FUSION Steering I TOOK A HARD TURN TO AVOID A COLLISION AND HIT A CURB. THE STEERING GOT HARD, THE ADVANCED TRACK LIGHT CAME ON, AND THE PROBLEM WONT GO AWAY. *TR HOMESTEAD FL Failure Date: 10/04/2013

10 10749436 2012 FORD FUSION Steering 2012 FORD FUSION. ATTORNEY REPRESENTING CONSUMER WRITES IN REGARDS TO VEHICLE DEFECT ASSOCIATED WITH RECALL NOTICE. *SMD THE DRIVER OF THE VEHICLE WAS INVOLVED IN A SINGLE CAR ACCIDENT. CONSEQUENTLY, THE DRIVER WAS BURNED TO DEATH. THE LAWYER ON BEHALF OF THE DRIVER, BELIEVED THE ACCIDENT WAS DUE TO A DEFECT ASSOCIATED WITH THE VEHICLE THAT WAS RECALLED. THE LAWYER REFERENCED RECALL # 15V340. *JB..*TR.....UPDATED 12/29/15 *BF HUNTSVILLE AL Failure Date: 10/02/2013

10 10546393 2012 FORD FUSION Steering I WAS PICKING UP MY GIRLS FROM PRESCHOOL AND WHEN RETURNING HOME, I LOST POWER STEERING GOING AROUND A CORNER. A FEW CHIMES SOUNDED AND A "SERVICE ADVANCETRAC" AND "POWER STEERING ASSIST FAILURE" MESSAGE CAME ON THE DASHBOARD READ OUT. THIS IS A VERY SERIOUS SAFETY ISSUE THAT A LOT OF FORD FUSION OWNERS SEEM TO BE EXPERIENCING AND I FEEL FORD NEEDS TO ADDRESS THIS IN SOME SORT OF RECALL. *TR MEREDITH NH Failure Date: 10/01/2013

10 10644357 2012 FORD FUSION Steering BOUGHT THE CAR 7/12/2013 ABOUT 3 MONTHS AFTER PURCHASE. BACKING OUT OF DRIVEWAY ON BUSY STREET, POWER STEERING WENT OUT RIGHT IN THE MIDDLE OF THE STREET , THANK GOD THERE WASN'T A CAR COMING UP ON ME,, COULD BARELY TURN IT TO PULL TO THE SIDE, SHUT IT OFF AND ON AND THE POWER ASSIST WAS OK.. TILL ABOUT 3

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MONTHS LATTER WAS ON THE FREEWAY AND WITHOUT WARNING, BOOM,, NO POWER STEERING. WAS ABLE TO PULL OFF TO THE SIDE, TURNED IT OFF, THEN ON THEN IT WORKED AGAIN,, TOOK IT TO THE DEALER 4/14/2014 THEY SAID IT WOULD COST ALMOST 1,800.00 TO FIX AND ITS NOT COVERED ON THE WARRANTY,,, DROVE OFF, BECAUSE IM A SINGLE DAD WITH 2 DAUGHTERS, NOW I CANT TRUST DRIVING THAT CAR ANY MORE , BECAUSE I DON'T KNOW WHEN THE STEERING IS GOING OUT,, LAST TIME IT WENT OUT AND STAYED OUT,, STILL MAKING PAYMENT AND HAVEN'T DRIVEN CAR IN 2 MONTHS,, DON'T KNOW WHAT TO DO,, DON'T HAVE THE MONEY TO FIX IT,, THIS CAR SHOULD BE RECALLED FOR SAFETY REASONS,,, CONTACTED FORD AND THEY SAID TUFF-[XXX],,, INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6). *TR FREMONT CA Failure Date: 10/01/2013

10 10545377 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. THE CONTACT STATED THAT WHILE ENTERING A DRIVEWAY, THE STEERING WHEEL EXHIBITED A LOUD, ABNORMAL NOISE. THE VEHICLE WAS NOT REPAIRED AND THE MANUFACTURER WAS NOT NOTIFIED. THE APPROXIMATE FAILURE MILEAGE WAS 19,500. MILWALKEE WI Failure Date: 09/23/2013

10 10554265 2012 FORD FUSION Steering SERVICE ADVANCE TRACK LIGHT CAME ON, POWER STEERING DISABLED AND TRACTION CONTROL DISABLED. MAKING TURN ONTO SIDE STREET INCIDENT OCCURRED. NO ACCIDENT INVOLVED. FIRST TIME A SIMPLE TURN OF THE KEY FIXED THE PROBLEM NOW IT IS COMPLETELY DISABLED. TOOK TO DEALER THEY CONFIRMED IT AS THE POWER STEERING GEAR ASSEMBLY ON THE ADVANCE TRACK SYSTEM. PART COST FROM FORD \$900. OUTRAGEOUS FOR A WELL MAINTAINED 2012 WITH 40,000 MILES. PLEASE RESEARCH DEALER SAID THEY HAD NUMEROUS ISSUES WITH THIS... THANK YOU *TR CORBIN KY Failure Date: 09/10/2013

10 10538225 2012 FORD FUSION Steering FOR SEVERAL MONTHS, MY 2012 FORD FUSION WOULD OCCASIONALLY HAVE A POWER STEERING

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FAILURE. RESTARTING THE VEHICLE WOULD SOLVE THIS. HOWEVER, TODAY, THE POWER STEERING FAILURE IS NOT GOING AWAY. MY HUD READS "POWER STEERING ASSIST FAULT" AND "SERVICE ADVANCETRAC" I WILL BE TAKING IT TO GET SERVICED AT MY FIRST OPPORTUNITY. SEARCHING THE INTERNET IMPLIES THAT THIS IS A NEARLY UBIQUITOUS PROBLEM. *JS

WARNER ROBINS GA Failure Date: 08/31/2013

10 10541941 2012 FORD FUSION Steering MY 2012 FORD FUSION SEL/3.0L V6 WAS BEING DRIVEN ON BUSY HIGHWAY AT 55+ MPH. POWER STEERING FAULT/SERVICE AUTOTRAC WARNING CAME ON SUDDENLY. POWER STEERING FAILED; DRIVER HAD VERY DIFFICULT TIME CONTROLLING CAR ON HIGHWAY. STEERING WAS VERY DIFFICULT FOR REMAINDER OF DRIVE. AFTER IT WAS SHUT OFF AND TURNED BACK ON, FAULT CLEARED, WARNING LIGHT WAS GONE, AND STEERING WAS FINE. DROVE APPROXIMATELY 200 MILES WITH NO ISSUES. NEXT TIME CAR WAS TURNED ON AND PUT INTO GEAR, FAULT CAME BACK. SHUT OFF, TURNED BACK ON, IT CLEARED AGAIN. \$1600+ QUOTED TO FIX ISSUE WITH STEERING GEAR. CAR HAS 45,000 MILES ON IT. *JB DETROIT LAKES MN Failure Date: 08/30/2013

10 10537758 2012 FORD FUSION Steering TWICE IN ONE WEEK THE POWER STEERING WENT OUT. THE POWER STEERING FAILURE, SERVICE ADVANCE TRACK LIGHT CAME ON AND THE STEERING WAS DIFFICULT. FORD DEALER IS POSSIBLY GOING TO REPLACE THE POWER STEERING ASSEMBLY, THEY ARE WAITING ON AN OK EMAIL SINCE THE CODE THAT THEY FOUND IS DIFFERENT FROM THE ONE THEY ARE "FAMILIAR" WITH. THE FIRST TIME IT OCCURRED WAS WITH MY SON WHO HAS A LEARNERS PERMIT. VERY SCARY FOR A FIRST TIME DRIVER IN A NOT EVEN 2 YR OLD VEHICLE! *TT

HOLLAND MI Failure Date: 08/27/2013

10 10536412 2012 FORD FUSION Steering THE STEERING HAS PLAY AND IS STARTING TO LOCK. THERE IS THUD NOISE AS I TURN THE STEERING WHEEL RIGHT TO LEFT AND LEFT TO RIGHT. *TR CAVE CREEK AZ Failure Date: 08/20/2013

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10 10536183 2012 FORD FUSION Steering AFTER MAKING A LEFT TURN AND DRIVING ON A DRY ROAD AT 35MPH, I HEARD A SIGNAL AND AN IMAGE OF A CAR & TRACKS APPEARED ON UPPER LEFT CORNER OF DASHBOARD ALONG WITH WORDS POWER STEERING, ETC. I DID NOT SEE THE COMPLETE MESSAGE SINCE I HAD TO CONCENTRATE ON TRYING TO STEER INTO A PARKING SPACE. I AM AN 84 YEAR OLD WOMAN AND IT WAS NEXT TO IMPOSSIBLE TO STEER. THE CAR WAS TOWED TO DEALER AND THEY TOLD ME THEY WERE ABLE TO DRIVE IT WITHOUT A PROBLEM. THEY WILL CHECK IT OUT TOMORROW. DEFINITELY POWER STEERING FAILURE.

*TR NAGS HEADNC Failure Date: 08/18/2013

10 10537277 2012 FORD FUSION Steering DRIVING AT APPROX. 62 MPH ON HIGHWAY WHEN WARNING LIGHT FOR "SERVICE ADVANCETRAC SYSTEM AND POWER STEERING ASSIST FAILURE. VERY DANGEROUS ISSUE, LUCKY I DID NOT HIT ANOTHER CAR AS WAS CHANGING LANES WITH CONCRETE BARRIER TO MY LEFT AND FAST MOVING VEHICLES TO MY RIGHT. I HAVE RESEARCHED THIS CAR AND FOUND NUMEROUS COMPLAINTS SIMILAR TO MINE. FORD HAS CAR TODAY AND SAYS STEERING GEAR BAD , LUCKY I BOUGHT EXTENDED WARRANTY. FORD SHOULD BE REQUIRED TO REPLACE THESE. THIS IS A SERIOUS ISSUE TOTALLY SAFETY RELATED. THIS VEHICLES HAS ONLY 41,000 MILES. *TR ROWLETT TX Failure Date: 08/16/2013

10 10535725 2012 FORD FUSION Steering WAITING TO TURN LEFT, AS I STARTED TO GO ABOUT MID-TURN THE POWER STEERING JUST STOPPED WORKING? THERE WAS LIKE A RUBBING NOISE AS THIS HAPPENED (VERY LOUD) THE INDICATOR LIGHT CAME ON ABOUT SERVICING THE ADVANCE TRAC. I SHUT THE CAR DOWN AND THE PROBLEM WENT AWAY FOR NOW.

*TR LA PORTE IN Failure Date: 08/15/2013

10 10535847 2012 FORD FUSION Steering POWER STEERING FAILED WHEN DRIVING IN RUSH HOUR TRAFFIC. DRIVER GOT THE CAR INTO A PARKING LOT AND TURNED OFF ENGINE AND RESTARTED. POWER STEERING WAS RESTORED. THE NEXT DAY WHILE DRIVING APPROXIMATELY 25 MILES AN HOUR POWER STEERING QUIT AGAIN. WARNING MESSAGE APPEARED ON

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DISPLAY "POWER STEERING ASSIST FAULT. SERVICE ADVANCETRAC".
RESTARTED VEHICLE AND POWER STEERING RESTORED. DROVE
APPROXIMATELY 4 MILES AND THE POWER STEERING FAILED AGAIN. DROVE
VEHICLE TO A FORD DEALERSHIP WHERE THE STEERING GEAR ASSEMBLY
WAS REPLACED.POTENTIALLY DANGEROUS SITUATION. WIFE WAS DRIVING
THE FIRST TIME AND SHE DIDN'T HAVE THE STRENGTH TO STEER THE VEHICLE
VERY WELL. IF IT HAD OCCURRED ON THE FREEWAY, COULD HAVE BEEN
CATASTROPHIC. HOPE FORD DEALS WITH THIS ISSUE. *TR WEST
LINN OR Failure Date: 08/15/2013

10 10542056 2012 FORD FUSION Steering TL* THE CONTACT
OWNS A 2012 FORD FUSION. THE CONTACT STATED THAT WHILE DRIVING AT
VARIOUS SPEEDS, THE STEERING WHEEL BEGAN TO STICK. AS TIME
PROGRESSED THE VEHICLE PERFORMED IN A MANNER REMINISCENT OF
HAVING A FLAT TIRE AND THE SERVICE ADVANCE TRACK WARNING LIGHT
ILLUMINATED. THE CONTACT STOPPED THE VEHICLE TO CHECK THE TIRES
BUT COULD NOT DETERMINE A FAILURE. THE VEHICLE WAS TAKEN TO A
DEALER FOR ROUTINE SERVICE AND SHE WAS INFORMED THAT THE RACK
AND PINION WOULD NEED TO BE REPLACED. THE MANUFACTURER WAS
NOTIFIED OF THE FAILURE. THE VEHICLE WAS REPAIRED. THE FAILURE AND
CURRENT MILEAGE WAS 60,000. GORDONSVILLE VA Failure Date:
08/15/2013

10 10537165 2012 FORD FUSION Steering TRAVELING AT 65 MPH
ON INTERSTATE WHEN SERVICE ADVANCED TRAC LIGHT CAME ON AND
POWER STEERING WAS LOST. *TR WEST JORDAN UT Failure Date:
08/14/2013

10 10533718 2012 FORD FUSION Steering MY DAUGHTER WAS
DRIVING THE CAR WHEN THE POWER STEERING QUIT AND A WARNING DASH
LIGHT TURNED ON. THIS IS A VERY DANGEROUS SITUATION BECAUSE IT IS
DIFFICULT TO CONTROL THE CAR WITHOUT POWER STEERING. SHE DROVE
THE CAR TO A FRIENDS HOUSE AND CALLED ME. I TOLD HER TO COME HOME
AND HAVE HER BOY FRIEND DRIVE THE CAR. WHEN THE CAR WAS STARTED

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THE FAILURE CLEARED. I TOOK IT TO THE DEALER AND THE CAR DROVE FINE. AFTER THE DEALER INSPECTION, I WAS TOLD THAT THE CAR NEEDED A NEW RACK AND PINION AT A COST OF \$2400. IF THE RACK AND PINION ARE BAD, WHY WOULD THE CODE CLEAR? SOMETHING ELSE IS GOING ON. *TR

ALTA LOMA CA Failure Date: 08/04/2013

10 10533610 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. THE CONTACT STATED WHILE DRIVING APPROXIMATELY 55 MPH THERE WAS A COMPLETE LOSS OF POWER STEERING WITHOUT WARNING. THE STEERING WHEEL BECAME DIFFICULT TO TURN. THE VEHICLE WAS MANEUVERED TO THE SIDE OF THE ROAD WHERE THE ENGINE WAS TURNED OFF. UPON RESTARTING, THE POWER STEERING RESUMED IN NORMAL OPERATION. THE FAILURE RECURRED MULTIPLE TIMES BEFORE REACHING THE DRIVER'S DESTINATION. THE VEHICLE HAD NOT BEEN REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE PROBLEM. THE APPROXIMATE FAILURE MILEAGE WAS 42,000. FORNEY TX

Failure Date: 08/02/2013

10 10534053 2012 FORD FUSION Steering WHILE DRIVING LESS THAN 20 MPH, I SLOWED DOWN TO PULL UP NEXT TO MY MAILBOX WHEN THE POWER STEERING FAILED, NEARLY CAUSING ME TO HIT THE MAILBOX. THE CAR WARNING LIGHT AND DINGING SOUND WENT OFF AND THE INSTRUMENT PANEL DISPLAY SAID "POWER STEERING FAILURE" THEN CHANGED TO "SERVICE ADVANCETRAC." TOOK VEHICLE TO DEALER THE NEXT DAY, WAS TOLD SOME KIND OF GEARBOX FAILED IN THE POWER STEERING AND IT WAS REPLACED UNDER WARRANTY. *TR STAR ID Failure Date: 08/01/2013

10 10526288 2012 FORD FUSION Steering MY WIFE WAS GETTING READY TO LEAVE THE HOUSE AND DROP THE KIDS OFF AT DAYCARE AND THEN GO TO WORK. THE POWER STEERING WENT OUT ON HER BEFORE AND I TOLD HER TO TURN IT OFF AND BACK ON. LAST TIME IT WORKED TO RESET THE POWER STEERING, BUT THIS TIME AFTER ATTEMPTING TO TURN THE CAR OFF AND ON 5 TIMES THE POWER STEERING IS STILL OUT. THE SCARIEST PART IS WHAT COULD HAVE HAPPENED IF MY WIFE HAD BEEN DRIVING WITH THE KIDS

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AND TRYING TO MAKE A TURN? *TR MOORE OK Failure Date:
07/23/2013

10 10533250 2012 FORD FUSION Steering WAS STUCK IN TRAFFIC FOR OVER THREE HOURS IN ABOUT 25MPH. AT ABOUT 20 MINS LEFT IN TRAFFIC, INFO LIGHT CAME ON AND STATED POWER ASSIST NEEDS SERVICING AND ADVANCE TRAC NEEDS SERVICE. THEN I WAS UNABLE TO TURN EASILY ONTO THE NEXT FEW STREETS. WE TRIED ALL DIFFERENT THINGS TO FIX PROBLEM. HAD TO TAKE IT TO THE DEALERSHIP WHERE THEY REPLACED THE STEERING RACK BUT COULD NOT ISOLATE THE PROBLEM. LUCKILY FOR ME THE PROBLEM WAS COVERED UNDER THE WARRANTY. SEEMS TO BE DRIVING FINE NOW BUT I AM LUCKY THIS WAS AT LOW SPEEDS AND DID NOT CAUSE AN ACCIDENT BECAUSE I HAD BOTH MY YOUNG CHILDREN AND HUSBAND IN THE CAR. MY HUSBAND HAD TO DRIVE THE CAR HOME FOR TWO HOURS AFTER THIS PROBLEM BECAUSE WE WERE OUT OF TOWN. *TR NORFOLK VA Failure Date: 07/21/2013

10 10641996 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. THE CONTACT STATED THAT WHILE DRIVING 10 MPH, THE POWER STEERING SEIZED WHILE MAKING A LEFT TURN AND EXCESSIVE FORCE WAS REQUIRED IN ORDER TO MANEUVER THE VEHICLE. THE PROBLEM RECURRED SEVERAL TIMES. THE VEHICLE WAS TAKEN TO A DEALER. THE TECHNICIAN DIAGNOSED THAT THE COMPUTER PROGRAM NEEDED TO BE RESET. THE FAILURE RECURRED AND THE VEHICLE WAS TAKEN TO A DEALER. THE TECHNICIAN DIAGNOSED A SERVICE DEFECT ON THE POWER STEERING. THE VEHICLE HAD NOT BEEN REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE ISSUE. THE APPROXIMATE FAILURE MILEAGE WAS 35,786. AUSTIN TX Failure Date:
07/21/2013

10 10525714 2012 FORD FUSION Steering ON MY WAY TO WORK IN THE MORNING ON A BACK COUNTRY ROAD, I WENT AROUND A 90 DEGREE TURN, BRAKING BEFORE GOING INTO THE TURN. ON THE WAY OUT OF THE TURN, THE ENGINE STALLED AS I WAS TRYING TO ACCELERATE. I CAME TO A

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STOP, PUT THE VEHICLE IN PARK, AND THEN IT RESTARTED WITH NOT
PROBLEM, BUT SHOCKED ME A BIT. *TR LITITZPA Failure Date:
07/19/2013

10 10641872 2012 FORD FUSION Steering OCCURRED 3 TIMES
WHERE THE TROUBLE INDICATOR LAMP CAME ON AND POWER STEERING
WENT OUT. I WAS ABLE TO SHUT THE CAR OFF AND RESTART THEN IT WAS OK
THE FIRST TIME AND SECOND TIME. THIRD TIME THE STEERING WENT OUT
COMPLETELY WITH NO WARNING WHILE I WAS DRIVING. TROUBLE LIGHT DID
NOT COME ON. LOST ALL POWER STEERING. IF MY WIFE WAS DRIVING SHE
WOULD NOT HAVE BEEN ABLE TO MAN HANDLE THE STEERING WHEEL TO
PULL OFF THE ROAD. HAD THE VEHICLE TOWED TO THE DEALER AND THEY
WANTED ME TO PAY \$1,300.00 FOR A NEW POWER STEERING RACK AND
PINION. I ARGUED THE CAR WAS JUST OUT OF WARRANTY AND THIS WAS A
SAFETY ISSUE AND REFUSED TO PAY. THE FSE CALLED AND FORD MOTOR
PAID A PORTION OF THE BILL. THIS WAS A VERY UNSAFE ISSUE AND I SHOULD
NOT HAVE HAD TO PAY FOR THIS REPAIR BUT I NEEDED TO GET MY CAR BACK
SO I SETTLED WITH THEM. *TR STERLING HEIGHTS MI Failure Date:
07/15/2013

10 10652568 2012 FORD FUSION Steering WAS IN THE CAR AT
STOP LIGHT. WHEN I WENT TO STEP ON THE GAS THE WARNING LIGHTS CAME
ON AND CAR HAD NO POWER STEERING. CAR WAS VERY HARD TO STEER AND
COULD HAVE CAUSED AN ACCIDENT. GOT TO A PARKING GARAGE AND
MANAGED TO PARK AND TURNED OFF THE CAR. RESTARTED IT AND POWER
STEERING CAME BACK ON. IT HAPPENED AGAIN ABOUT A WEEK LATER IN MY
DRIVEWAY AS I WENT TO LEAVE. TURNED CAR OFF AND IT CAME BACK ON
AGAIN. TOOK CAR TO FORD DEALER WHERE THEY SAID THEY HAD TO
REPLACE THE WHOLE POWER STEERING ASSEMBLY TO THE TUNE OF \$1800.00
ON BASICALLY A 1 YEAR OLD CAR! SENT A COMPLAINT TO FORD WHERE THEY
BLEW ME OFF AND DEALER SAID THERE WAS NOTHING HE COULD DO. THIS IS
HAZARDOUS AND SHOULD BE RECALLED. *TR TACOMA WA
Failure Date: 07/09/2013

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10 10523813 2012 FORD FUSION Steering WHILE OPERATING THE VEHICLE AT 25 TO 30 MPH ON URBAN STREET, THE POWER STEERING ASSIST STOPPED FUNCTIONING AS I ENTERED A RIGHT HAND CURVE, APPROXIMATELY 100 FEET AFTER A LEFT TURN. THE VEHICLE HAD BEEN IN OPERATION FOR APPROXIMATELY 20 MINUTES IN STOP AND GO CITY TRAFFIC. TEMPERATURE WAS APPROXIMATELY 75 DEGREES, CLEAR AND SUNNY. THE "SERVICE ADVANCETRAC" WARNING MESSAGE CAME UP, ALONG WITH AN INDICATOR ON THE INST. CLUSTER. VERY HAZARDOUS AND COULD LEAD TO LOSS OF CONTROL. ENGINE RESTART CLEARED THE ERROR MESSAGE AND VEHICLE RETURNED TO NORMAL FUNCTION. *TR SEATTLE WA Failure Date: 07/08/2013

10 10523489 2012 FORD FUSION Steering WAS MAKING A LEFT TURN AND BRAKING WHEN DUMMY LIGHT CAME ON I COULD NOT MAKE THE TURN LOCKED UP AND HAD TO TURN FORCEFULLY TO GET OUT OF INTERSECTION GOOD THING NO CARS WERE COMING THE OTHER WAY. *TR LAKEWOOD NJ Failure Date: 07/06/2013

10 10522717 2012 FORD FUSION Steering I BACKED OUT OF MY GARAGE AND THE STEERING "LOCKED". I COULD NOT TURN THE WHEEL. A MESSAGE APPEARED ON THE SCREEN "POWER STEERING " ETC. I CHECKED THE MANUAL AND FOLLOWED INSTRUCTIONS TO WAIT 10 MINUTES AND TRY AGAIN. IT WORKED BUT I DID NOT DRIVE. I BROUGHT MY CAR TO MY DEALER ON JULY 1. THEY ORDERED PARTS TO ARRIVE NEXT DAY. MY HUSBAND PICKED ME UP. THIS IS A SCARY SITUATION ! *TR BERNARDSVILLE NJ Failure Date: 06/29/2013

10 10596287 2012 FORD FUSION Steering NHTSA #14V286 RECALLS FORD EXPLORERS FOR LOSS OF ELECTRIC POWER STEERING ASSIST, BUT THIS SHOULD INCLUDE OTHER MODELS. MY DAUGHTER'S 2012 FORD FUSION HAD THE SAME PROBLEM AND NEARLY CAUSED TWO ACCIDENTS WHEN SHE WAS TURNING AT INTERSECTIONS. *TR BREMEN GA Failure Date: 06/27/2013

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10 10522195 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. THE CONTACT STATED THAT THE POWER STEERING WARNING LIGHT ILLUMINATED AS THE STEERING BECAME VERY HARD TO TURN. THE VEHICLE WAS TOWED TO A DEALER WHERE IT WAS DETERMINED THAT THE ELECTRONIC POWER STEERING UNIT NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE FAILURE AND THE CURRENT MILEAGE WAS 52,000. *TR NORTH SCITUATE RI

Failure Date: 06/26/2013

10 10522072 2012 FORD FUSION Steering MY FIRST INCIDENT WAS DRIVING OUT OF A PARKING LOT, THE POWER STEERING MESSAGE APPEARED WITH A STRANGE BEEPING NOISE FOLLOWED BY AN EXTREMELY DIFFICULT TO MOVE STEERING WHEEL. WHEN I TURNED OFF MY CAR AND GOT IT BACK ON, THE POWER STEERING WAS BACK TO ITS NORMAL LEVELS. LATER THE NEXT DAY, THE CAR WAS IN MOVEMENT OVER 30MPH WHILE DRIVING THROUGH THE HIGHWAY AND THE POWER STEERING MESSAGE CAME ON AGAIN MAKING MY CAR TOTALLY UNRESPONSIVE CAUSING ME TO ALMOST CRASH. IT WAS VERY DIFFICULT TO GET THE CAR OUT OF THE HIGHWAY IN ORDER TO HAVE THE STEERING LEVELS BACK BY TURN IT OFF AND BACK ON AGAIN. TODAY I TOOK MY CAR TO THE FORD SERVICE COMPLAINING ABOUT THIS IN ORDER TO GET MY CAR CHECKED BUT THE SERVICE MANAGER INDICATED THAT THERE WAS NOTHING HE COULD DO ABOUT THIS INCIDENT FOR WHAT SUGGESTED ME TO CONTACT ROADSIDE ASSISTANCE DURING THE NEXT INCIDENT AND HAVE THEM TAKE IN MY CAR TO THERE SERVICE TO FIX IT AT THE MOMENT. I MENTIONED THAT IF THAT WAS TO BE DONE MY CAR WOULD OBVIOUSLY HAVE TO BE TURNED OFF AND ON IN THE PROCESS CAUSING THE ISSUE TO MOMENTARILY DISAPPEAR FOR WHAT HE WOULD STILL NOT BE ABLE TO WITNESS THE INCIDENT AS HE REQUEST, JUST LIKE TODAY. HE REFUSED TO MAKE ANY FURTHER COMMENTS INDICATING THAT WAS THE BEST THING HE COULD DO. *TR TOAALTA

PR Failure Date: 06/25/2013

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10 10524412 2012 FORD FUSION Steering LOST POWER
STEERING WITH NO WARNING. FORTUNATELY, I WAS APPROACHING A STOP
LIGHT. COULD PROCEED AHEAD, BUT COULD NOT MAKE LEFT TURN WITHOUT
GREAT EFFORT. HAD TO BE TOWED. ARLINGTON MA Failure Date:
06/25/2013

10 10520861 2012 FORD FUSION Steering DRIVING ALONG DOING
AROUND 35MPH, POWER STEERING FAILURE...DASHBOARD READ SERVICE
ADVANCETRAC? TOOK IT TO HALL FORD, REPLACING STEERING GEAR...NEEDS
TO BE A RECALL FOR THIS. *TR WILLIAMSBURG VA Failure Date:
06/13/2013

10 10519701 2012 FORD FUSION Steering THE VEHICLE WAS
PARKED AND AS I STARTED TO DRIVE IT WAS EXTREMELY HARD TO STEER.
THE POWER STEERING ASSIST FAULT WARNING APPEARED ON THE DASH. I
CONSULTED THE OWNER'S GUIDE WHICH GAVE INSTRUCTIONS TO TURN THE
MOTOR OFF AND BACK ON AFTER 10 SECONDS. WHEN I TURNED THE CAR
BACK ON, THE WARNING WAS OFF AND THE STEERING ISSUE WAS GONE.
HOWEVER, I EXPERIENCED THE SAME PROBLEM (*WITH THE DASH WARNING)
ABOUT 2 HOURS LATER WHEN I TRIED TO DRIVE THE CAR AGAIN. *TR
DESOTO TX Failure Date: 06/07/2013

10 10520848 2012 FORD FUSION Steering DRIVING OUT OF A
PARKING LOT STEERING WITHOUT WARNING BECAME EXTREMELY HEAVY AND
EXTREMELY DIFFICULT TO STEER ALMOST RESULTING IN A HEAD ON CRASH.
"POWER STEERING ASSIST FAILURE" LIGHT CAME ON. I TURNED THE CAR OFF
AND BACK ON AGAIN AND THE LIGHT WENT OUT. THE STEERING RETURNED TO
NORMAL. I TOOK THE CAR TO THE LIVERMORE CA FORD DEALER. THEY SAID
THEY FOUND THE FAULT CODES BUT COULD NOT VERIFY ANYTHING WAS
WRONG OR DUPLICATE THE EVENT. SO THEY SAID THEY WOULDN'T FIX
ANYTHING PER FORD'S INSTRUCTIONS. I GOOGLED THE ISSUE AND TONS OF
COMPLAINTS CAME UP ON EXACTLY WHAT HAPPENED TO ME. MANY HAD THE
ENTIRE STEERING SYSTEM REPLACED. DEALERSHIP IGNORED THIS WHEN I
SENT IT TO THEM. *TR SAN RAMON CA Failure Date: 06/05/2013

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10 10644098 2012 FORD FUSION Steering TWO FAILURES RESET BY TURNING CAR OFF AND ON. ONE, PERMANENT, STILL NOT WORKING. WORST FAILURE WAS THE SECOND ONE WHILE ON THE FREEWAY. *TR
FREMONT CA Failure Date: 06/05/2013

10 10519377 2012 FORD FUSION Steering POWER STEERING FAULT CAME ON ALL OF SUDDEN WHEN DRIVING HOME FROM PICKING UP MY KIDS. TOTALLY UNRESPONSIVE AND HARD TO TURN. *TR
LIVINGSTON TX Failure Date: 06/04/2013

10 10522129 2012 FORD FUSION Steering WHILE TURNING A CORNER THE "POWER STEERING FAILURE" MESSAGE APPEARED AND POWER STEERING WAS LOST. THIS HAS HAPPENED SEVERAL TIMES WITH NO WARNING AND IS VERY UNSAFE. THIS CONDITION WARRANTS A RECALL FROM FORD AS IT IS A COMMON OCCURRENCE. MAKE A RECALL HAPPEN AS THIS VEHICLE IS UNSAFE AT ANY SPEED! *TR SIOUX FALLS SD
Failure Date: 06/04/2013

10 10542591 2012 FORD FUSION Steering WAS DRIVING THE VEHICLE WHEN THE POWER ASSIST FAULT INDICATION OCCURRED. AS THE CAR CHANGED TO MANUAL STEERING IT PULLED THE CAR TO THE LEFT CAUSING THE CAR TO CROSS INTO THE OTHER LINE BEFORE COULD REACT TO THE MANUAL STEERING. THE CAR IS VERY DIFFICULT TO STEER UNDER MANUAL STEERING, TAKING A LOT OF FORCE TO MAKE TURNS EVEN AT HIGHWAY SPEEDS. ONCE GOT TO A PLACE TO STOP, THE ONLY THING THAT WOULD RESET THE POWER STEERING ASSIST FAULT WAS BY TURNING THE CAR TOTALLY OFF AND THEN RESTARTING THE CAR. THIS HAS HAPPEN 6 MORE TIMES SINCE THEN. HAVE TAKEN THE CAR TO FORD DEALERSHIP TO HAVE IT FIXED, BUT THEY JUST SAID NO CODE OF THE FAULT WAS SHOWN AND THAT WAS IT. NOT ONLY IS THIS A SAFETY FACTOR UNDER NORMAL DRIVING CONDITIONS BUT WOULD BE A MAJOR SAFETY PROBLEM ON ICE OR SNOW DRIVING. *TR BROADVIEW HEIGHTS OH Failure Date: 06/03/2013

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10 10514112 2012 FORD FUSION Steering I WAS TRAVELING UP A PARKING RAMP WHAT THE POWER STEERING GAVE OUT AND A DEFAULT SHOWED UP ON THE DASHBOARD. I HAVE PURCHASED THE VEHICLE USED 2 WEEKS AGO. THIS IS THE FIRST INCIDENT. *TR RIVERVIEW MI

Failure Date: 05/29/2013

10 10514358 2012 FORD FUSION Steering GOT INTO THE CAR. STARTED IT AND THE POWER STEERING DID NOT WORK. DROVE IT SEVEN MILES HOME NOT WORKING. STARTED IT UP THE NEXT DAY AND IT WAS WORKING. *TR GOLDSBORO NC Failure Date: 05/29/2013

10 10513804 2012 FORD FUSION Steering THIS IS THE THIRD TIME MY POWER STEERING HAS JUST RANDOMLY GONE OUT OF OUR RENTAL 2012 FORD FUSION. THE FIRST TIME, I WAS TRAVELING AT 25 MPH MAKING A LEFT TURN. SECOND WE WERE DRIVING 50 MILES AN HOUR CHANGING LANES. THIS MORNING ABOUT A QUARTER A MILE FROM OUR HOME SHE LOST POWER STEERING AND HIT THE CURVE RESULTED IN A BLOWN FRONT TIRE. WHAT A DANGEROUS CAR. *TR LINCOLNWOOD IL Failure Date: 05/28/2013

10 10586344 2012 FORD FUSION Steering WHILE IN A RESIDENTIAL NEIGHBORHOOD THE ELECTRIC POWER STEERING GEAR STOP FUNCTIONING. CAUSING THE CAR TO BE EXTREMELY HARD TO CONTROL.

*TR PHOENIX AZ Failure Date: 05/28/2013

10 10538624 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. THE CONTACT STATED THAT WHILE DRIVING 40 MPH, THE POWER STEERING FAILED AS THE STEERING WHEEL TIGHTENED WITH THE ILLUMINATION OF THE POWER STEERING LIGHT. THE FAILURE RECURRED ON SEVERAL OCCASIONS. THE VEHICLE WAS TAKEN TO THE DEALER FOR DIAGNOSIS WHERE IT WAS ADVISED TO THE CONTACT THAT THE POWER STEERING GEAR NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED AND THE MANUFACTURER WAS NOT NOTIFIED. THE APPROXIMATE FAILURE MILEAGE WAS 34,000. UPDATED 03/18/14*LJ TOPEKA

KS Failure Date: 05/05/2013

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10 10510690 2012 FORD FUSION Steering THIS IS THE SECOND TIME MY POWER STEERING HAS JUST RANDOMLY GONE OUT OF MY 2012 FORD FUSION. THE FIRST TIME, I WAS TRAVELING AT 60 MPH ON A FREEWAY. YESTERDAY, I WAS STOPPED AT A STOPLIGHT. BOTH TIMES MY HUD WARNS ME THAT "POWER STEERING ASSIST FAULT", SERVICE ADVANCETRAX" OR SOMETHING ALONG THOSE LINES... AND EACH TIME MY STEERING WILL BECOMES ALMOST IMPOSSIBLE TO TURN. THE ISSUES IS SOLVED IF I TURN OFF MY CAR AND TURN IT ON A FEW TIMES. THIS IS A SERIOUS ISSUE AND IS ONLY A MATTER OF TIME UNTIL SOMEONE DIES FROM THIS POWER STEERING FAILURE. *TR GLEN BURNIE MD Failure Date: 05/04/2013

10 10510290 2012 FORD FUSION Steering DROVE CAR FROM HOME TO SUPERMARKET WITH NO PROBLEM. WHEN LEAVING SUPERMARKET AFTER CAR HAD BEEN SHUT OFF, WAS BACKING OUT OF PARKING STALL AND NEARLY HIT ANOTHER CAR BECAUSE POWER STEERING WAS INOPERATIVE. THIS DEFINITELY CAUGHT ME BY SURPRISE! MESSAGE TO THE EFFECT "POWER STEERING ASSIST FAILURE" WAS DISPLAYED. DROVE CAR WITH GREAT DIFFICULTY TO DEALER. SERVICE REP AT DEALER TURNED OFF AND RESTARTED CAR; PROBLEM HAD GONE AWAY, POWER STEERING WAS NOW WORKING. MECHANIC AT DEALER RAN DIAGNOSTICS WHICH INDICATED A BAD STEERING MOTOR/STEERING GEAR. CAR IS BEING REPAIRED AT DEALER TO REPLACE STEERING MOTOR/STEERING GEAR. WOULD HAVE BEEN SCARY AND DANGEROUS IF THE FAILURE HAD OCCURRED WHILE I WAS DRIVING IT ON HIGHWAY. *TR BELLEVUE NE Failure Date: 05/01/2013

10 10511871 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. THE CONTACT STATED THAT WHILE DRIVING 55 MPH, THE POWER STEERING ASSIST LIGHT ILLUMINATED AND THE VEHICLE BECAME DIFFICULT TO MANEUVER. THE VEHICLE WAS TAKEN TO A DEALER FOR DIAGNOSIS AND THE CONTACT WAS INFORMED THAT THE STEERING RACK WOULD NEED TO BE REPLACED. THE VEHICLE HAD NOT BEEN REPAIRED. THE FAILURE AND CURRENT MILEAGE 38,000. FORD CITY PA Failure Date: 04/30/2013

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10 10509137 2012 FORD FUSION Steering UPON STARTING THE CAR THE POWER STEERING WOULD NOT TURN THE WHEELS ON THE CAR. ON THE ODOMETER IT READ POWER STEERING FAULT..... AFTER RESTARTING THE CAR THE ELECTRONIC STEERING WORKED. HOW DO YOU RESTART A CAR THAT'S MOVING? *TR DELTONA FL Failure Date: 04/21/2013

10 10538074 2012 FORD FUSION Steering I WAS DRIVING DOWN THE INTERSTATE WHEN AN ALARM SOUNDED AND TWO WARNING MESSAGES APPEARED ON THE DASH DISPLAY. POWER STEERING ASSIST FAULT AND SERVICE ADVANCETRAC. AT THAT TIME THERE WAS NO POWER STEERING. THE VEHICLE WAS EXTREMELY DIFFICULT TO TURN. HAD I BEEN EXECUTING A TURN AT THE TIME OF THE FAILURE I LIKELY WOULD HAVE RUN INTO SOMETHING. THE STEERING IS EXTRAORDINARILY STIFF WHEN THE POWER ASSIST IS OFF. THIS HAS OCCURRED SEVERAL TIMES OVER THE PAST FEW MONTHS. IN THE PAST, RESTARTING THE VEHICLE CLEARED THE ERROR MESSAGE AND THE POWER STEERING WORKED AGAIN. THIS TIME HOWEVER THE FAILURE SEEMS PERMANENT. FORD HAS EXAMINED THE VEHICLE AND SAID THE FAILURE IS IN A MOTOR IN THE RACK AND PINION AND THE ENTIRE STEERING ASSEMBLY WILL HAVE TO BE REPLACED TO THE TUNE OF \$1900.00. THIS IS A VERY DANGEROUS PROBLEM AS IT OCCURS WITH NO WARNING AND AT ALL DIFFERENT SPEEDS. I HAVE ALSO NOTICED SOME "CLUNKING" SOUNDS WHEN THE STEERING WHEEL IS TURNED WHILE THE VEHICLE IS STATIONARY. LOGANVILLE GA Failure Date: 04/15/2013

10 10504797 2012 FORD FUSION Steering WE WERE DRIVING THE VEHICLE DOWN THE ROAD AT A SPEED OF ROUGHLY 50 MPH. WITH NO ADVANCED WARNING THERE WERE CHIMES GOING OFF AND A MESSAGE IN THE WARNING CENTER TELLING ME POWER STEERING ASSIST FAILURE SERVICE ADVANCETEC. WITH GREAT EFFORT WE WERE ABLE TO GET THE CAR OFF OF THE ROAD WAY, TURNED THE ENGINE OFF, LET IT SIT FOR 5 MINUTES AND RESTARTED THE VEHICLE WITH NO ISSUES. THIS IS THE SECOND TIME IT HAS DONE THIS THE FIRST TIME WASN'T A GREAT BIG DEAL SINCE WE WERE

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SITTING IN A PARKING LOT WITH THE CAR IDLE. *TR BLUE
RIDGE GA Failure Date: 03/27/2013

10 10503220 2012 FORD FUSION Steering AFTER 20 MIN DRIVING
UNDER NORMAL CONDITIONS, POWER STEERING SUDDENLY FAILED AND
WARNING LIGHT ILLUMINATED. STEERING WHEEL BECAME DIFFICULT TO
TURN, BUT WITH CONSIDERABLE EFFORT WAS ABLE TO MANEUVER INTO
PARKING LOT (WOULD HAVE BEEN DANGEROUS ON THE HIGHWAY). TURNED
OFF ENGINE AND RESTARTED CAR AFTER 10 MIN, AND STEERING BEGAN
OPERATING NORMALLY WITH NO WARNING LIGHT. *TR
NEWCASTLE WA Failure Date: 03/15/2013

10 10502389 2012 FORD FUSION Steering I WAS MAKING A LEFT
TURN ON A DIRT ROAD WHEN THE POWER STEERING WENT OUT AND MY
STEERING WHEEL JERKED THE OPPOSITE DIRECTION AND I WENT OFF THE
SIDE OF THE ROAD AND DID DAMAGE TO MY FENDER. I TOOK IT TO THE FORD
DEALER THAT I PURCHASED IT FROM FOR WARRANTY FIX AND TO FIX MY
FENDER AND THEY DENIED MY WORK AND WOULDN'T FIX THE POWER
STEERING EVEN THOUGH THE CODE P07AE AND U0415 CLEARLY CAME UP.
THIS IS A HUGE SAFETY ISSUE AND FORD NEEDS TO TAKE RESPONSIBILITY.
*TR PAPIILLION NE Failure Date: 02/15/2013

10 10536404 2012 FORD FUSION Steering I WAS DRIVING DOWN
THE HIGHWAY DOING APPROXIMATELY 55 MILES AN HOUR.. CONDITIONS
WERE CLEAR.. ALL OF A SUDDEN THERE WAS SOME BEEPING NOISE.. THEN
THE WHEEL COMPLETELY LOCKED UP ON ME.. I WAS THANKFUL I WAS ON A
STRAIGHT ROAD.. I SLOWED DOWN AND THE CAR HAD A WARNING STATING
THE POWER STEERING HAD FAILED.. I PUT THE CAR IN PARK AND SHUT OFF
THE VEHICLE.. SINCE OWNING THE VEHICLE (PURCHASED BRAND NEW),
THERE HAVE BEEN 5 POWER STEERING FAILURES.. *TR
WALDORF MD Failure Date: 02/12/2013

10 10648135 2012 FORD FUSION Steering I DROVE TO THE BANK
TO CASH A CHECK. VEHICLE IS FINE DRIVING THERE WHEN I WENT TO LEAVE

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AND BACK OUT OF MY PARKING STALL I HAD NO POWER STEERING AT ALL.

*TR VACAVILLE CA Failure Date: 01/18/2013

10 10661577 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 10 MPH, THE STEERING WHEEL SEIZED AS THE ADVANCE TRACK WARNING LIGHT ILLUMINATED. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 69,001. THE VIN WAS NOT AVAILABLE.

CLARKSDALE MS Failure Date: 01/10/2013

10 10693720 2012 FORD FUSION Steering DRIVING ONE DAY HAD JUST TOOK OFF SO WASN'T GOING THAT FAST AN WAS APPROACHING A TURN AND FOUND OUT THAT I HAD TO HOLD THE STEERING WHEEL REAL TIGHT BECAUSE I COULD NOT TURN THE CAR .TRIED TO GET MY CAR FIXED AS A MATTER OF FACT I DID TAKE IT TO A FORD DEALERSHIP AND GOT CHARGED FOR SOMETHING THAT I THOUGHT WAS GOING TO TAKE CARE OF THE PROBLEM BUT DIDN'T THE PROBLEM CAME BACK . MY CAR IS STILL SAYING GET POWER STEERING RACK ADVANCE TRAC SERVICED. TRIED 3 TIMES TO FIX BUT NOTHING SEEMS TO WORK , I NEED YOUR HELP ! *TR

ALLEN PARK MI Failure Date: 12/14/2012

10 10643398 2012 FORD FUSION Steering I SAW ON NEWS THAT YOU WERE INVESTIGATING POWER STEERING ISSUES ON THE FORD FUSION 2012. THIS IS A PROBLEM I HAVE BEEN HAVING WITH MY FUSION 2012 ALMOST FROM THE BEGINNING. THE VEHICLE WAS PURCHASED WITH LESS THAN 10 MILES ON IT AND THE ISSUE STARTED HAPPENING AROUND THE SECOND MONTH. I HEAR A DING AND THEN THE POWER STEERING GOES OUT, THE BRAKES PADDLE REQUIRES A LOT OF PRESSURE TO ENGAGE, AND THE ACCELERATOR PADDLE IS NOT AS RESPONSIVE. TWO ERROR MESSAGES APPEAR ON THE DISPLAY, "POWER STEERING ASSIST FAULT" AND "SERVICE ADVANCETRAC." I MENTIONED IT TO THE SERVICE DEPARTMENT AT THE FORD DEALER AND HE ASK ME TO TAKE A PICTURE OF THE MESSAGES NEXT TIME IT HAPPENS AND BRING THEM IN. I TOOK PICTURES AND BROUGHT THEM IN, I'M

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THEN TOLD THAT I HAVE TO BRING THE VEHICLE IN WHILE THE ERROR MESSAGES ARE SHOWING IN ORDER FOR THE MECHANIC TO DIAGNOSE THE PROBLEM. THIS WILL BE ALMOST IMPOSSIBLE TO DO BECAUSE AFTER A RESTART THE ERRORS GO AWAY. I'M GLAD TO SEE THAT THIS ISSUE IS FINALLY BEING INVESTIGATED. *TR WOODBRIDGE VA Failure Date: 11/05/2012

10 10650780 2012 FORD FUSION Steering THE ELECTRIC POWER STEERING HAS FAILED ABOUT 6 TIMES SINCE I RECEIVED THE CAR NEW AT THE END OF 2011. EACH TIME THE POWER STEERING FAILED A MESSAGE WOULD APPEAR ON THE DASH STATING THAT THE POWER STEERING HAS FAILED, THEN THE STEERING WHEEL BECOMES VERY, VERY HARD TO TURN. SHUTTING THE CAR OFF AND RESTARTING IT CORRECTS THE PROBLEM UNTIL THE NEXT TIME IT HAPPENS - THIS COULD BE 10 MONTHS OR AS SHORT A 2 DAYS. THE FAILURES HAVE OCCURRED IN DIFFERENT DRIVING ENVIRONMENT - PARKING LOTS TWICE, TOWN ROADS, AND HIGHWAYS. WHEN THE POWER STEERING FAILS THE FORCES REQUIRED TO STEER THE CAR ARE EXTREME. I'M AN AVERAGE PERSON (5'8" 180LBS) AND HAVE BARELY ENOUGH STRENGTH TO TURN THE WHEEL IN A FAILURE CONDITION. MY SISTER (5' 2" 105 LBS) WILL LIKELY CRASH. TOOK THE CAR TO THE FORD DEALER TODAY TO HAVE THE PROBLEM REPAIRED, AND AFTER \$148.00 FOR A DIAGNOSTIC CHARGE THEY SAID THEY FOUND NO FAULT CODES IN THE CAR COMPUTER INDICATING THERE HAD BEEN ANY POWER STEERING FAILURES, AND THERE WAS NOTHING THEY COULD DO ABOUT UNTIL THEY PHYSICALLY SAW THE PROBLEM. NO FAULT CODE REGISTRATION FOR SUCH A SERIOUS PROBLEM IS UNBELIEVABLE - A SERIOUS DEFECT IN ITSELF. I CONCEDER THIS CAR UNSAFE TO DRIVE. *TR BRIDGEWATER NJ Failure Date: 10/18/2012

10 10538572 2012 FORD FUSION Steering I WAS DRIVING MY CAR AND ON THE DASH OF MY CAR DISPLAYED A POWER STEERING ASSIST FAULT. WHICH THEN IT BECAME VERY DIFFICULT TO TURN. I QUICKLY PUT THE CAR IN NEUTRAL AND TURNED IT OFF AND THEN BACK ON. IT FIXED THE PROBLEM AND THE MESSAGE ON MY DASH WENT AWAY. THE PROBLEM OCCURRED

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TWICE MORE OVER THE YEAR AND FINALLY TODAY AS I GOT IN MY CAR THE SAME MESSAGE CAME UP AND WOULDN'T GO AWAY. SO NO I CANT DRIVE MY OWN CAR AND I LIVE IN A REMOTE PART OF THE U.S. *JB

BARSTOW CA Failure Date: 10/03/2012

10 10541854 2012 FORD FUSION Steering DROVE HOME NORMALLY AND SHUT OFF THE CAR. WENT TO RESTART THE CAR AND THE CARE INDICATED A "POWER STEERING FAILURE - SERVICE ADVANCE TRAK" MESSAGE. SHUTTING OFF AND RESTARTING THE CAR DID NOT CHANGE THE RESULT. CAR HAD NO POWER STEERING. DROVE THE CAR TO THE DEALER. THE DEALER INDICATED THAT THE STEERING RACK NEEDED REPLACED. \$1900.00 WARRANTY REPAIR. *JB STOWOH Failure Date: 09/28/2012

10 10625774 2012 FORD FUSION Steering DRIVING DOWN THE ROAD AT A NORMAL RATE OF SPEED BETWEEN 35 AND 65 MPH THE POWER STEERING JUST STOPS WORKING. NO WARNING OF ANY KIND. THIS HAPPENED SEVERAL TIMES IN THE PAST TWO YEARS. LUCKILY WE WERE ABLE TO PULL OVER TO THE SIDE OF THE ROAD WITHOUT INCIDENT SHUT THE CAR OFF , AND WHEN YOU RESTART THE CAR ALL THE LIGHTS IN THE DASH WOULD GO OUT AND POWER STEERING WOULD PRESUME. FINALLY ON AUG. 9 2014 IT STOPPED WORKING ALL TOGETHER AND HAD TO HAVE THE ELECTRONIC STEERING RACK REPLACED. THE DEALER TOLD ME THE FIRST TIME IT HAPPENED THAT THERE WAS NOTHING WRONG WITH THE VEHICLE. *TR KENNEDY NY Failure Date: 09/25/2012

10 10481492 2012 FORD FUSION Steering WHEN EXITING ONTO THE ACCESS ROAD OF A MAJOR FREEWAY, MY 2012 FORD FUSION'S POWER STEERING LOCKED UP AND I COULD NOT MANEUVER THE WHEEL (THERE WAS NO ADVANCE WARNING OF THE IMPENDING FAILURE)... IMMEDIATELY, I TURNED ON HAZARD LIGHTS AND REDUCED SPEED, THEN WITH GREAT DIFFICULTY I WAS ABLE TO PULL TO THE SIDE OF THE ROAD. THE DASHBOARD SHOWED AN ERROR STATING "POWER STEERING ASSIST FAULT." I TURNED OFF THE ENGINE AND UPON RESTART OF THE ENGINE, THE POWER STEERING BEGAN WORKING AGAIN. TODAY, OCT. 22, 2012, THIS SAME POWER STEERING

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FAILURE HAS NOW OCCURRED FOR THE FOURTH TIME IN LESS THAN A MONTH. EACH OCCURRENCE WAS AT SPEEDS LESS THAN 25 MPH, HOWEVER ON TWO OF THESE OCCASIONS, I NEARLY HAD AN ACCIDENT WITH VEHICLES NEARBY BECAUSE I HAD NO CONTROL OF THE STEERING AND COULD NOT MANEUVER OUT OF THE WAY OF THE NEIGHBORING VEHICLES... THANKFULLY, THE OTHER DRIVERS WERE ABLE TO SWERVE TO AVOID HITTING MY VEHICLE. I AM VERY CONCERNED THAT MY VEHICLE WILL BE INVOLVED IN AN ACCIDENT IN THE NEAR FUTURE DUE TO THIS VERY SERIOUS MALFUNCTION OF THE FORD FUSION'S POWER STEERING! THE NHTSA NEEDS TO ORDER A RECALL ON THIS ISSUE IMMEDIATELY BECAUSE THERE ARE HUNDREDS OF COMPLAINTS ONLINE OF THE EXACT SAME POWER STEERING FAILURE ON THE FORD FUSION, FORD FOCUS, FORD EXPLORER AND FORD ESCAPE. I AM HIGHLY UPSET WITH FORD FOR NOT ADDRESSING THIS ISSUE AND CONTINUING TO SELL NEW VEHICLES, SUCH AS MINE, TO UNWITTING AND TRUSTING CUSTOMERS... ALL THE WHILE KNOWING THEY WERE MANUFACTURING THE SAME DAMAGED PART AND PLACING IT INTO THEIR NEW VEHICLES. PLEASE HOLD THE FORD MOTOR COMPANY RESPONSIBLE FOR THEIR DISHONEST AND MISLEADING PRACTICES.... MAKE THEM ISSUE A RECALL OF ALL THEIR VEHICLES WITH MALFUNCTIONING POWER STEERING AND AVOID AN EXTREMELY HAZARDOUS CONDITION ON ROADS ALL ACROSS AMERICA. PLEASE DO NOT WAIT FOR AN INNOCENT PERSON TO DIE BECAUSE OF FORD'S FAILURE TO ACT!! *TR SAN ANTONIO TX Failure Date: 09/24/2012

10 10473268 2012 FORD FUSION Steering POWER STEERING FAILURE. HAS OCCURRED FOUR TIMES. WARNING ON THE DASH FOR "POWER STEERING ASSIST FAILURE" THEN POWER STEERING FAILS. NEARLY IMPOSSIBLE TO TURN THE WHEEL. HAPPENED IN STOP-AND-GO TRAFFIC ON INTERSTATE AS WELL AS MAKING A TURN IN A PARKING LOT WHICH NEARLY LED TO A COLLISION WITH A PARKED CAR SINCE I COULD NOT TURN THE WHEEL. SINCE IT HAPPENED TWICE BEFORE I KNOW TO PUT IN NEUTRAL THEN TURN OFF AND TURN ON THE IGNITION. HOWEVER, PREVIOUSLY FORD DEALER REPLACED LOWER FRONT ARM IAW FORD TSB. THIS OBVIOUSLY DID

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NOT FIX THE ISSUE. MOST RECENT FAILURES WERE WITHIN 150 MILES OF EACH OTHER. I CANNOT LET MY WIFE DRIVE THIS CAR AS SHE WOULD NOT BE ABLE TO TURN THE STEERING WHEEL IN THE EVENT OF A FAILURE. *TR

SAN PEDROCA Failure Date: 08/28/2012

10 10478381 2012 FORD FUSION Steering WAS DRIVING ON FREEWAY AT 65MPH. SERVICE POWER STEERING SOON LIGHT CAME ON THEN PULLED TO THE SIDE OF THE FREEWAY. OWNERS MANUAL SAID I NEEDED TO TURN VEHICLE OFF AND BACK ON. AFTER I TURNED THE VEHICLE BACK ON THE "SERVICE POWER STEERING SYSTEM NOW" LIGHT CAME ON. THE VEHICLE HAD COMPLETELY LOST THE POWER STEERING SYSTEM. THE STEERING BECAME VERY DIFFICULT TO USE. IT BECOMES VERY STIFF AND JERKS HARD TO WHICHEVER SIDE YOU TURN IT TO. THE VEHICLE WAS TAKEN TO THE FORD DEALERSHIP THE NEXT DAY. AFTER A WEEK IN THE SHOP THEY REPLACED THE LOWER CONTROL ARMS AND RESET THE VEHICLE COMPUTER. MANY FUSION FORUMS SAY THAT THIS DOESN'T FIX THE PROBLEM AND HAVE RETURNED THE VEHICLE FOR MORE REPAIRS. *TR STOCKTON

CA Failure Date: 08/19/2012

10 10526374 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. THE CONTACT STATED THAT WHILE IN REVERSE, THE VEHICLE VIOLENTLY JERKED INTERMITTENTLY. THE STEERING WHEEL SEIZED WITH THE ILLUMINATION OF THE POWER STEERING ASSIST FAILURE LIGHT. THE VEHICLE WAS TAKEN TO THE DEALER FOR DIAGNOSIS BUT THEY WERE UNABLE TO DUPLICATE THE PROBLEM. THE MANUFACTURER WAS NOTIFIED. THE APPROXIMATE FAILURE MILEAGE WAS 600. ..UPDATED 12-05-13 *BF THE CONSUMER ALSO STATED THE TRANSMISSION DID NOT SHIFT CORRECTLY AND IT WOULD SLAM INTO REVERSE.

PITTSBURGH PA Failure Date: 08/15/2012

10 10470192 2012 FORD FUSION Steering 3 DIFFERENT INCIDENTS. 1 ON 8/8/12, 2 ON 8/10/12. ALL DRIVING AT LOW SPEEDS DURING SHORT DISTANCE TRIPS (LESS THAN 15 MILES). FOR NO APPARENT REASON, CAR CHIMED, SHOWED WARNING TO SERVICE ADVANCETRACK, POWER

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STEERING FAILURE (DO NOT RECALL EXACT WORDING OF WARNING). CAR WAS MANUEVERABLE BUT VERY DIFFICULT TO STEER. ABLE TO RESET POWER STEERING BY STOPPING, TURNING OFF / RESTARTING CAR. *TR

SUWANEE GA Failure Date: 08/08/2012

10 10465858 2012 FORD FUSION Steering POWER STEERING FAILURE AFTER CAR HAD BEEN PARKED FOR 45 MINUTES IN 102 DEGREE OUTDOOR WEATHER HEAT. CAR OPERATED NORMALLY FOR AN HOUR BEFORE PARKING THE CAR. AFTER RESTARTING THE CAR, THERE WAS NO FUNCTIONING POWER STEERING ASSIST. CAR WAS DRIVABLE, AND STEERABLE WITH GREAT EFFORT. REPAIR MADE AT FORD DEALERSHIP UNDER WARRANTY (CAR WAS 11 MONTHS OLD WITH 5140 MILES ON ODOMETER). THE ELECTRONIC ANTI-LOCK CONTROL MODULE WAS REPLACED. SERVICE STAFF SAID THE ELECTRONIC MODULE ALSO CONTROLLED THE POWER STEERING AND ADVANCETRAK VEHICLE STABILITY CONTROL SYSTEMS. *TR

YPSILANTI MI Failure Date: 07/06/2012

10 10462191 2012 FORD FUSION Steering STARTED THE CAR, MESSAGE CENTER DISPLAYED POWER STEERING ASSIST DEFAULT. STEERING WHEEL COMPLETELY TIGHT. FOLLOWED MANUAL DIRECTIONS TO TURN OFF IGNITION, RESTART AFTER 10 SECONDS, MESSAGE RETURNED. TERRIBLY FRIGHTENED. IN AN EFFORT TO GET TO SAFE LOCATION, DROVE THE CAR SLOWLY USING INCREDIBLE UPPER ARM STRENGTH TO TURN STEERING WHEEL. TOWED TO DEALER NEXT DAY. INFORMED THAT RACK AND PINION NEED REPLACING. DEFECTED FROM MANUFACTURE. JUST PURCHASED THE CAR, ITS ONLY 90 DAYS IN MY OWNERSHIP. I DO NOT TRUST THIS CAR AT ALL. I HAD AN 11 MONTH OLD IN THE CAR, THIS COULD HAVE BEEN A MAJOR ACCIDENT. *TR LOS ANGELES CA Failure Date: 06/17/2012

10 10628687 2012 FORD FUSION Steering POWER STEERING WENT OUT ON A NUMBER OF OCCASIONS. AFTER TURNING THE CAR OFF AND ON IT WAS ABLE TO REBOOT AND THE STEERING STARTED WORKING OK. ON 8/26/14 THE POWER STEERING WENT OUT AND WILL NOT WORK. THIS IS A MAJOR SAFETY ISSUE AS THE CAR IS VERY HARD TO DRIVE WITHOUT IT (IT IS

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MUCH MORE DIFFICULT THAN OLD CARS WITHOUT POWER STEERING). TOOK THE CARE TO GOODYEAR WHO SAID THEY DIDN'T WANT TO TRY TO FIX IT. THEN TO ELK RIVER FORD WHO EXPLAINED THE POWER STEERING GEAR NEEDED REPLACED AT A COST OF \$2200. THE ELECTRONICS WENT OUT AND THEY HAVE TO REPLACE THE WHOLE THING. THAT IS WAY TOO MUCH MONEY FOR A RELATIVELY NEW CAR THAT HAS BEEN WELL MAINTAINED. THIS STARTED AT APPROXIMATELY 45,000 MILES (MOSTLY HIGHWAY MILES). FORD CUSTOMER SERVICE SAID THERE WAS NOTHING THEY COULD DO TO HELP WITH THE EXPENSE. AFTER TALKING WITH THEM I NOTED THERE WERE MANY COMPLAINTS OUT ON THE INTERNET ABOUT THIS PROBLEM. IT IS HARD TO BELIEVE FORD CAN GET AWAY WITH NOT TAKING CARE OF A MAJOR SAFETY ISSUE LIKE THIS WITHOUT CH ARGING THE CUSTOMER. THIS DOES NOT MEET REASONABLE EXPECTATIONS FOR WHAT IS SUPPOSED TO BE A GOOD CAR. IF NOT CORRECTED BY FORD, THIS WILL BE THE LAST ONE I WILL EVER PURCHASE ... YOU CAN PROBABLY INCLUDE ANY FAMILY MEMBER OR ANYONE WHO'S EAR I CAN GET. *TR ANDOVER MN Failure Date: 06/15/2012

10 10457186 2012 FORD FUSION Steering MULTI FUNCTION SCREEN SHOWED POWER STEERING MALFUNCTION AT STOP LIGHT. VEHICLE RESTARTED AND WARNING WAS GONE AND STEERING WAS NORMAL. NEXT DAY WARNING APPEARED WHILE DRIVING ON A STRAIGHT ROAD, STEERING WAS VERY DIFFICULT. VEHICLE PULLED OVER, RESTARTED AND WARNING WAS GONE, NORMAL STEERING. IN ONE HOUR IT HAPPENED AGAIN, VEHICLE WAS BROUGHT TO LOCAL FORD DEALER, AND THE FIRST DIAGNOSIS WAS UNKNOWN AS "CODES" DID NOT INDICATE STEERING PROBLEM. TODAY THEY CALLED AND STATED THE CAR NEEDS AN ENTIRE RACK AND PINION STEERING SET REPLACEMENT. UNFORTUNATELY THERE IS A NATIONAL BACK LOG AND NO PARTS AVAILABLE. CAR IS INOPERABLE. WORKING WITH FORD CUSTOMER CARE SOLUTIONS CENTER FOR RESOLUTION. *JS
ST.PAUL MN Failure Date: 05/01/2012

10 10465189 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. THE CONTACT STATED WHEN HE DROVE THE

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VEHICLE THE STEERING WHEEL WAS DIFFICULT TO TURN AND WAS RESISTANT WHEN THE CONTACT ATTEMPTED TO MAKE A LEFT OR RIGHT TURN. THE CONTACT TOOK THE VEHICLE TO THE DEALER FOR INSPECTION AND THEY STATED THAT WAS NORMAL. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 130. ...UPDATED 08-10-12 *BF GRANBY MA Failure Date: 03/30/2012

10 10520144 2012 FORD FUSION Steering EARLY PART OF THE YEAR (2013) THE SERVICE ADVANCE TRAC LIGHT WILL COME ON AND OFF I CONTACTED THE DEALER AND HE STATED THAT IT WAS THE STABILITY IN THE VEHICLE AND ALSO IT WASN'T NOTHING TO BE ALARMED ABOUT UNLESS THE LIGHT JUST COME ON AND STAY ON . FINALLY IT CAME ON AND WOULDN'T GO OFF I TOOK IT TO THE DEALERSHIP THEY SAID IT WOULD BE \$ 240 TO REPAIR THE CAR AND I HAD TO WAIT UNTIL THE PARTS COME IN BY THAT TIME COME TO FIND OUT THEY WAS WILL TO PAY THE \$240. I PICKED THE CAR UP THE SAME DAY WHICH WAS THE FIRST DAY THE CAR SHOULD HAVE BEEN REPAIRED SAME PROBLEMS TOOK THE CAR BACK ON THAT MONDAY THEY SO CALLED FIXED THE VEHICLE IT SEEM TO BE OKAY DROVE THE CAR FOR APPROXIMATELY 8 DAYS THE SAME SERVICE ADVANCTRAC LIGHT CAME BACK ON NEXT SERVICE POWER STEERING LIGHT CAME ON ABOUT 15 MINS LATER THE SERVICE POWER STEERING NOW LIGHT CAME ON LOST ALL POWER AND CONTROL OF THE VEHICLE HAD THE CAR TOWED BACKED TO THE DEALERSHIP THEY CHECK THE CAR AND QUOTED ME A JOB FOR \$ 2,658.12 WHICH WAS NOT COVERED UNDER A WARRANTY. *TR ADAMSVILLE AL Failure Date: 03/30/2012

10 10436921 2012 FORD FUSION Steering AFTER HIGHWAY DRIVING FOR ABOUT AN HOUR AND PULLING OFF TO CITY AREA, CAME TO A STOP AND THEN RELEASED BRAKE AFTER STOP SIGN AND GLIDING THRU INTERSECTION THE POWER STEERING FAILED AND A WARNING LIGHT CAME ON SOMETHING TO THE AFFECT OF "POWER STEERING MALFUNCTION". TURNED CAR OFF AND RESTARTED AND CAR WORKED FINE AGAIN. LITTLE

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SCARY THOUGH CONSIDERING IT COULD HAVE HAPPENED IN LESS SAFE CIRCUMSTANCES. MAKING APPOINTMENT TO HAVE LOOKED AT BY THE DEALER. *TR PLAINVILLE MA Failure Date: 11/21/2011

10 10433090 2012 FORD FUSION Steering POWER STEERING FAILURE. "POWER STEERING ASSIST FAULT" WARNING ON MY DASH, ALTERNATING WITH "SERVICE ADVANCETRAC" WARNING. POWER STEERING FAILURE WHILE DRIVING ON THE INTERSTATE. EXTREMELY DIFFICULT TO TURN THE STEERING WHEEL TO CHANGE LANES AND TURN ONTO OFF-RAMP. PULLED OVER, TURNED OFF IGNITION, RESTARTED CAR AND FAULT WENT AWAY AND POWER STEERING WORKED AGAIN. IF MY WIFE HAD BEEN DRIVING SHE WOULD NOT HAVE BEEN ABLE TO TURN THE WHEEL TO PULL OUT OF TRAFFIC AND INTO A SAFE AREA; I COULD BARELY TURN THE WHEEL. VEHICLE WAS PURCHASED ABOUT THREE MONTHS AGO AND HAS LESS THAN 3,000 MILES. SAN PEDROCA Failure Date: 10/27/2011

10 10444572 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. THE CONTACT STATED THAT THE STEERING WARNING LIGHT FLASHED ONCE AS THE STEERING FAILED. THE WRECKER SERVICE TOWED THE VEHICLE TO THE DEALER WHERE THE STEERING RACK WAS REPLACED. THE DEALER ADVISED THE CONTACT THAT THE ELECTRONIC POWER ASSIST FAILED. THE FAILURE MILEAGE WAS 600 AND THE CURRENT MILEAGE WAS 2,500. UPDATED 02/15/12*BF UPDATED 03/08/12 CEDAR PARK TX Failure Date: 10/12/2011

10 10422775 2012 FORD FUSION Steering TL* THE CONTACT OWNS A 2012 FORD FUSION. THE CONTACT STATED THE VEHICLE WOULD EXPERIENCE AN INTERMITTENT LOSS OF POWER STEERING. THE CONTACT STATED THE SERVICE POWER STEERING LIGHT ILLUMINATES ON THE INSTRUMENT PANEL WHEN THE FAILURE OCCURS. THE CONTACT TOOK THE VEHICLE TO THE DEALER AND THE STEERING RACK WILL NEED TO BE REPLACED. THE VIN WAS NOT AVAILABLE. THE FAILURE MILEAGE WAS 300. CEDAR PARK TX Failure Date: 08/28/2011

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10 10541775 2012 FORD FUSION Steering POWER STEERING SERVICE TRACK LIGHT CAME ON DURING CAR START UP AND I HAD NO POWER STEERING. I RESTARTED THE CAR AND THE POWER STEERING WORKED AND THE SERVICE LIGHT WENT OFF. I LOOKED TO CHECK THE POWER STEERING FLUID AND FOUND THE SYSTEM IS ELECTRONIC. THIS PROBLEM REPEATED ABOUT EVERY 2 WEEKS DURING STARTUP AND WAS RESOLVED SIMILARLY. ON AUGUST 23, 2013 THE PROBLEM OCCURRED AGAIN BUT RESTARTING DID NOT FIX THE PROBLEM. NO OTHER PROBLEMS OTHER THAN LOW AIR PRESSURE SERVICE LIGHT. *JB GRAND RAPIDS MI Failure Date: 07/22/2009

10 10644335 2012 FORD FUSION Steering THE CAR HAD NO POWER STEERING UPON STARTING IT FOR AN AFTERNOON TRIP. WORKED FINE IN THE MORNING, NO INDICATION OF ANY ISSUES. 2 WARNING ITEMS APPEARED. "SERVICE ADVANCETRAC SYSTEM" "POWER STEERING ASSIST FAULT" DRIVEN TO THE LOCAL FORD DEALERSHIP (SPRADLEY BARR) TODAY, MONDAY, OCTOBER 14TH AND WAS CALLED BACK 4 HOURS LATER WITH A DIAGNOSIS. THE POWER STEERING ASSIST SYSTEM NEEDED TO BE REPLACED TO THE TUNE OF \$2,150. HE WAS GOING TO THROW IN THE ALIGNMENT FOR FREE. THIS IS AN ONGOING PROBLEM. A FACTORY RECALL NEEDS TO BE ISSUED. NUMEROUS COMPLAINTS ON THIS EXACT TOPIC WITH THE 2010-2012 FORD FUSIONS CAN BE FOUND ONLINE. THIS CAR IS 6,000 MILES OUTSIDE OF POWERTRAIN WARRANTY. THERE IS NO REASON YOU SHOULD HAVE TO SPEND \$2,100 ON A 2 YEAR OLD CAR. IT'S NOT GETTING FIXED ON MY DIME AND IT CAN SIT IN THE GARAGE NOT BEING DRIVEN UNTIL A BETTER SOLUTION IS FIGURED OUT. I HAVE ALWAYS BEEN ABLE TO DRIVE MY CAR 100K MILES WITH REGULAR SERVICE BEING DONE BEFORE ANY MAJOR REPAIRS WERE NECESSARY. *T

10 10715301 2012 FORD FUSION Steering "POWER STEERING FAULT" LIGHT CAME ON AT STARTUP. TURNED VEHICLE OFF AND STARTED AGAIN AND LIGHT WENT AWAY. I BELIEVE STEERING RACK WILL HAVE TO BE REPLACED AT A COST OF \$1500 TO \$2000. FROM MY RESEARCH IT APPEARS THIS IS A COMMON PROBLEM WITH FORD FUSIONS AND FORD IS NOT

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ACKNOWLEDGING THERE IS A PROBLEM. IVOQ V POTEET
TX 20150508

10 10836258 2012 FORD FUSION Steering "FORD RECALL" MY
FORD FUSHION STEERING SWITCHED TO AUTOMATIC WITHOUT WARNING.
THIS CAUSED MY VEHICLE TO BE DIFFICULT AT TIME ALMOST IMPOSSIBLE TO
STEER. MY VEHICLE WAS FINE WHEN I PARKED IT AFTER WORK ONE EVENING,
WHEN I LEFT TO GO TO WORK THE NEXT DAY I COULDN'T STEER IT. WHEN I
TOOK IT BACK TO THE FORD DEALERSHIP THEY CONFIRMED THAT IT WAS
INDEED THE SAME ISSUE MENTIONED IN THE RECALL. IVOQ V
FOREST CITY NC 20160208