

U.S. Department of Transportation National Highway Traffic Safety Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-8393 DC METRO AREA (202) 368-0123 INTERNET: http://www.nhtsa.dot.gov

Use a No. 2 pencil or a blue or black ink pen only. CORRECT MARK: ●

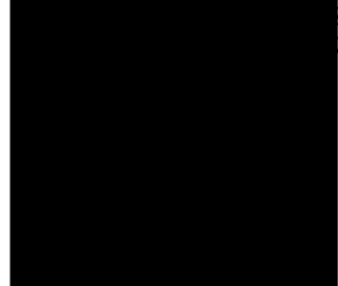
Date Received 03-27-03 Reference No. 10014843



STREET NO. APT. NO. EL DORADO HILLS CA

CITY STATE

ENTER ZIP CODE



Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? Yes No

In the event you are contacted by NHTSA, we will NOT provide your name and address to the vehicle manufacturer.

2-28-03 DATE

VEHICLE IDENT. NO. (VIN) 1FALP4043TF VEHICLE MAKE FORD VEHICLE MODEL MUSTANG MANUFACTURE DATE 051996 MODEL YEAR 1996

VEHICLE MANUFACTURER Ford, Daimler/Chrysler, General Motors, Honda, Hyundai, Nissan, Subaru, Toyota, Volvo, YW, Other

PURCHASE DATE 5-21-96 DEALER'S NAME HAROLD CITY SACRAMENTO STATE CA ZIP CODE 95825

ENGINE SIZE 3.6 FUEL SYSTEM Gas FUEL TYPE Gas TRANSMISSION TYPE Automatic ANTILOCK BRAKES No RESTRAINT SYSTEM 2-Point Belt CRUISE CONTROL No

DRIVETRAIN Front 4-Wheel Rear Car Van Minivan Sport Utility Truck Motorcycle Other 2-Door 4-Door Body Style Hatchback Pick Up Truck Sedan Stationwagon

COMPONENT NO. OF FAILURES 0

INCIDENT DATE 2-6-2003

MILEAGE AT INCIDENT 62,123

VEHICLE SPEED AT INCIDENT 2-3 MPH

FAILED PART(S) Original Replacement

HANDICAPPED ADAPTIVE No FAILED PART(S) AVAILABLE No

To report defective or failed tires provide the following: Tire Brand, Tire Name, Tire Size (include all number and letters).

TIRE NAME COMPLETE TIRE SIZE

TIRE BRAND BF Goodrich Cooper Firestone Goodyear Kelly Springfield Michelin Yokohama Other

NHTSA PREVIOUSLY CONTACTED? No

Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of

CRASH NUMBER OF PERSONS INJURED 0

FIRE NUMBER OF FATALITIES 0

CAUSE OF INCIDENT Wear/Corroded/Rust Weak/Poor Fit/Loose Cut/Torn Disconnect/Fell Off Erratic/Poor Performance Excessive Effort

Noisy Leaks Short Locks/Sticks/Grabs Stability/Vibration Broken

RESULT OF INCIDENT Explosion/Fire Loss of Control Poor Visibility Inadvertent Start Rollover Stalls Sudden Acceleration

My vehicle was involved in a rear end collision, chain reaction type accident. At the point of the collision, my vehicle was rolling to a stop. Hit in the rear by a large SUV at approximately 30 to 40 mph. I was then pushed forward into the vehicle ahead of me that was stopped or rolling to a stop. That vehicle was pushed into the vehicle ahead of it, a total of four cars involved. My vehicle the first to be rear ended, received moderate damage to the front and rear end. The driver I, was sent forward into the steering wheel hitting my mouth on the steering wheel rim. The seat back broke sending the driver, me down almost flat against the back seat edge banging my head hard. The seat belt buckle came loose and driver I was stunned. The seat belt had been buckled when first getting into the car. The engine continued to run and did not shut off. The fuel safety switch did not turn off even though there was moderate damage to the rear bumper, license plate area, trunk lid, spoiler broken, side panels bowed out. The front of the vehicle when pushed forward into the car in front of me revived moderate damage to the front bumper, grill, headlight, radiator, fan shroud and bent the right front frame horn. The AIR BAGS did not deploy. The California Hwy Patrol estimated the collision speed. My vehicle was determined by my insurance company to be a total loss.

My concern is that all of the safety devices failed. The Air Bags did not deploy even though the impact was, hard enough to bend over the frame horn. The seat back broke completely causing the seat to fall all the way back, providing the driver no support, driver weighing less than 150 lbs. The seat belt buckle somehow did not hold and came loose. And the damage to the rear of the car had buckled up the rear floor but the fuel safety switch did not turn off the fuel pump allowing the engine to run. The car was able to drive off of the freeway.

I have signed off ownership of the vehicle to my insurance company because of the total loss. They have told me that they will sell it off as a salvaged vehicle. If this vehicle is repaired, someone could be driving it again and have non-operational safety devices. This vehicle was purchased by me new and not involved in an accident {except a parking lot scratched bumper} has always received dealer service. Was in excellent condition.

There were no serious injuries, neck strain, bump on back of head, sore lip. The vehicle took the impact but I feel that all of the safety devices should not have failed. If you determine this needs to be looked into, inspected, or whatever is the process, the vehicle is now the property of Farmers Insurance Company, Claims Department Citrus Heights, CA

1996 Ford Mustang 2dr coupe 6 cylinder. VIN# 1FALP4043TF [REDACTED]

Original owners, [REDACTED]

[REDACTED] El Dorado Hills, CA.