

Subject: FW:
Date: Wednesday, July 20, 2011 3:27:59 PM
Attachments: [body_lower_rear_bumper_popping_out-2010 Mustang conv..pdf](#)

Report Vehicle Safety Defects!



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Sent: Wednesday, July 20, 2011 1:36 PM

Subject:

Complaint received via Portable.

ET
072511
TGW

From: [REDACTED]
To: [PortableSafetyComplaint \(NHTSA\)](#)
Subject: body lower rear bumper popping out-2010 Mustang conv.
Date: Wednesday, July 20, 2011 1:30:38 PM

On my 2010 Ford Mustang Convertible the rear vinyl cover is popping out of position like its being pushed out from behind. I try to push it back in but its useless, as the hot weather lingers it seems to come out even further to the point where one can see the back or rear of the part in question. This vehicle has been brought to the Ford dealership in my town of Old Bridge N.J. on Rt.9 south only to be told that they cant do anything about it because there is no procedure in in the book [manual] as to how to do it so they wont do it at all. I am told by Ford motor co. I spoke to a few reps there that only repeat over and over what sounds like a written response and hoping that i will go away. Im sure giving enough time this facade or bumper covering will come out so far where it might cause a road hazard if i comes off on the road. P.S. At the dealership i spotted 3 other cars Mustangs, that were in various degrees of going through the same thing and were on the lot waiting to be sold. this was documented with a service rep. I have visited two other dealerhips [Ford] and spotted 4 more with the same problem, its just not my car. Anyone out there with the same problem? let me know.