



NEW MOTOR VEHICLE BOARD

1507 21ST Street, Suite 330, Sacramento, California 95814
(916) 445-1888 (916) 323-1632 Legal Fax (916) 323-1631 Mediation Fax

[nmvb@nmvb.ca.gov](mailto:nmvp@nmvb.ca.gov)

Arnold Schwarzenegger, Governor
State of California

Sunne Wright McPeak, Secretary
Business, Transportation & Housing Agency

David W. Wilson, President Alan J. Skobin, Vice President

Robert V. Branzuela Ryan L. Brooks Robert T. (Tom) Hesh David C. Lizárraga Haig Papan Andy Robles Glenn E. Stevens

July 13, 2006

National Highway Traffic Safety Administration
400 Seventh Street, SW
Washington, DC 20590

Cas [REDACTED]

Enclosed please find a copy of the complaint we received from [REDACTED]
concerning her Ford Mustang.

We are referring the complaint to you since the facts appear to raise a matter within
your jurisdiction. We are continuing our efforts on behalf of the complainant and have
suggested that the complainant contact you for additional assistance.

Sincerely,

Dawn K. Kuhl
Eugene Ohta
Mediation Services Representative

EO:ta

Enclosure

cc: [REDACTED]

*Edison
7/28/06*

Business, Transportation and Housing Agency *Sanne Wright McPeak*, Secretary

State of California *Arnold Schwarzenegger*, Governor

NEW MOTOR VEHICLE BOARD
Consumer Mediation Services Program
1507 - 21st Street, Suite 350
Sacramento, California 95814
(916) 443-1888 (916) 323-1631 Fax
E-Mail: nmvb@pacbell.net
Website: nmvb.ca.gov

RECEIVED
JUL 10 2006



MEDIATION REQUEST FORM

CASE NO. [REDACTED]

COMPLAINANT NAME

POST

MI

CITY

LAST

ZIP CODE

TELEPHONE # (Home)

E-Mail

If address is unknown, leave blank.

Manufacturer/Distributor

Please fill out all sections completely.

Selling Dealer

Servicing Dealer

NAME FREMONT FORD	NAME HAYWARD FORD	NAME FORD MOTOR COMPANY
ADDRESS 39700 BALENTINE DR NEWARK, CA 94560	ADDRESS 25501 MISSION BLD HAYWARD, CA 94544	ADDRESS P.O. Box 6248 DETROIT, MI 48126
TELEPHONE # 510-835-5000	TELEPHONE # 510-881-1200	TELEPHONE # 1800 392-3673

VEHICLE (Make) **FORD** (Model) **MUSTANG** (Year) **2006**

DATE OF PURCHASE / LEASE 9/3/05	VEHICLE LICENSE NO.	CURRENT MILEAGE 17,160
<input checked="" type="checkbox"/> Purchase <input type="checkbox"/> Lease	MILEAGE AT PURCHASE / LEASE 14	VEHICLE ID. NO. 1ZVHTDAN [REDACTED]
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	TYPE OF WARRANTY ON VEHICLE <input checked="" type="checkbox"/> Manufacturer's	<input type="checkbox"/> Extended Warranty <input type="checkbox"/> No Warranty

Have you given written notice of defects to manufacturer? Yes No
Has manufacturer (or designated agent) attempted repairs? Yes No
If yes, list repair dates:

COMPLAINT

Please explain the details of your complaint and the action you are seeking on the reverse side of this form, or attach a typed 1-2 page letter.

IMPORTANT NOTICE: I understand a copy of this complaint may be sent to the dealer(s), manufacturer or distributor. Sections 20 and 3000 of the California Vehicle Code make it unlawful to use a false or fictitious name or knowingly make false statement knowingly conceal any material fact in any document filed with the New Motor Vehicle Board.

Signature

Date 7/10/06

BASIS OF COMPLAINT		
<u>Mechanical Defects:</u>		<u>Sales:</u>
<input type="checkbox"/> Frame and Body	<input type="checkbox"/> Suspension system	<input type="checkbox"/> Contract
<input type="checkbox"/> Engine	<input type="checkbox"/> Tires	<input type="checkbox"/> Financing
<input type="checkbox"/> Transmission & drive shaft	<input type="checkbox"/> Wheels	<input type="checkbox"/> Fraud
<input type="checkbox"/> Brake system	<input type="checkbox"/> Exhaust system	<input type="checkbox"/> Advertising
<input type="checkbox"/> Steering	<input type="checkbox"/> Inoperable accessories	<input type="checkbox"/> Damage by dealer during servicing
<input checked="" type="checkbox"/> Fuel system	<input type="checkbox"/> Cooling system	<input checked="" type="checkbox"/> Extended service contract
<input type="checkbox"/> Other	<input type="checkbox"/> Electrical system	

COMPLAINT- Explain the details of this complaint.

I purchased a 2006 Ford Mustang Convertible in September 2005 from Fremont Ford. Recently when attempting to put gas in the vehicle I was unable to do so. I have only used two types of gas in the vehicle since it was purchased and that's Chevron and 76. I began getting constant stoppage with the gas pump and when the car reaches about a quarter of a tank the gas begins to spill out of the top as well as underneath the car as if it's full and I am attempting to top it off. All of this began around the 15th of June. I took the car to Hayward Ford for the problem on June 21, 2006. On the 23rd of June I was told that there was a service announcement regarding the fuel tank on the vehicle with a full description of the problem, except the gas spillage issue. I was then told by the service manager to simply try another gas station and to call Ford Motor Corporation. Upon calling Ford Motor Corporation on June 28, 2006 I was told once again to try another gas station and that there was no repair for the issue. I have since tried different Chevron, 76, Valvol, Arco and Shell stations, all ending in the same result. The main issue is that I am unable to fill my car with gas which restricts my use of the vehicle. The other issue is that the car is leaking gas from underneath and I'm sure that is a hazard. I would like to have the car repaired or replaced as soon as possible.

Brandi Edmorgison
25455 Whitman Street #62
Hayward, CA 94544

RECEIVED
JUL 10 2006

facsimile transmittal

To: New Motor Vehicle Board Fax: 916-323-1631

From: [REDACTED] Date: 7/10/2006

Re: 2006 Ford Mustang Pages: 12

CC:


Urgent For Review Please Comment Please Reply Please Recycle



If you have any questions for me please contact me at work (510) 625-4829 or at home (510) 537-5059.

.....

I purchased a 2006 Ford Mustang convertible in September 2005 from Fremont Ford. Recently when attempting to put gas in the vehicle I was unable to do so. I have only used to types of gas in the vehicle since it was purchased and that's Chevron and 76. I began getting constant stoppage with the gas pump and when the car reaches about a quarter of a tank the gas begins to spill out of the top as if it's full and I am attempting to top it off. All of this began around June 15, 2006. I took the car to Hayward Ford for the problem on June 21, 2006. On June 23, 2006 I was told that there was a service announcement regarding the fuel tank on the vehicle with a full description of the problem, except the gas spillage issue. I was then told by the service manager to simply try another gas station and to call Ford Motor Corporation. Upon calling Ford Motor Corporation on June 23, 2006 I was told once again to try about gas station and that there was no repair for the issue. I have since tried different Chevron, 76, Valero, Arco and shell stations, all ending in the same result. The basic issue is that I am unable to fill my car with gas which restricts my use of the vehicle. The other issue is that the car is leaking gas from underneath and I'm sure that is a hazard. I would like to have the vehicle repaired or replaced as soon as possible.

 Printable View (7 KB)	
TSB 05-15-12	• FUEL FILL SLOW, OR DIFFICULT TO FILL - VEHICLES BUILT BEFORE 4/26/2005
Publication Date: July 22, 2005	

FORD: 2005 Mustang

This article supersedes TSB 05-4-8 to update the vehicle build date information.

ISSUE:

Some 2005 Mustang vehicles built before 4/26/2005, may exhibit the fuel tank being slow or difficult to fill. The condition may be described as, repeated rapid shut-offs of the filling station pump nozzle, or multiple nozzle shut-offs when attempting to fill the fuel tank. The condition may be due to the fuel tank vapor venting system inside the fuel tank.

ACTION:

Install a new fuel tank. Refer to Section 310-01 of the Workshop Manual. The new fuel tank has a revised internal venting system to improve fuel filling.

NOTE: SOME PUMP NOZZLE SHUT-OFFS MAY BE DUE TO THE FILLING STATION PUMP DELIVERING THE FUEL TOO QUICKLY. THIS IS NORMAL.

PART NUMBER	PART NAME
5R3Z-9002-AA	Fuel Tank

WARRANTY STATUS:

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage


OPERATION	DESCRIPTION	TIME
051512A	2005 Mustang 4.0L SOHC: Replace Fuel Tank (Includes Time To Drain, Refill And Transfer Any Necessary Parts) (Do Not Use With 9002A, 9275A, 9350E)	1.8 Hrs.
051512B	2005 Mustang 4.0L SOHC Convertible: Replace Fuel Tank (Includes Time To Drain, Refill And Transfer Any Necessary Parts) (Do Not Use With 9002A, 9275A, 9350E)	2.2 Hrs.
051512C	2005 Mustang 4.6L 3V: Replace Fuel Tank (Includes Time To Drain, Refill And Transfer Any Necessary Parts) (Do Not Use With 9002A, 9275A, 9350E)	2.0 Hrs.
051512D	2005 Mustang 4.6L 3V Convertible: Replace Fuel Tank (Includes Time To Drain, Refill And Transfer Any Necessary Parts) (Do Not Use With 9002A, 9275A, 9350E)	2.4 Hrs.

DEALER CODING

BASIC PART NO.	CONDITION CODE
9002	42

NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford, Lincoln, or Mercury dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supercede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.

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 Printable View (47 KB)	
TSB 06-3-13	• FUEL FILL SLOW, OR DIFFICULT TO FILL
Publication Date: February 3, 2006	

FORD: 2005-2006 Mustang

ISSUE:

Some 2005-2006 Mustang vehicles may experience premature automatic shut off of the fuel fill nozzle. Several variables, including variations in fuel pump nozzles, fuel flow rates, and fuel flow pressure may result in the premature automatic shut off of the fuel fill nozzle making it more difficult to fill the fuel tank. The automatic shut off in the fuel fill nozzle may trigger multiple times after delivering several gallons of fuel or it may trigger repeatedly when attempting to establish fuel flow into the fuel tank. The latter concern may be more common when adding fuel to a vehicle where the fuel level is at or above 1/2 full.

ACTION:

Refer to Service Procedure.

SERVICE PROCEDURE

On 2005 Mustangs vehicles built before 4/26/2005 that experience premature automatic shut-off of the fuel fill nozzle more than occasionally may benefit from replacing the fuel tank with a revised design tank per TSB 05-15-12. The revised design fuel tank may reduce the occurrence of premature automatic shut off.

On 2005 Mustang vehicles built on or after 4/26/2005 and 2006 model year vehicles were built with the revised design fuel tank. As a result, replacing the fuel tank on these vehicles will not change the occurrence of automatic fuel fill shut off. Occurrences of premature shut-off may be resolved or improved by using a different filling station fuel pump. Unauthorized modifications and/or alterations to the vehicle are not reimbursable under warranty and are not recommended for this issue.

OTHER APPLICABLE ARTICLES:

05-15-12

WARRANTY STATUS:

Information Only

DEALER CODING

BASIC PART NO.	CONDITION CODE
9002	42

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documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supercede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.

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AUTO 09/08/2005 TO 09/08/2006 REGISTRATION VALID FROM

VEHICLE IDENTIFICATION NUMBER

1ZVHT84N5 [REDACTED]

BODY TYPE MODEL

CP

DATE ISSUED

11/02/2005

DATE FIRST SOLD

00 00/00/2005

CLASS

FW

MAKE

FORD

YR

Yr Model

0000 2006

TOTAL FEES PAID

\$229

0100 4

[REDACTED]
EMERYVILLE CA [REDACTED]

BK AMER NA
PO BX 2759
JACKSONVILLE
FL

32203
66520051028060519C

STATE OF CALIFORNIA
DEPARTMENT OF MOTOR VEHICLES
VALIDATED REGISTRATION CARD
READ REVERSE SIDE - IMPORTANT INSTRUCTIONS

F5793589

REGISTERED
OWNER
LICENSE HOLDER



NEW MOTOR VEHICLE BOARD
 Consumer Mediation Services Program
 1507 - 21st Street, Suite 330
 Sacramento, California 95814
 (916) 443-1888 (916) 323-1631 Fax
 E-Mail: nmvb@pacbell.net
 Website: nmvb.ca.gov

MEDIATION REQUEST FORM

CASE NO. _____

COMPLAINANT NAME
 FIRST _____ MI _____ LAST _____
 ADDRESS _____ CITY _____ STATE _____ ZIP CODE _____
 2555 WITMAN STREET #42 HAYWARD CA 94544
 TELEPHONE # (Home) _____ E-Mail _____

Please fill out all sections completely. If address is unknown, leave blank.

Selling Dealer	Serviceing Dealer	Manufacturer/Distributor
NAME KREEMONT FORD	NAME HAYWARD FORD	NAME FORD MOTOR COMPANY
ADDRESS 39700 BALENTINE DR NEWARK, CA 94520	ADDRESS 25501 MISSION BLVD HAYWARD, CA 94544	ADDRESS P.O. Box 6248 DEARBORN, MI 48126
TELEPHONE # 510-835-5600	TELEPHONE # 510-881-1200	TELEPHONE # 1800 392-3673

VEHICLE (Make) FORD	(Model) MUSTANG	(Year) 2006
DATE OF PURCHASE / LEASE 9/3/05	VEHICLE LICENSE NO.	CURRENT MILEAGE 17,160
<input checked="" type="checkbox"/> Purchase <input type="checkbox"/> Lease	MILEAGE AT PURCHASE / LEASE 1A	VEHICLE I.D. NO. 1ZVHT5BANA [REDACTED]
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	TYPE OF WARRANTY ON VEHICLE <input checked="" type="checkbox"/> Manufacturer's <input type="checkbox"/> Extended Warranty <input type="checkbox"/> No Warranty	

Have you given written notice of defects to manufacturer? Yes No
 Has manufacturer (or designated agent) attempted repairs? Yes No
 If yes, list repair dates: _____

COMPLAINT

Please explain the details of your complaint and the action you are seeking on the reverse side of this form, or attach a typed 1-2 page letter.

IMPORTANT NOTICE: I understand a copy of this complaint may be sent to the dealer(s), manufacturer or distributor. Sections 20 and 3000 of the California Vehicle Code make it unlawful to use a false or fictitious name or knowingly make false statement or knowingly conceal any material fact in any document filed with the New Motor Vehicle Board.

Signature _____ Date 7/10/06

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**