

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



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 31-MAY-2011 JUL 18 2011	Repository <input type="checkbox"/>
	Reference No. 10403907

OWNER INFORMATION (Type or Print)			
Name	[REDACTED]		
Address	[REDACTED]		
City	DOUGLAS	State	AK
		Zip Code	[REDACTED]
Daytime Telephone Number	[REDACTED]		
Evening Telephone Number	[REDACTED]		
E-mail Address			

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 1ZVHT80N085 [REDACTED]	Make FORD	Model MUSTANG	Model Year 2008
Date Purchased August 2008	Dealer's Name and Telephone Number Skinners - Business Closed		Engine: No: Cylinders
Original Owner <input type="checkbox"/>	Dealer's City Juneau	State AK	Zip Code
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 15-APR-2011

FAILED COMPONENT(S)/PART(S) INFORMATION		
Vehicle Component Code: 140000 AIR BAGS	Failure Mileage 16000	Failure Speed 5

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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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			
<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	

**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 2008 FORD MUSTANG. THE CONTACT STATED THE FRONTAL AIR BAG LIGHT ILLUMINATED CONSTANTLY. THE VEHICLE WAS TAKEN TO A MECHANIC WHO PERFORMED A DIAGNOSTIC TEST WHICH INFORMED THE CONTACT THAT THE DRIVERS SEAT MODULE WAS FAULTY. THE VEHICLE WAS NOT REPAIRED SINCE THE FORD DEALER WAS NO LONGER IN THE AREA. THE MANUFACTURER WAS CONTACTED AND INFORMED HER TO TAKE THE VEHICLE TO ANOTHER DEALER FOR THE REPAIRS. THE VEHICLE WARRANTY WAS VALID; HOWEVER, THE DEALER WAS 900 MILES FROM HER RESIDENCE AND SHE WOULD BE RESPONSIBLE FOR THE REPAIR COST. IT WOULD BE TOO COSTLY TO TAKE THE VEHICLE TO A DEALER IN ANOTHER CITY. THE FAILURE MILEAGE WAS 16,000.

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 not honoring warranty nor taking responsibility for repair of safety item in vehicle. There are Ford Certified Auto Technicians in community. Ford is not willing to allow them to do warranty work but are allowing them to do recalls. Only recalls are people having costs covered, example recent recall on Ford truck airbag. I do believe the Mustang airbag should be covered under recall.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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



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**



**safercar.gov**

**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

**Evergreen Motor Works**

10106 Bentwood Place  
 JUNEAU, AK 99801  
 Shop Phone: (907) 523-4343  
 Fax: 523-4340  
 Email: evergreenmotorworks@gmail.com

**Repair Order**

4119

Estimate Ref #0  
 Date Printed: 04/29/2011  
 Printed Time: 10:06 am

Mat/Ref:

YOUR FORD CERTIFIED SPECIALISTS.

Time Promised:

DOUGLAS, AK  
 Home:  
 Cell:

2008 FORD MUSTANG V6 4.0L 245CID FI GAS N N  
 VIN: 1ZVHT80N0B5  
 License: Mileage In: 16,485  
 Unit #: Mileage Out: 16,485  
 DOM:

Date Written: 04/26/2011  
 Written By: Todd Thingvall  
 Save Old Parts: No

Job Name	Description	Technician	Qty	List	Extended
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Job #1	Airbag light on				0.00
Labor Retail	Work Requested - Airbag light on				

Work Performed - Verified airbag light is on.  
 Hooked up IDS.  
 Ran RCM self-test: B2295.  
 Pinpoint tested: Fault in drivers seat airbag module.  
 Needs drivers seat airbag module, as per TSB#10-23-8.  
 Parts and labor to repair: \$367.37, plus \$60.00-\$80.00 hazmat shipping to Juneau by barge.

Payment Date	Type	Method	Amount
Payment Totals:			

Parts: \$0.00  
 Labor: \$0.00  
 Sublet: \$0.00  
 Misc: \$0.00  
 Hazmat: \$0.00  
 Supplies: \$0.00  
 Tax: \$0.00  
**Invoice Total: \$0.00**

Labor Guarantee 12m/12000 miles. All new parts are warranted 12m/12000 miles.