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: AUG - 4 2010 (25-JUN-2010)

Repository ☐

Reference No.: 10340003

OWNER INFORMATION (Type or Print)

Name: [redacted]

Address: [redacted]

City: ALBUQUERQUE | State: NM | Zip Code: [redacted]

Daytime Telephone Number: [redacted]

Evening Telephone Number:

E-mail Address: [redacted]

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
1FAFP44463F[redacted]	FORD	MUSTANG	2003

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
3/04	RICH FORD			6 CYL.	GAS
Original Owner ☐	Dealer's City: ABQ.	State: NM	Zip Code		

Transmission Type		Powertrain	Multiple Failure:	Incident Date(s)
AUTO	☑ Antilock Brakes ☐ Cruise Control		ALWAYS WHEN USING CRUISE CONTROL	15-JUN-2008

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 180000 VEHICLE SPEED CONTROL	Failure Mileage	Failure Speed
	40000	65

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: DOTMAL9ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:
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	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			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 2003 FORD MUSTANG. THE CONTACT STATED THAT THE CRUISE CONTROL INTERMITTENTLY WOULD NOT DEACTIVATE WHEN THE BRAKES WERE DEPRESSED WHEN DRIVING AT SPEEDS OF AT LEAST 65 MPH. THE CONTACT WOULD HAVE TO DOWNSHIFT IN ORDER TO GET THE STOP THE CRUISE CONTROL. THE DEALER STATED THERE WERE NO RECALLS FOR THE VEHICLE. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE FAILURE MILEAGE WAS 40,000 AND THE CURRENT MILEAGE WAS 67,000.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice: ATTACH ADDITIONAL SHEETS IF NECESSARY

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

WHEN USING "CRUISE CONTROL" VEHICLE SURGES & INCREASES SPEED WHEN BRAKES ARE APPLIED TO DISENGAGE THE CRUISE CONTROL. HAVE TO DOWNSHIFT TO SLOW DOWN THEN IT FINALLY DISENGAGES. VERY SCARY!! WE DON'T USE CRUISE CONTROL ANYMORE - WE DON'T WANT TO DIE!! (SHOULD I SELL IT TO MY MOTHER IN LAW?!?) JUST FIDDING.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9362

Official Business
Penalty for Private Use $300

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

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

NHTSA www.nhtsa.gov

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