



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 100148

Date Received

2006 MAR 29 PM 1:45

21-FEB-2008

Repository ☐

Reference No.
10150720

OWNER INFORMATION (Type or Print)

Name

Address

City ARAPAHO

State OK

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

SAME

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an authorized signature, please print your name or address to the vehicle manufacturer.

☒ YES

Date 3/16/06

Signature of Owner

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1FAFP4

Make
FORD

Model
MUSTANG

Model Year
2003

Date Purchased
21-APR-04

Dealer's Name and Telephone Number
DIFEE FORD LINCOLN MERCURY 402-282-4546

Engine:
No. Cylinders 6

Fuel Type:
Gas

Original Owner
☒

Dealer's City
EL RENO

State
OK

Zip Code
73036

Transmission Type
AUTOMATIC

☒ Anti-lock Brakes
☒ Cruise Control

Powertrain
REAR WHEEL DRIVE

Vehicle Component Code
186000 VEHICLE SPEED CONTROL:CRUISE CONTROL

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
10-FEB-2006

Failure Mileage
33000

Failure Speed
80

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: DOTM19ABC035)

☐ 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), condition(s), and location(s).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

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).

DOT: THE CONTACT STATED WHILE DRIVING 60MPH, THE CRUISE CONTROL WAS ACTIVATED. AFTER THE ACTIVATION OF THE CRUISE CONTROL, THE VEHICLE SUDDENLY ACCELERATED. THE VEHICLE REACHED SPEEDS OF 80MPH AND ABOVE. THE CONTACT TRIED DEPRESSING THE BRAKE PEDAL, SHIFTING THE VEHICLE INTO NEUTRAL AND SHUTTING OFF THE ENGINE. THESE ATTEMPTS TO DEACTIVATE THE CRUISE CONTROL FAILED. THE CONTACT DROVE ONTO AN ON RAMP TO THE INTERSTATE WHILE STILL ATTEMPTING TO DEACTIVATE THE CRUISE. THE CONTACT WAS ABLE TO DIAL 911 FOR ASSISTANCE OF THE STATE POLICE, WHO PROVIDED VERBAL INSTRUCTIONS FOR STOPPING THE VEHICLE SAFELY. THE CONTACT PLACED BOTH FEET ON THE BRAKES AND BOTH HANDS ON THE EMERGENCY BRAKE TO GET THE ENGINE TO STALL AND THE VEHICLE STOPPED. THE VEHICLE WAS PULLED SAFELY TO THE SIDE OF THE ROAD WHERE IT WAS THEN TOWED TO THE DEALERSHIP FOR INSPECTION. THE DEALER STATED THE VEHICLE'S CRUISE CONTROL WOULD BE INSPECTED AND REPLACED, HOWEVER THE VEHICLE WAS TOWED BACK TO THE RESIDENCE WHERE IT CURRENTLY RESIDES WITHOUT REPAIR.

NAME AND TITLE:

I BOUGHT THIS CAR FOR MY GRANDDAUGHTER -

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-579) 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)

I HAVE TAPE OF THE 911 CALL

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**

BUSINESS REPLY MAIL

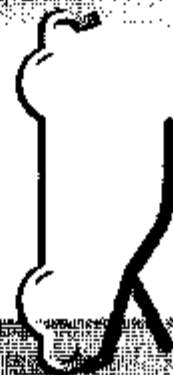
FIRST CLASS PERMIT NO 73179 WASHINGTON, D.C.

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

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
400 7th Street, SW
Washington, DC 20590



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**

nhtsa
National Highway Traffic Safety Administration

Vehicle Owner's Questionnaire (VQS)
U.S. Department of Transportation
National Highway Traffic Safety Administration

Arapaho, OK
February 20, 2006

Ford Motor Company
16800 Executive Plaza Drive
P O Box 6248
Dearborn, MI 48121

Gentlemen

Ford Motor Company needs to be informed of a dangerous situation that happened Friday, February 10, 2006 between Clinton, OK and Canute, OK. I have attached a copy of our granddaughter's story giving in detail the events that transpired to her 2003 Ford Mustang SRS car. The car is still under factory warranty, having about 32,000 miles. The grandparents [REDACTED] purchased the car April 21, 2004 at Diffie Ford Lincoln at El Reno, OK.

[REDACTED] visited with "ED" Tuesday February 14th, 2006 at El Reno, OK. He stated that he had never heard of it happening before. The salesman told him to call Ford Motor Co. and of course that is an impossibility to speak with anyone. All you get is "Punch one, Punch 2, etc. [REDACTED] tried numerous times to call to no avail. He wants to speak with a factory representative and "ED" says he cannot talk with one - only a dealer. No courtesy car was offered.

The car is out of service and was towed from Canute, OK to McKinsey Ford, Clinton, OK that night. We informed McKinsey Ford not to do anything to it until we visited with an attorney and Diffie Ford. [REDACTED] had it hauled to his residence and no one has touched it. We cannot put it in a garage, it's very possible it will catch on fire. So if a Ford dealer wants to fix it, do you think we would put our granddaughter in it? NO WAY. She wouldn't get in a new Mustang if you gave it to her.

We are researching this issue and understand OPRAH had two ladies on her program giving their experience in a similar incident.

In addition, our granddaughter was able, by the grace of God, to stop the car, never injured other people, never wrecked the car and wasn't killed in the ordeal.

We are working with U.S. Department of Transportation, Oklahoma City, OK.

Sincerely,

[REDACTED]

Enc.