

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

From: <EVOQ@dot.gov>  
 Subject: FW: NHTSA: Follow up to ODI Complaint: 10511267  
 Date: May 17, 2013 8:27:14 AM EDT  
 To: [REDACTED]  
 4 Attachments, 116 KB

EQ-10511267-7894

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to [dataquality@dot.gov](mailto:dataquality@dot.gov) or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation



[EVOQ EMAIL oc \(52.0 KB\)](#)

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

DOT Auto Safety Hotline <b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: <a href="http://www.nhtsa.dot.gov/hotline">www.nhtsa.dot.gov/hotline</a>		FOR AGENCY USE ONLY 100148	
		Date Received <b>MAY 9 2013</b>	Repository <input type="checkbox"/>
		Reference No. 10511267	
OWNER INFORMATION (Type or Print)			
Name [REDACTED]		Daytime Telephone Number [REDACTED]	
Address [REDACTED]		E-mail Address [REDACTED]	
City TOLEDO	State OH	Zip Code [REDACTED]	Evening Telephone Number [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 1ZVBP8EMXDS [REDACTED]		Make FORD	Model Year 2013
Model MUSTANG		Model Year 2013	
Date Purchased 01/18/13	Dealer's Name and Telephone Number Kistler Ford Sales Inc. 419-513-9911	Engine: No: Cylinders 6	Fuel Type: Regular
Original Owner <input type="checkbox"/>	Dealer's City [REDACTED]	State [REDACTED]	Zip Code [REDACTED]
Transmission Type Automatic	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: Conv. Top Does not fully retract
			Incident Date(s) 15-APR-2013
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 162000 STRUCTURE: BODY		Failure Mileage 3900	Failure Speed At rest
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE			
Tire Make NA	Tire Model (Name or Number) NA	Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)	<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 (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies))			

PND

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
<p><b>Narrative Description of Incident(s), Crash(es), and Injury(ies).</b>  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 2013 FORD MUSTANG. THE CONTACT STATED THAT THE CONVERTIBLE TOP WOULD NOT FULLY RETRACT. AS A RESULT, THE CONTACT'S VISION WAS BLOCKED TRAVELING IN REVERSE AND WHEN CHANGING LANES. THE VEHICLE WAS TAKEN TO A DEALER FOR DIAGNOSIS WHERE PHOTOS OF THE FAILURE WERE TAKEN AND SENT TO THE ENGINEERING DEPARTMENT FOR FURTHER ANALYSIS. THE VEHICLE WAS NOT REPAIRED. THE DEALER ADVISED THE CONTACT THAT THERE WAS AN INFLUX OF VEHICLES OF THE SAME MAKE AND MODEL THAT WERE EXPERIENCING THE FAILURE. THE FAILURE AND CURRENT MILEAGE WAS 3,900.</p>				
<p><b>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</b> <span style="float: right;"><b>ATTACH ADDITIONAL SHEETS IF NECESSARY.</b></span></p> <p><small>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.</small></p>				



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

Dear Consumer:

NVS-216rr

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failures(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid

Chief

Correspondence Research Division  
Office of Defects Investigation

Enforcement

Enclosure: VOQ





[Redacted]  
Toledo, OH [Redacted]

TOLEDO OH 436

21 MAY 2013 PM 2 L



US DOT NHTSA Office of Complaint  
(Room NVS-210)  
1200 New Jersey Ave SE  
Washington D.C. 20590

