



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
2007 DEC 12 AM 10:32
04-OCT-2007

Repository
Reference No.
10205036

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City NORCO State CA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Evening Telephone Number [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorized signature, NHTSA will not release your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 10/15/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1FAFP40472 [REDACTED]
Make FORD Model MUSTANG Model Year 2002
Date Purchased 01-JUL-06 Dealer's Name and Telephone Number [REDACTED] Engine: No: Cylinders 6 Fuel Type: Gas
Original Owner Dealer's City [REDACTED] State [REDACTED] Zip Code [REDACTED]
Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain FRONT WHEEL DRIVE Vehicle Component Code 121000 EXTERIOR LIGHTING:HEADLIGHTS Multiple Failure: 180

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 01-APR-2007 Failure Mileage 60000 Failure Speed 35 headlight(s) lens/cover

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]
DOT No. (Example: DOTM9ABC036) Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code [REDACTED] Tire Failure Type [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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).

TL*THE CONTACT OWNS A 2002 FORD MUSTANG. WHILE DRIVING 35 MPH, THE HEADLIGHTS BECAME EXTREMELY FOGGY, RESULTING IN POOR VISIBILITY. FORD CORPORATION WAS UNABLE TO DETERMINE THE CAUSE OF FAILURE. NO REPAIRS WERE MADE. THE CURRENT MILEAGE WAS 65,500 AND FAILURE MILEAGE WAS 60,000.

The plastic headlight covers (lens that covers the headlight bulbs) began oxidating. It has built up to the point of having to replace the entire headlight (2) assemblies. This is a manufacturing defect that happens to every Ford Mustang 1973-2003+

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 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 noticed that my headlights began oxidizing to the point of limited visibility (especially in the rain). I did some research on the internet and found it is a problem with all Ford Mustangs made in the '70's thru 2003. I assume that the plastic used to make the headlight lens was defective. I have attached some pages from different websites. There are too many for me to attach them all. Since the headlights are the original ones, I assume Ford Motor Co manufactured them. They should be recalled because they are

ATTACH ADDITIONAL SHEETS IF NECESSARY

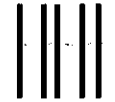
dangerous.

U.S. Department of Transportation

National Highway Traffic Safety Administration

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Washington, D.C. 20590

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

85
99

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888-327-4236



Vehicle Call Center (VCC) 1-800-4-A-SAFETY
U.S. Department of Transportation
National Highway Traffic Safety Administration

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www.Janvil.com

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Ford Mustang

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Headlight Lens Cleaner

Metal Plastic Glass Polish 1 Step Dull Yellow Faded Oxidize Scratched
tinysauto.tripod.com

new topic

post reply

[Ford Mustang Forums](#) » [General Tech](#) » [Visual](#)

[Goto page 1, 2, 3](#) [Next](#)

Author

Infamous Head Light Haze...

Hollywood
Newbie

Posted: Tue May 23, 2006 1:55 pm

Posts: 24
Joined: 18 May 2006

For those people who have used basic abrasives and/or polishing substances to 'restore' their headlights, my hats off to you. In sixteen years I have never personally met someone who has and/or succeeded myself in clearing up the fade or the 'fogginess' through this method(S).

My only suggestion to others and maybe even myself, is to remove the unit and fill it with a chemical and water mixture. Rinse and sun-dry.

If anyone has any war stories to share about their battles with the notorious headlights, please rant away.

I'm always curious to find out who put the time in to restoring, and who gave up and bought a new set. (Also include tips on the fill, rinse and dry method.)

Headlight Lens Cleaner

Metal Plastic Glass Polish 1 Step Dull Yellow Faded Oxidize Scratched
tinysauto.tripod.com

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www.fndauto-parts.com

mdvaldosta
Maintenance Man



MDValdosta

Posts: 3465
Joined: 10 Aug 2005
Location: Valdosta, GA

Posted: Tue May 23, 2006 2:35 pm

I've never been successful, or tried, cleaning the inside of the headlights. I've used polishing compound a few times and cleaned the outsides really well... but never knew you could do anything for the inside. What chemicals did you use and how did it turn out?

You know, a how-to article with pictures would be invaluable, I'd love to add this to our tech section. Lots of people want to do this.

[2002 Ford Mustang GT](#) - 412 rwhp -11.47 @ 121mph. 10's coming soon...

Please support our Vendors, if you need a product ask them for a price.

2002 Ford Mustang GT

WHT00GT
Moderator



Posted: Tue May 23, 2006 2:41 pm

yes, if anyone knows of anything, please tell.. i wasted \$35 on some shit from 50.resto and it did absolutly nothing..



Hollywood
Newbie

Posts: 24
Joined: 18 May 2006

Posted: Tue May 23, 2006 2:55 pm

I have found a few 'guides' which use relatively the same materials and procedure(S). Unfortunatley they all require an electric buffer. Not a big deal for most people, but I presume that some owners live in an apartment, or are still teenagers and do not have such tool(S).

I feel that the belief of the problem being on the inside, is due to the dismal results that most people have had in their attempts to rectify the haze build up and discoloring.

Though regardless of the truth, cleaning the inside would not hurt.

Here is the best way I know how to address the outside, but with fifteen+year old lights, don't expect too much:

- 600 Grit Sandpaper WetorDry
- 1500 Grit Sandpaper WetorDry
- 2000 Grit Sandpaper WetorDry
- Turtle wax polishing compound "and scratch remover"
- Meguiar's Plastx Clear Plastic Cleaner & Polish
- 2 Polishing/Buffer Pads with drill (or electric polisher if you have one)
- Clean rags
- Masking Tape
- Water (bottled)

Step 1. "Tape Up"

Get any kind of masking tape, and tape all around the headlights with the hood up so you won't accidentally scratch the paint finish.

Step 2. "Wet sand with 600 grit sandpaper"

Wet the sand paper (don't spare the water) and pure some water over the headlight and start sanding with a bit of force. Use side to side strokes instead of circles. Use lots of water, make sure the sandpaper is always wet. 10 minutes per headlight. You will noticed that the headlights might look worse then you started, but thats OK. You want an EVEN sand, you will get a chalky paste as you sand. Once you get both headlights evenly sanded , proceed to step 3.

Step 3. "Wet sand at 1500 grit"

First thing is to wet the headlights and wipe of any "chalky paste" from the the first sanding. Spend 10 minutes on each headlight during this step. Thats because the real time to be spent is the 2000 grit. Use 1500 to speed the process up. Wet the sandpaper and headlight and once again, do side to side strokes . Keep the sandpaper wet at all times. You can use two pieces of sandpaper per headlight. Sand until you can start to see the inside of the headlight better and less cloudy. Once it dries it will turn to a milky color. Don't worry its normal at this point.

Step 4. "Wet sand at 2000 grit"

Once again, wet down the headlight , use a NEW clean rag and wipe the headlights clean. This is a very crucial and time consuming step(4). Approx 20 minutes per side. You may want to take a break first. You pretty much do the same side to side strokes with LOTS of water as you did in the last two steps. The difference here is, that you continue to sand until the headlights become almost new looking or at least close to your desired look (with water applied, it will still be cloudy/dry). You know you're done when the lights look pretty clear when there's water on them.

Step 5. "Rubbing Compound and Polish"

This is where the real magic happens. This is where your discouragement fades away(maybe). Even after the 2000 grit sanding dry§ theres still a cloudy look. Thats because theres millions of fine scratches that even the finest sandpaper can't get rid of. Thats where the "Turtlewax" polishing compound "and scratch remover" come in. This white paste will literly remove the final scratches. Use a regular drill and buffering pad. If you have an actual polisher then use that. After wiping the headlights clean again , put a bit of the paste on a rag and apply it in circular motions on the headlight until its completely covered with a thin layer of the paste. Then start buffering the headlight until you start seeing the amazing clarity come through. It will amaze you(maybe). Can can spend as much time on this as you want.

Step 6. "Final Polish"

This is the final step before tape removal and wipe down. Apply the Meguiar's wax according to instructions.

Now we need to figure out if this is do-able without the buffer.

Also, consider that we should attach a tutorial to this, for those who simply wish to install new lights. From my experience it's been simple unbolt, unhook, rebolt, rehook...

It would just make some people for more comfortable, before they are staring at an empty headlight compartment as the sun goes down...

Side Question:

Is there a difference between a factory original replacement headlight set, and the aftermarket ones? We know you can get 'clear,' 'classic,' or 'smoked'; are they constructed differently/materials? Last longer?

I have seen the 'euro' models of similar sorts, which I suspect just boast the obvious different magnification levels, and small styling changes.

I was considering buying a cheap, but new 6 piece smoked for a project car, but worry that they'll suffer the same fate as the factory ones.

Last edited by Hollywood on Tue May 23, 2006 3:06 pm; edited 1 time in total

Posted: Tue May 23, 2006 3:05 pm

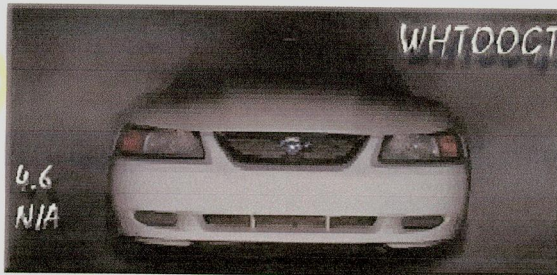
WHT00GT
Moderator



Posts: 1021
Joined: 11 Aug 2005
Location: Suffolk, Va
2000 Ford Mustang GT

good write up.. thats basically what i did with that crap kit i bought and it looked realy good until the final application(top coat) dried, then it was back to its ulgy ass self again.

Iron Man Pits



Posted: Tue May 23, 2006 5:36 pm

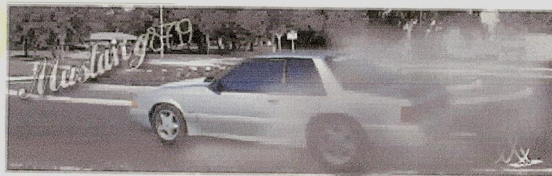
I always just use Mothers Mag and Aliminum polish and always get good results.

Have to do it about 3 times a Year but always comes out good.

Mustang8719
Enthusiast in Training

Posts: 151
Joined: 24 Apr 2006
Location: Orlando

1987 Ford Mustang LX



Eibach lowering springs,Intake ported to Max,Electric cooling fan,120Amp Alt.,FlowMasters,Jacobs FC1000 Ignition system with coil,King Cobra Clutch,APC Racing Seats

Posted: Tue May 23, 2006 7:32 pm

funny but some suggest using a white thoothpaste as a cheaper alternative with the wet sand combo..... i can see this working on glass headlights but these plastic lights on my 99 i doubt it would cut it, i attempted similar on my third brake light cover with no success using various methods.

99mustang232
Hardcore Enthusiast



Posts: 3783
Joined: 24 Sep 2005
Location: newport news, va

1999 Ford Mustang V6

Hollywood
Newbie

Posted: Tue May 23, 2006 9:54 pm

Aye, when people throw the 'metal polish' idea your way, it never involves instructions.

It's just this empty notion that you can rub a metal polishing compound on a piece of plastic and somehow fifteen years of haze and water errosion magically dissappears.

Posts: 24
Joined: 18 May 2006

I think I'm going to go to the salvage yard and yank a headlight just to try something different. AJAX here we come.

98mustang
Enthusiast in Training



Posts: 129
Joined: 12 Aug 2005
Location: Augusta GA.

1998 Ford Mustang V6

Posted: Thu May 25, 2006 12:32 am

I used the Flitz thing off TV that comes with the ball that u fits in like a drill bit on a electric drill. Honestly i had little faith but my uncle got the thing off TV and with a good electric drill going full blast it worked good. My sisters 1996 Jeep headlights cleared right up. However it dosnt work instantly it takes a good 30 min to get good results.

L33T
Enthusiast



Posts: 734
Joined: 07 Dec 2005
Location: Newport News, VA

2005 Ford Mustang GT

Posted: Thu May 25, 2006 8:18 am

98mustang wrote:

I used the Flitz thing off TV that comes with the ball that u fits in like a drill bit on a electric drill. Honestly i had little faith but my uncle got the thing off TV and with a good electric drill going full blast it worked good. My sisters 1996 Jeep headlights cleared right up. However it dosnt work instantly it takes a good 30 min to get good results.

I was JUST about to post about this little product and wondered if anyone had first hand experience. Glad to see it does what it's supposed to.



KB 2.4 etc...DTP/SCT Tuned
11.5lbs of Perma-Grin!

98mustang
Enthusiast in Training



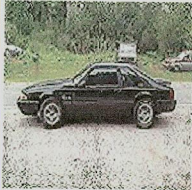
Posts: 129
Joined: 12 Aug 2005
Location: Augusta GA.

1998 Ford Mustang V6

Posted: Thu May 25, 2006 6:17 pm

yea i was expecting it to mabye clear it up alittle but it really is worth the \$19.95 or whatever it costs. The drill bit ball is made very well.

1gunner23
Enthusiast



Posts: 279
Joined: 15 Mar 2006
Location: up state NY

Posted: Fri Jun 02, 2006 10:16 pm

wow is this a first? an info-mercial product that works. glad it does i wanted to order one

madscientist
Newbie

Posts: 5
Joined: 19 Jun 2006

Posted: Tue Jun 20, 2006 9:53 pm

there's a company called Custom Chemical, part no. pol-100, believe it or not distributed by wal-mart that sells an optical polish, comes w/ 5 pads and the "mandrel" used it with a cordless drill and a little water both lights with one pad, worked like a champ, less then 10 min no scratches, etc....same stuff they use to polish eyelenses in glasses....

fakesaleen
Enthusiast

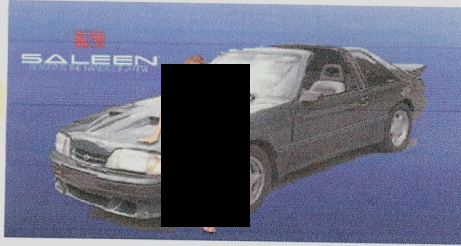


Posted: Wed Jun 21, 2006 1:27 pm

my problum is that its hazed on the inside iw was wondering if i could take the lens off and glue it back together of stuff the flitz ball inside the hole

Posts: 326
 Joined: 07 Feb 2006
 Location: Port Huron, MI.

1988 Ford Mustang LX



OTreborO
 Enthusiast



Posts: 654
 Joined: 03 Apr 2006

1989 Ford Mustang LX

Posted: Wed Jun 21, 2006 3:35 pm

Sure seems like it would be easier to just get some new ones, and be set for the next 15 years. They do make some plastic, like NASCAR used on windshields to protect the plastic lenses, if you get new ones. Just peel it off, and instant haze gone

"Those who forget the past are condemned to repeat it" Rev. Jim Jones

ttop5.0
 Enthusiast in Training



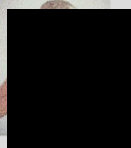
Posts: 109
 Joined: 10 May 2006

1985 Ford Mustang GT

Posted: Wed Jun 21, 2006 5:23 pm

I've heard using warm water and baking soda and the green side of those yellow and green sponges work, with just a bit(ton) of elbow greases.....haven't tried it though i've got the old 4 eyes 85 gt....let me know if anyone tries it....

97Cobra
 I Post Entirely Way Too Much



Posts: 5369
 Joined: 17 Jan 2006
 Location: Sheridan, WY

1997 Ford Mustang Cobra

Posted: Sat Jul 01, 2006 3:27 pm

I used 5 Minute optical polish. just clean you headlights and put the pad provided on a drill spay mist of water on the headlight and drill away. It worked wonders on my headlights! I was so suprised i thought i was going to have to buy new headlights. the best thing was it only costs \$10 to have new looking headlight! here are some pics of the product and befor and after pics of my car

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Filesize:	132.83 KB	
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00SoSlow
 Hardcore Enthusiast

Posted: Sat Jul 01, 2006 5:34 pm



r'd hit it!!!
 Posts: 1248
 Joined: 09 Feb 2006
 Location: Pewaukee, Wisconsin

wow they look like u almost baught new ones... good work where did u pick that stuff up at?

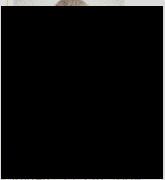
2000 V6 Performance Red @ Cardomain NO LONGER :*(



2000 Ford Mustang V6

97Cobra
 I Post Entirely Way Too Much

Posted: Sat Jul 01, 2006 6:37 pm



Joined: 12 Jan 2006
 Location: Sheridan, WY

I got it at wal mart lol in the automotive section.



1997 Ford Mustang Cobra

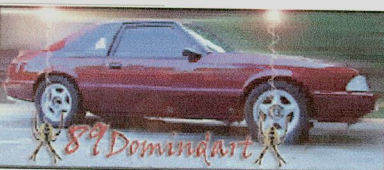
89Domindart
 Enthusiast in Training



Posts: 107
 Joined: 02 Jul 2006

Posted: Sun Jul 02, 2006 11:21 pm

mine were real shit so i replaced them..!



1989 Ford Mustang LX

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Anyone Know Where I Can	2	Monark	437	Mon Nov 20, 2006 4:25 pm Monark
anyone know of any good websites for stickers n decals ?	8	4point6GT	1020	Thu Jul 27, 2006 11:17 am WeCircleTheProblem
Bumper knowledge anyone	4	RutherfordMS	505	Fri Jun 30, 2006 7:41 am RutherfordMS


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time chatting with other Beemer owners in a forums of their own (I'm sure there is one) about how much they enjoy their autos!

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Replies to this message:

- [john_324](#) (Apr 30, 2007 8:22 am)
- [akirby](#) (Apr 30, 2007 8:41 am)
- [john_324](#) (Apr 30, 2007 9:13 am) and 1 more...

#19 of 27 **Re: First Time Mustang Owner! 2000 bright red "srs"** [maryaw] by [john_324](#) Apr 30, 2007 (8:22 am)

[Reply](#)

Replying to: [maryaw](#) (Apr 28, 2007 8:35 pm)

Condolencens on the passing of your father, but also congratulations on your new car. You'll definitely enjoy it. While perhaps not the most up-to-date in all respects as you point out, that generation Mustang is extremely durable and fairly problem free. 🚗

BTW just so you know, "srs" means "supplemental restraint system" (i.e. airbags). I assume you mean the lettering on the passenger side of the dash, right?

Which engine does your car have?

And in response to your question about the headlights in the other thread, it's possible they got water in them, but more likely is that they've become hazed on the outside over the years...this happens to these headlights sometimes (though not nearly as bad as with the 94-98 Mustangs).

Solutions range from lightly sanding and buffing the lights, to totally replacing them (they're somewhat expensive though...).

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Replies to this message:

- [akirby](#) (Apr 30, 2007 8:41 am)
- [john_324](#) (Apr 30, 2007 9:13 am)
- [akirby](#) (Apr 30, 2007 9:39 am)

#20 of 27 **Re: First Time Mustang Owner! 2000 bright red "srs"** [john_324] by [akirby](#) Apr 30, 2007 (8:41 am)

[Reply](#)

Replying to: [john_324](#) (Apr 30, 2007 8:22 am)

You can try regular white toothpaste to polish the plastic lenses. Saw it on TV the other day.

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Replies to this message:

- [john_324](#) (Apr 30, 2007 9:13 am)
- [akirby](#) (Apr 30, 2007 9:39 am)

#21 of 27 **Re: First Time Mustang Owner! 2000 bright red "srs"** [akirby] by [john_324](#) Apr 30, 2007 (9:13 am)

[Reply](#)

Replying to: [akirby](#) (Apr 30, 2007 8:41 am)

Good tip. Do you have to use the baking soda type? 🚗

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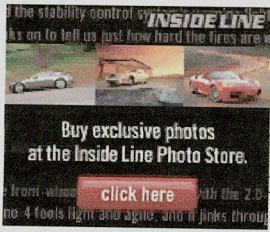
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Replies to this message:

- [akirby](#) (Apr 30, 2007 9:39 am)

#22 of 27 **Re: First Time Mustang Owner! 2000 bright red "srs"** [[john_324](#)] by [akirby](#) Apr 30, 2007 (9:39 am)

[Reply](#)

Replying to: [john_324](#) (Apr 30, 2007 9:13 am)

No, but the baking soda would probably be even more effective.

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#23 of 27 **AHA! "srs" is not anything to do with the car!** by [maryaw](#) Apr 30, 2007 (7:51 pm)

[Reply](#)

HAHAHA! The joke is on me. I thought it was a trim level, like "SE" or "LS". Yes, it's lettered on the dash. Now I must change my profile so people won't laugh FOREVER.

The engine is a V6, 3.8 liter. That's about all I know about it. There's room under the hood for a bigger engine but this one's just fine, considering the price of gas these days. Gas was .45 per gallon when I first started to drive. Tonight it was almost 3 dollars per gallon.

Regarding the headlight covers: we're going to try to polish them gently.



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#24 of 27 **hello you mustang owners** by [nancy49022](#) May 01, 2007 (6:57 am)

[Reply](#)

got to meet more mustang owners come see me i dont know how 2 get around all thius stuff

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Replies to this message:

- [maryaw](#) (May 01, 2007 8:25 pm)
- [moronix](#) (Jul 02, 2007 6:46 am)
- [vistabluestang](#) (Jul 02, 2007 1:13 pm)

#25 of 27 **Re: hello you mustang owners [nancy49022]** by [maryaw](#) May 01, 2007 (8:25 pm)

[Reply](#)

Replying to: [nancy49022](#) (May 01, 2007 6:57 am)

Greetings! I am the third owner for this 2000 Mustang. It was my father's car and he was very fond of it. After he passed away in June 2006, my neice drove it until last week when I finally managed to buy it from her.

I wanted the car - it's a great car and has sentimental value because it was Dad's. MDH and I keep our cars a long time and plan to fix all the little