



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

DOT Auto Safety Hotline  
Vehicle Owner's Questionnaire  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 252

Date Received

03-2003 11-7

Repository

Reference No.

1005003

OWNER INFORMATION (Type or Print)

Name

Address

City

SALTVILLE

State VA

Zip Code

Daytime Telephone Number

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an owner, provide your name or address to the vehicle manufacturer.  
Signature of Owner \_\_\_\_\_ Date 12/15/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1FAPP42XB

Make FORD

Model MUSTANG

Model Year 2000

Date Purchased 12/10/99

Dealer's Name and Telephone Number

Family Ford of Marion

Engine: GAS  
No. Cylinders 5

Fuel Type: GAS

Original Owner

Dealer's City

Marion

State VA

Zip Code 24354

Transmission Type

MANUAL

Antilock Brakes

Cruise Control

Powertrain

Vehicle Component Code Rear End - Drive Shaft

014000-STEERING-RACK-AND-PINION

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 03-DEC-2003

Failure Mileage 3,600

Failure Speed

Increased - Bearings and Ring & Pinion gear

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM4LSABC036)

Original Equipment  
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

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

Crash

Yes  No

Fire

Yes  No

Number of Persons Injured 0

Number of Deaths 0

Reported to Police N

Narrative Description of Incident(S), Crash(es), and Injury(ies).  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

WHILE DRIVING A KNOCKING NOISE WAS HEARD COMING FROM THE REAR OF THE VEHICLE. DRIVER TOOK THE VEHICLE TO DEALER FOR ANALYSIS, AND MECHANIC INDICATED THAT RACK AND PINION-STEERING NEEDED TO BE REPLACED. \*AK

Rear End was bad. Bearings & Ring & Pinion gear  
was told by factory mechanic this was a common problem with these cars. I know of 6 service bulletins from 11/99 to 12/02 concerning this problem. Ford said they have never heard of these problems. So, this not an isolated problem

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-502) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

**Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)**

From 1996 on, the Rear ends have a factory Defect in the Rear ends. This is a safety hazard because a failure could either cause an axle to break or lock up the rear end. Almost all of these cars have or will have this problem. Ford says that they've never heard of this problem but there have been six service bulletins on this problem alone. There is a design flaw in this component. Their Service reps say that that's why they offer extended warranties. Ford will do nothing about this until it is forced to fix the problem. It's a shame to pay top dollar for an automobile and have problems with a component that should last a lifetime. The evidence to prove this is there are no Reminds to be found in the junkyard.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh Street, N.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300



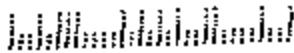
NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

**BUSINESS REPLY MAIL**

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NHTL HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-216  
400 7th Street, SW  
Washington, DC 20590



**VEHICLE  
BUYER'S  
GUIDE  
YES! OWNER'S  
MANUAL**

**DOT AUTO SAFETY HOTLINE**

TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THE FORM  
ON

**DASH2DOT**

and dial toll free at

**1-888-DASH-2-DOT**

**1-888-327-4236**

DOT Auto Safety Hotline  
(DASH) & DOT



U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Washington, D.C.

December 10, 2003

Ford Motor Company  
Consumer Assistance Center  
16800 Executive Plaza Drive  
P.O. Box 6248  
Dearborn, MI 48121

**TO WHOM IT MAY CONCERN:**

We are very unhappy owners of a 2000 Mustang, with a VIN# of 1FAFP42X8Y [REDACTED]. The problem is it has a bad rear end and only 31,763 miles. The other problem is that it is out of warranty. I know that the rear end was going out when it was under warranty and with that a few miles, it should *never, ever*, have happened. I also know that between 11/15/99 and 7/1/02 there were six service bulletins sent to Ford dealerships. A rear end is hard to find in a junkyard, so that tipped me off again. Even back in 1996, there was a problem with the rear ends. My car was diagnosed on 11/24/03, with bad bearings and a bad ring and pinion gear by Family Ford of Marion Virginia. The service rep said that was why Ford sold an extended warranty. To me that is another reason to take money. We pay high dollar for automobiles and get junk. If you can't do any better than this, I will never own another Ford. You say quality is job #1, no wonder people is buying foreign cars.

This is a formidable safety hazard and will be turned in to the NHTSA and I know that you know who that is, don't you? Remember the Ford Expeditions. All we ask is that you fix the rear end and we will be happy. There is such a thing as a courtesy service. We have had a lot of Ford automobiles and never have had such a problem till now. If you can't back up your vehicles, then there will never be another one in our driveway. Also your service representative's comment about buying extended warranties is highly unprofessional and very unbusiness like. I had Family Ford call him, so that he would give me a call and he never has called me back as of today. With service like that I would be out of a job. Please let me know what you decide, I hope that you come to the right decision and not the wrong one.

Two very unsatisfied customers  
[REDACTED]

Cc [REDACTED]

Saltville, VA [REDACTED]