

 U.S. Department of Transportation National Highway Traffic Safety Administration		<b>DOT Auto Safety Hotline</b> <b>Vehicle Owner's Questionnaire</b> <b>To Report Vehicle Safety Defects</b> <b>1-888-DASH-2-DOT</b> <b>(1-888-327-4236)</b> <b>INTERNET:www.nhtsa.dot.gov/hotline</b>		FOR AGENCY USE ONLY 100148	
		Date Received 26-JAN-2010		Repository <input type="checkbox"/> Reference No. 10302371	
<b>OWNER INFORMATION (Type or Print)</b>					
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City	State	Zip Code			
BURBANK	CA				
<i>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).</i>					
<b>VEHICLE INFORMATION</b>					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1ZVFT80NX75		Make FORD		Model MUSTANG	
Model Year 2007		Date Purchased		Dealer's Name and Telephone Number	
Engine: No: Cylinders		Fuel Type:			
Original Owner <input type="checkbox"/>		Dealer's City		State Zip Code	
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control		Powertrain		Multiple Failure: Incident Date(s) 20-JAN-2010	
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>					
Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 160000 STRUCTURE				Failure Mileage 37760	
Failure Speed					
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM9ABC036)		<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair		Failure Location:	
Tire Component Code				Tire Failure Type:	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
<b>APPLICABLE INCIDENT INFORMATION</b>					
<i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>					
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Number of Persons Injured	
Number of Deaths		Reported to Police N			
<b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b>					
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. THE CONTACT STATED THAT THERE WAS A WATER LEAK ABOVE THE FUSE BOX ON THE PASSENGER SIDE UNDER THE GLOVE COMPARTMENT. SHE NOTICED THE LEAK WHENEVER IT RAINED. SHE HEARD A DRIPPING NOISE WHEN SHE WAS ACCELERATING AND NOTICED THAT THE WATER WAS LEAKING ONTO THE FLOORBOARD. SHE HAS NOT TAKEN THE VEHICLE TO THE DEALER PRIOR TO FILING THE COMPLAINT. SHE CALLED THE MANUFACTURER BUT WAS TOLD THAT THEY COULD NOT ASSIST HER. THE CURRENT MILEAGE WAS APPROXIMATELY 37,800. THE FAILURE MILEAGE WAS APPROXIMATELY 37,760. UPDATED 02/13/10 *BF					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. <span style="float: right;">ATTACH ADDITIONAL SHEETS IF NECESSARY.</span>					
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.					

**From:** [Wells, Cynthia CTR \(NHTSA\)](#)  
**To:** [Fogle, Brenda CTR \(NHTSA\)](#)  
**Subject:** FW: FW: NHTSA: Follow up to ODI Complaint: 10302371  
**Date:** Friday, February 05, 2010 8:05:32 AM

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**From:** DataQuality, DataQuality (NHTSA)  
**Sent:** Thursday, February 04, 2010 8:27 PM  
**To:** Wells, Cynthia CTR (NHTSA)  
**Subject:** FW: FW: NHTSA: Follow up to ODI Complaint: 10302371

Mrs. Gina J. Rious  
Contractor on assignment with NHTSA, DOT  
[gina.rious@dot.gov](mailto:gina.rious@dot.gov)  
202-366-6287, W48-209

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**From:** [REDACTED]  
**Sent:** Thursday, February 04, 2010 2:41 PM  
**To:** DataQuality, DataQuality (NHTSA)  
**Subject:** Re: FW: NHTSA: Follow up to ODI Complaint: 10302371

Thanks. I will be faxing the document to you with additions. I will also be faxing additional items which will include a copy of a letter to Ford and a copy of the invoice from the alarm company since the water leak shorted out my entire alarm system on my car. Thank you.

Sincerely,

[REDACTED]

--- On Wed, 2/3/10, [Kristin.Berry.CTR@dot.gov](mailto:Kristin.Berry.CTR@dot.gov) <[Kristin.Berry.CTR@dot.gov](mailto:Kristin.Berry.CTR@dot.gov)> wrote:

**From:** [Kristin.Berry.CTR@dot.gov](mailto:Kristin.Berry.CTR@dot.gov) <[Kristin.Berry.CTR@dot.gov](mailto:Kristin.Berry.CTR@dot.gov)>  
**Subject:** FW: NHTSA: Follow up to ODI Complaint: 10302371  
**To:** [REDACTED]  
**Date:** Wednesday, February 3, 2010, 7:39 AM



Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to [dataquality@dot.gov](mailto: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

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