

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10297300
Date: Wednesday, January 20, 2010 1:48:28 PM

From: Berry, Kristin CTR (NHTSA)
Sent: Wednesday, January 20, 2010 1:38 PM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10297300

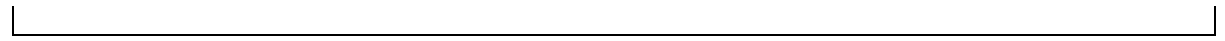
Kristin Berry
BLF Technologies Inc.
on assignment with
National Highway Traffic Safety Administration
Dept. Of Transportation
kristin.berry@dot.gov
202-366-0699, W48-212

From: [REDACTED]
Sent: Wednesday, January 20, 2010 1:34 PM
To: Berry, Kristin CTR (NHTSA)
Subject: RE: NHTSA: Follow up to ODI Complaint: 10297300

Hi,Kristin I am begging you guys to please get involved in this,ford motor company is selling these cars defective,I know first hand that once it rains or a carwash for that matter ur car gets soaked on ths inside causing water mildew,ford has known about these problems since 2005 and keeps manufacturing these cars the same way,and noone seems to want to get involved,I am at my deep end with this car,all I have now is a glued up car,that is still leaking,wont someone please help me with this and stopping ford.....I sent you the paperwork on it and hopefully something will get done.....

Subject: FW: NHTSA: Follow up to ODI Complaint: 10297300
Date: Thu, 7 Jan 2010 12:03:34 -0500
From: Kristin.Berry.CTR@dot.gov
To: [REDACTED]

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we can not respond to every complaint.
NHTSA/Office of Defects Investigation



Hotmail: Powerful Free email with security by Microsoft. [Get it now.](#)

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 29-DEC-2009 Repository <input type="checkbox"/> Reference No. 10297300	
U.S. Department of Transportation National Highway Traffic Safety Administration		Daytime Telephone Number Evening Telephone Number E-mail Address	
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	
Address		Evening Telephone Number	
City	State	Zip Code	
MIDLOTHIAN	VA		
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).			
VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model
1ZVFT80NX75		FORD	MUSTANG
Model Year		Engine:	
2007		No: Cylinders	
Date Purchased	Dealer's Name and Telephone Number		Fuel Type:
04-05-08	Richmond Ford (888) 577-709-7947		
Original Owner	Dealer's City	State	Zip Code
<input type="checkbox"/>	Richmond	VA	
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:
	<input type="checkbox"/> Cruise Control		Incident Date(s)
			08-OCT-2009
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 160000 STRUCTURE		Failure Mileage	Failure Speed
		21273	
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: DOTM9ABC036)	<input type="checkbox"/> Original Equipment	Failure Location:	
	<input type="checkbox"/> Prior Repair		
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	Fire	Number of Persons Injured	Number of Deaths
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
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 2007 FORD MUSTANG. AFTER IT RAINED OR WAS TAKEN THROUGH A CAR WASH, WATER WOULD FLOOD THE VEHICLE. SHE TOOK THE VEHICLE TO THE DEALERSHIP ON THREE OCCASIONS AND THE VEHICLE WAS SEALED WITH SILICONE, AND THE CARPETS AND WINDSHIELD WERE REPLACED TWICE. THE SEALANTS AROUND THE WINDOW, THE FIREWALL, THE REAR WELL, PASSENGER DOOR TRIM PANEL AND MANY OTHER PARTS OF THE VEHICLE WERE COMMON PLACES OF WATER INTRUSION. THE MANUFACTURER SENT A SERVICE ENGINEER TO INSPECT THE VEHICLE. THE VEHICLE WAS SEALED. NONE OF THE REPAIRS HAVE REMEDIED THE FAILURE. THE CURRENT MILEAGE WAS APPROXIMATELY 21,500. THE FAILURE MILEAGE WAS 21,273. The car smells still like milk and glue smell. There are TSBs these cars dated back as far as 05. Ford has known about water leaks for over 4yrs. Multiple mustangs leak from 05 models clear to 08 models.			
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.			