


Form Approved O.M.B. No. 2127-0008

 <p><b>DOT Auto Safety Hotline</b>  <b>Vehicle Owner's Questionnaire</b>          Report Vehicle Safety Defects          1-888-DASH-2-DOT          (1-888-327-4236)          INTERNET: www.nhtsa.dot.gov/hotline</p>			<p>FOR AGENCY USE ONLY 100148</p>		
<p>U.S. Department of Transportation          National Highway Traffic Safety Administration</p>			<p>Date Received          26-JAN-2010</p>	<p>Repository <input type="checkbox"/>          Reference No.          10302371</p>	
<p><b>OWNER INFORMATION (Type or Print)</b></p>					
<p>Name: [REDACTED]</p>			<p>Daytime Telephone Number          [REDACTED]</p>	<p>E-mail Address          [REDACTED]</p>	
<p>Address: [REDACTED]</p>			<p>Evening Telephone Number          [REDACTED]</p>		
<p>City BURBANK</p>	<p>State CA</p>	<p>Zip Code [REDACTED]</p>			
<p>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).</p>					
<p><b>VEHICLE INFORMATION</b></p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side          1ZVFT80NX75 [REDACTED]</p>			<p>Make          FORD</p>	<p>Model          MUSTANG</p>	<p>Model Year          2007</p>
<p>Date Purchased          8-13-06</p>	<p>Dealer's Name and Telephone Number          SUNRISE FORD - 818-980-9800</p>			<p>Engine:          No. Cylinders</p>	<p>Fuel Type:</p>
<p>Original Owner  <input type="checkbox"/></p>	<p>Dealer's City          NORTH HOLLYWOOD</p>	<p>State          CA</p>	<p>Zip Code          91601</p>		
<p>Transmission Type  <input type="checkbox"/> Antilock Brakes  <input type="checkbox"/> Cruise Control</p>	<p>Powertrain</p>	<p>Multiple Failure:</p>		<p>Incident Date(s)          20-JAN-2010</p>	
<p><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>					
<p>Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 160000 STRUCTURE</p>				<p>Failure Mileage          37760</p>	<p>Failure Speed</p>
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b></p>					
<p>Tire Make</p>		<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: DOTM19ABC036)</p>		<p><input type="checkbox"/> Original Equipment  <input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>		
<p>Tire Component Code</p>			<p>Tire Failure Type:</p>		
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b></p>					
<p>Make:</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>			
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p><b>APPLICABLE INCIDENT INFORMATION</b>          (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</p>					
<p>Crash  <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire  <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured</p>	<p>Number of Deaths</p>	<p>Reported to Police          N</p>	
<p>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).</p>					
<p>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. WARRANTY EXPIRED 8-09. DEALER WON'T PAY FOR THIS MANUFACTURER'S DEFECT. 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.</p> <p>THIS WATER LEAK SHORTED OUT MY ENTIRE ALARM SYSTEM AND I HAD TO HAVE A NEW ALARM SYSTEM PUT IN INCLUDING A NEW REMOTE - THE "BRAIN" OF THE ALARM WAS SOAKED WITH WATER &amp; DESTROYED. THE NEW BRAIN HAD TO BE PUT IN A PLASTIC BAG.</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>			<p>ATTACH ADDITIONAL SHEETS IF NECESSARY</p>		
<p>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.</p>					

\* See attached copy of letter to Ford dated 2/2/10 and call of receipt from Alarm Company.

[REDACTED]  
BURBANK, CA  
[REDACTED]

February 2, 2010

Ford Motor Company  
Customer Relationship Center  
P.O. Box 6248  
Dearborn, Michigan 48126

Re: 2007 Mustang Water Leak

To Whom It May Concern:

I would like to inform you of an item that should be recalled on my 2007 Ford Mustang.

On January 20, 2010, I noticed water leaking into my car from underneath the glove compartment. The water leak has literally soaked my carpet from the front floorboard to the back floorboard on the passenger side! I have gone through at least six large towels to try to dry up the water. Now, it is only a matter of time before I will have a moldy smell in my car due to the water leak! The water leak has also shorted out my alarm system causing me to buy a new alarm system. I have enclosed a statement from the alarm company (International Auto Radio) whom the dealer works with (Sunrise Ford has a direct line to International Auto Radio which is located a few blocks down the street.) The International Auto Radio had to replace the brain of my alarm and had to place the new brain to the alarm into a plastic bag due to the water leak. In addition, I also had to get a new remote for my alarm.

I spoke to "Alex" at International Auto Radio and he said that the water leak is a common problem with 2005-2008 Mustangs and he is seeing it more and more. He even showed me another 2007 Mustang parked in his repair shop that also had the same exact water leak. He was replacing the alarm system just like in my car since it had also shorted out due to the water leak. International Auto Radio also stated that eventually, my whole electrical system will short out due to this water leak since it is located directly over the fuse box.

I have read online that several Mustangs have water leaks in the same exact place. If you go to [www.youtube.com](http://www.youtube.com), and type in Mustang Leaks, you will see many videos