

 <p>DOT Auto Safety Hotline</p> <p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline</p>		FOR AGENCY USE ONLY 100148 Date Received MAY 06 2010 15-MAR-2010		Repository <input type="checkbox"/> Reference No. 10319849
OWNER INFORMATION (Type or Print)				
Name		Daytime Telephone Number		E-mail Address
Address		Evening Telephone Number		
City	State	Zip Code		
VALENCIA	CA			
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	Model Year
1ZVFT82H965		FORD	MUSTANG GT	2006
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:
12/06/06	One Eleven Vintage Cars (760)323-1161		No: Cylinders	GAS
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code	
	PALM SPRINGS, CA	CA	92264	
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)
Manual	<input checked="" type="checkbox"/> Cruise Control		yes	15-APR-2009
FAILED COMPONENT(S)/PART(S) INFORMATION				
Vehicle Component Codes: 130000 VISIBILITY, 113200 ELECTRICAL SYSTEM: STARTER ASSEMBLY: RELAY			Failure Mileage	Failure Speed
			30429	0
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 <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
		None	None	N NONE
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 2006 FORD MUSTANG GT. THE CONTACT TURNED THE IGNITION TO THE START POSITION. IMMEDIATELY, THE VEHICLE BATTERY POWER FAILED; THE FRONT DRIVER AND PASSENGER WINDOWS RELEASED IN A DOWNWARD POSITION APPROXIMATELY 3 TO 4 INCHES WITHOUT ASSISTANCE. THE VEHICLE HAD A JUMP START AND RESUMED NORMALLY. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER AND THE RELAY SWITCH WAS REPLACED. THE TECHNICIAN STATED THAT THE FAILURE WAS A COMMON OCCURRENCE. THE IDENTICAL FAILURES OCCURRED ON A SEPARATE OCCASION. THE VEHICLE HAS NOT BEEN REPAIRED FOR THE MALFUNCTIONS. THE FAILURE MILEAGE WAS 30,429. THE CURRENT MILEAGE WAS 43,000.				
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)

Ford has not owned up to their responsibility to create a fix for the factory defect that my car is affected with. When the battery dies in my car, the windows roll down by themselves, indicating to me that the cars onboard computer has what could prove to be a very costly glitch within it. This has already happened to me on 2 different occasions. Upon speaking face to face with one of Ford's staff engineers about this issue, he fully admitted that Ford is totally aware of this problem. Even though my car is in danger of being water damaged if the battery were to die in a public parking lot for example, on a stormy day, or it could be stolen given the lack of security that occurs when the windows roll down, Ford still refuses to do right by their customers and create a fix for this problem. Automobile batteries are man-made and at some point they are going to fail, this is indisputable; when my battery does, depending on the circumstances, my car is extremely vulnerable thanks to Ford's irresponsibility. I contend ^{ATTACH ADDITIONAL SHEETS IF NECESSARY} that Ford's engineers should develop a fix for my factory defect so that my car will not be in jeopardy of being destroyed every time it rains.

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE. Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300



SANTA CLARITA CA 91377 22 APR 2020 PM

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



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Think your vehicle has a safety defect?



**If so:
Use the enclosed form to file a report.**

**or visit:
www.safercar.gov**

**or call:
Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



CUSTOMER #: 2000041

56972

VISTA FORD

21501 VENTURA BOULEVARD
WOODLAND HILLS, CA 91364

VISTA AUTO BODY

7862 DEERING AVE.
CANOGA PARK, CA 91304

SERVICE DIRECT: (818) 884-7601

EPA# CAD07294037201024
B.A.R. REG. # ARD041819

DIRECT: (818) 347-1548

EPA# CAD07294037283001
B.A.R. REG. # ARD147213

INVOICE

SERVICE AND PARTS DEPT. HOURS:
MONDAY THRU FRIDAY
7:00 A.M. TO 6:00 P.M.
SATURDAY
8:00 A.M. TO 1:00 P.M.

VISTA AUTO BODY HOURS:
MONDAY THRU FRIDAY
8:00 A.M. TO 5:00 P.M.

PAGE 1

SHERMAN OAKS, CA

HOME: [REDACTED] CONT: N/A

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 346 KELLY EUBANKS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLUE	06	FORD MUSTANG	1ZVFT82H965 [REDACTED]		30429/30429	T219	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
15DEC05 IS							
15DEC05 DD	29NOV05		17:00	06APR09	0.00	CASH	06APR09
R.O. OPENED	READY	OPTIONS:					
06APR09	06APR09	ENG:4.6_Liter_3V_OHC					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUST STATES DRIVERS SIDE WINDOW WILL DROP AND CAUSE DOME LIGHT TO STAY ON AND KILL BATTERY - REPLACE L/FRONT DOOR AJAR SWITCH PER ENGINEER - IN STOCK

CAUSE: 30429 IDS TEST PIN POINT TEST STEERING COLUMN TEST REPLACE DRIVERS DOOR AJAR SWITCH FOR FSE AND B EUBANKS OK A THIS TIME

13300D STEERING COLUMN SWITCH ASSEMBLIES - DIAGNOSIS - L

317 W

1 4L2Z*13713*AA SWITCH ASY - INTERIOR LAMP

(N/C)

(N/C)

13713A SWITCH-COURTESY/DOME LAMP - REPLACE

(13713) - L

317 W

(N/C)

FC: L19 42

PART#: 4L2Z*13713*AA

COUNT:

CLAIM TYPE:

AUTH CODE:

4570

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

30429 IDS TEST PIN POINT TEST STEERING COLUMN TEST REPLACE DRIVERS DOOR AJAR SWITCH FOR FSE AND B EUBANKS OK A THIS TIME

ORIGINAL ESTIMATE	\$	DESCRIPTION	TOTALS
AUTHORIZED ADDL REPAIRS	\$	LABOR AMOUNT	0.00
AUTHORIZED ADDL REPAIRS	\$	PARTS AMOUNT	0.00
AUTHORIZED ADDL REPAIRS	\$	GAS, OIL, LUBE	0.00
AUTHORIZED ADDL REPAIRS	\$	SUBLET AMOUNT	0.00
AUTHORIZED ADDL REPAIRS	\$	MISC. CHARGES	0.00
AUTHORIZED ADDL REPAIRS	\$	TOTAL CHARGES	0.00
AUTHORIZED ADDL REPAIRS	\$	ADJUSTMENT	0.00
AUTHORIZED ADDL REPAIRS	\$	SALES TAX	0.00
AUTHORIZED ADDL REPAIRS	\$	PLEASE PAY THIS AMOUNT	0.00

Notice to Consumer: Please read important information on back.

ALL PARTS ARE NEW UNLESS OTHERWISE DESIGNATED

Attn Ford Brass,

I purchased my first Ford automobile exactly 10 years ago this month and I have been a Ford owner every since. The reliability of my Probe GT that I enjoyed for over six years, led to my decision to purchase an '06 Mustang GT in December of 2006. I also purchased Ford's Premium Service plan very shortly thereafter, to keep my vehicle properly maintained. For the most part, I have been very pleased both with the car itself, and with the two different dealerships that I have dealt with over the past three years. Unfortunately, there have been some recent issues that have arisen that I am extremely concerned about and the basis for that concern lies solely with the rationale (or lack thereof) of the Ford decision makers at the corporate level.

Frankly, I feel cheated by Ford, and I certainly do not feel that Ford is acting in the best interest of your customers. My issues with Ford are as follows:

* Within literally a day or two after I had my 40K service performed on my car last December, I happened to notice that my battery terminals had quite a bit of build up of corrosion on them. Upon calling my service agent to ask why this was not maintained, I was told that the battery maintenance is not included as part of my premium service plan. Call me crazy, but isn't the purpose behind spending A LOT of money on one of these packages, so that ALL OF THE STANDARD MAINTENANCE ITEMS THAT NEED TO BE PERFORMED ROUTINELY, ARE TAKEN CARE OF OVER THE LIFE OF THE SERVICE PLAN. Why is the maintenance of the battery any less critical than any of the other operating systems of the vehicle. It simply does not make sense that the battery maintenance not be covered. Upon calling the Ford Extended service plan department (ESP, as you tend to refer to them), and posing that very question, the representative that I spoke to confirmed that it is not covered. However, he informed me that the service plans are based upon everything that is called for in the owner's manual of the vehicle and that if maintenance to the battery is called for in the owner's manual, THEN IT SHOULD BE COVERED. I WAS TOLD THIS IN NO UNCERTAIN TERMS. I confirmed that the fact is not only called for in my owner's manual in great detail, it is also called for in my service manual (in equally great detail) as well. At that point the representative referred me to his supervisor, an individual by the name of Bill @ ext. 1248. Bill also confirmed that since the maintenance of the battery was called for in the owner's manual, that THE MAINTENANCE OF THE BATTERY SHOULD BE COVERED WITHIN THE SERVICE PLAN. HE SAID THIS IN NO UNCERTAIN TERMS. While I hold no grudge whatsoever against the service department at the dealership(s), I have a major issue with Ford the corporation for instructing their dealerships TO NOT MAINTAIN MY CAR AS THEY PROPERLY SHOULD, EVEN THOUGH I PAID A CRAP LOAD OF MONEY TO FORD FOR SERVICE THAT I HAVE NOT BEEN RECEIVING. After the service manager at my local dealership followed up on my finding that I shared with her about the battery maintenance, she has informed me that you guys are once again telling her that the maintenance to the battery STILL IS NOT COVERED. EVEN THOUGH I WAS VERY CLEARLY TOLD THE CONTRARY BY YOUR ESP DEPARTMENT JUST A COUPLE OF WEEKS AGO. GET IT TOGETHER ALREADY! If Ford were a reputable company, whether it is covered or not should not even be an issue for something that obviously should be covered after your customers

This part of the letter is NOT relevant to my complaint with the N.H.T.S.A.

are spending thousands of dollars for the peace of mind of having our vehicles properly maintained...STRIKE ONE

* This past January 23rd, my vehicle would not start; After having to be towed to Power Ford in Valencia, CA, it was diagnosed that I had dead/bad battery that needed to be replaced. I ended up spending about \$169 to have it replaced. As I spoke with the same supervisor of the ESP department mentioned above (Bill, I think his last name was Albright, though he refused to confirm it @ ext. #1248) and I made the case that my automobile battery may have died prematurely since the battery has not been properly maintained under my premium service plan for the past three years, AS CALLED FOR BY BOTH THE OWNER'S AND MAINTENANCE MANUALS FOR MY CAR. This being the case, I feel that Ford should cover all or at least part of the expense of the battery that I recently had to purchase at your dealership. Your supervisor became very defensive and he stated that "my beef is with the service department of my local dealership that has been servicing my car". I politely refuted his point by stating that the dealerships that have been servicing my car (two different dealerships because I have moved within the last year) did absolutely nothing wrong, for they were simply following FORD/ESP'S guidelines, and therefore my beef is in fact with FORD/ESP. Though this supervisor was the same individual that also confirmed that my battery maintenance should have been covered all along as a representative of ESP, he still refused to take any responsibility at all, in a rather unprofessionally demeanor, I might add. In fact, he was downright rude, as though I should not burden him with the fact that Ford had basically been violating the contract (i.e. the service agreement that I paid handsomely for) in the first place. I then called Ford customer relations whom did create a ticket number for my situation (#1630890888); and while she was sympathetic to my situation, she did inform me that the only way to move forward with my dispute was through the service manager at my local dealership. And while the service manager at Power Ford Valencia, was both extremely helpful and also sympathetic with my situation, she informed me last week that Ford had refused to do anything about my claim. So as I interpret this situation, the fact that Ford has basically been violating the contract that I signed with them three years ago and has NOT been performing ALL of the proper maintenance on my car (ACCORDING TO FORD'S OWN GUIDELINES), that you STILL refuse to take any responsibility for the BREACH OF CONTRACT and you feel that you should have absolutely NO ACCOUNTABILITY...STRIKE TWO

Also not relevant to my N.H.T.S.A. complaint

The relevant part of this letter starts here

* My last and biggest concern is also somewhat correlated to the above two; Both when my battery died as mentioned above on January 23rd, and also when it died back in April of '09 (It was determined by Vista Ford of Woodland Hills, CA, that a relay had gone bad causing my driver door window to roll down a few inches and the dome light to come on, which in turn, killed my battery), one or both of my power windows rolled down at least 2 to 3 inches, ON BOTH OCCASIONS. Upon explaining my concerns to the service manager at Power Ford, Valencia, she was kind enough to arrange a meeting with one of your staff engineers (I believe his name was Brian) whom happened to be visiting her location a few days later. While Brian, was extremely professional and polite, he explained to me that Ford does not have current or impending "fixes" or recalls, even though Ford IS FULLY AWARE OF THIS ISSUE. He went on to state that Ford's position is to "try to insure that the automobile batteries DO NOT DIE, thus preventing the problem" with the windows. How Ford does not feel that this IS AN ISSUE, for unbelievably OBVIOUS REASONS, it way beyond me. Just like

the relay that failed killing my battery back in April of '09, **man-made parts are going to fail and BATTERIES ARE GOING TO DIE**, irregardless of how infrequent this may be. So when the battery happens to die when I am parked at the airport preparing to go out of town on a trip, and **my car is parked in a non-covered lot for the next stormy week and the rain inundates my car the entire time I'm gone, who is going to pay to replace my electrical system of my car that has completely shorted out from most everything in the car GETTING WET, or at the very least, who is going to pay for the replacement of my NOW SOAKED MOLDED/DESTROYED INTERIOR? Or what happens if this same airport is located in a less that great area of town, and the car is STOLEN because the windows were SO FAR DOWN...IS FORD GOING TO PAY FOR THE REPLACEMENT OF MY CAR?** Somehow, I seriously doubt it. I have spent thousands and thousands of my hard-earned dollars on a vehicle which windows just roll down by themselves, regardless of the circumstances, every time the battery dies, **BUT AS FAR AS FORD IS CONCERNED, THIS IS NOT AN ISSUE. THIS IS TRULY ONE OF THE STUPIDEST THINGS I HAVE EVER HEARD.....STRIKE THREE**

Any fool can easily see that Ford clearly could care less about what's in the best interest of the their customers. While I will openly admit that both of the Ford vehicles that I have owned over the past 10 years have been both well engineered, reliable vehicles that I have been happy with for the most part, I **WILL NOT EXCUSE YOUR CORPERATE DECISION MAKING TRANSGRESSIONS.** While I have had nothing but good experiences with your dealerships and service departments, and your vehicles have been sound, your corporate decision making is abysmal at best. So what if we have been in breach of a contract that we have had with you for 3 years now, tough. So what if your vehicle gets destroyed or stolen because the windows come down by themselves ever time the battery dies, tough. I will not continue to patronize a company that clearly has a reckless disregard for their customers and for just plain old responsibility, in general.

Either you (Ford corporate) respond to this letter and address my concerns, or I can promise you that **neither myself, nor anyone in my family, WILL EVER BUY A FORD PRODUCT AGAIN.** Additionally, if you choose to ignore this letter, I can assure you that I will be contacting the Better Business Bureau and the National Highway Traffic Safety Administration, about this issue. Whether Ford wants to admit it or not, there is accountability for your actions in this world, and I will do everything in my power to make sure the Ford corporate offices gets to experience this first hand.

[REDACTED]

Valencia, CA [REDACTED]



Ford Customer Service Division

P. O. Box 6248
Dearborn, MI 48126

February 22, 2010

[Redacted]

Valencia, CA [Redacted]

Case # 1630890888

Vehicle ID # 1ZVFT82H965 [Redacted]

Dear [Redacted]

Thank you for your contact and valued thoughts.

After receiving your letter, we have thoroughly reviewed your situation. Our records indicate that you spoke with a Representative at our Customer Relationship Center who appropriately addressed your concerns.

Based on the information provided, we support the previous decision.

This issue has been closed. However, should any new information become available, please contact us and we will be happy to review the situation with you at that time.

Sincerely,

Teresa Wesley
Ford Motor Company
Customer Relationship Center

* FORD'S Response to my CONCERN

