

FEB 9 2015

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

FOR AGENCY USE ONLY 100148



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

Date Received	Repository <input type="checkbox"/>
02-DEC-2014	Reference No. 10661523

OWNER INFORMATION (Type or Print)

Name	[REDACTED]			Daytime Telephone Number	[REDACTED]	
Address	[REDACTED]			Evening Telephone Number	[REDACTED]	
City	BUREIN Burien	State	WA	Zip Code	[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
1ZVBP8CF1D5 [REDACTED]	FORD	MUSTANG	2013
Date Purchased	Dealer's Name and Telephone Number		Engine:
12-10-12	Evergreen Ford 425 392 6900		No: Cylinders
Original Owner <input checked="" type="checkbox"/>	Dealer's City	State	Zip Code
	Issaquah	WA	98027
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:
Man	<input checked="" type="checkbox"/> Cruise Control	5.0V8 6spd stick	Incident Date(s)
			30-NOV-2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: FUEL/PROPULSION SYSTEM (PWS)	Failure Mileage	Failure Speed
	20700	20

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: 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).)

Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	0	0	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 2013 FORD MUSTANG. WHILE DRIVING APPROXIMATELY 20 MPH, THE FUEL TANK COLLAPSED TO THE GROUND. NO WARNING INDICATORS ILLUMINATED. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED THAT THE BRACKET AND BOLTS THAT SECURED THE FUEL TANK NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. THE FAILURE MILEAGE WAS 20,700. THE VIN WAS NOT AVAILABLE. MAILED OUT 01/13/15\*LJ

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)**

The bolts that hold the straps that attach the gas tank fell out on one side and allowed the gas tank to come down & hit the ground while the vehicle was in motion. I imagine there must have been some sparks involved. The side that didn't come out was loose according to the dealer. It was lucky we were going slowly because we just came off the freeway I'm pretty sure we would have been burned up.

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

SEATTLE

WA 981

27 JAN '15

PM 3:11



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**



**safecar.gov**

**Think your vehicle has a safety defect?**



**If so:**

**Use the enclosed form to file a report.**

**or visit:**

**www.safecar.gov**

**or call:**

**Vehicle Safety Hotline  
888-327-4236**



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

OWNER #:

\*INVOICE\*



Bowen Scarff in Kent



The Believable No-dicker Sticker™

1157 Central Ave N, Kent, WA 98032

Parts-Service: 253-852-3340 Sales: 253-852-1480

www.bowenscarff.com

BURIEN, WA

PAGE 2

HOME: BUS:

CONT CELL

SERVICE ADVISOR: 1201 MICHAEL O'BRIEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLACK	13	FORD MUSTANG GT	1ZVBP8CF1D5		21758/21759	T7878	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01DEC14 DD			17:00 01DEC14			CASH	04DEC14
R.O. OPENED	READY	OPTIONS: DLR: ENG:5.0_Liter					
07:57 01DEC14	14:41 04DEC14						

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

SEAL. CLEAN DIFF THEN TOP OFF REAR DIFF WITH 75-140. REINSTALL DRIVESHAFT AND EXHAUST. OK.

C CUSTOMER STATES THAT THERE IS A SCREW IN THE LEFT FRONT TIRE INFO INFORMATION

862	CF			0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00
				TOTAL LINE C:	0.00

21759 CUSTOMER STATES THERE IS A SCREW IN THE LEFT FRONT TIRE. VERIFY SCREW IN LF TIRE AND ITS THROUGH THE TIRE CAUSING A LEAK. SENT TIRE TO QUICKLANE FOR REPAIR. REINSTALL TIRE, OK.

D NOTE: THE FRONT SPOILER WAS DAMAGED BY THE TOW DRIVER WHEN THE VEHICLE WAS TOWED IN

999	CF			0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00
				TOTAL LINE D:	0.00

E\*\* PERFORM MULTIPOINT INSPECTION 99P PERFORM MULTIPOINT INSPECTION

862	IMP				(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00
				TOTAL LINE E:	0.00

21759 PERFORMED MULTIPOINT. BATTERY TEST PASS. TOP OFF WASHER FLUID. WIPERS GOOD. AIR FILTER OK. LIGHTS OK. BELTS OK. REAR DIFF PINION SEAL LEAKING-REPAIRED. TIRE TREAD 5/32" FRONT 3/32" REAR WEAR TOWARDS THE MIDDLE OF THE TREAD. REC TIRE ROTATE. VISUAL INSPECT BRAKES 8MM FRONT AND REAR OK.

<small>ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.</small>	CROSS REFERENCE	PROGRAM	<small>It is understood that this Company assumes no responsibility for Loss or Damage by Theft or Fire to vehicles placed with them for Storage, Sale or Repair, or Damage to vehicle when Called for and Delivered, or while Road Testing. "The below bill for labor and material is approved, and an express mechanic's lien is granted on said vehicle to secure the payment thereof, and in event of default, I agree to pay in addition thereto a reasonable attorney's fee; permission is granted to you to drive said vehicle on any street or road for the purpose of testing and inspecting same." THE INFORMATION ON THE ESTIMATE, WORKSHEET AND/OR REPAIR ORDER IS INCORPORATED HEREIN BY REFERENCE.</small>	DESCRIPTION	TOTALS
				LABOR AMOUNT	0.00
				PARTS AMOUNT	0.00
				GAS, OIL, LUBE	0.00
				SUBLET AMOUNT	0.00
				MISC. CHARGES	0.00
				TOTAL CHARGES	0.00
				LESS INSURANCE	0.00
				SALES TAX	0.00
				PLEASE PAY THIS AMOUNT	0.00

Thank You!

SIGNED: (DATE) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

X

CUSTOMER #: [REDACTED]

[REDACTED]

**ONE LOW PRICE** **Bowen Scarff in Kent**



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\*INVOICE\*

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BURIEN, WA [REDACTED]  
 HOME: [REDACTED]  
 BUS: [REDACTED]

PAGE 1

SERVICE ADVISOR: 1201 MICHAEL O'BRIEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLACK	13	FORD MUSTANG GT	1ZVBP8CF1D5 [REDACTED]	[REDACTED]	21758/21759	T7878	
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01DEC14 DD			17:00 01DEC14			CASH	04DEC14
R.O. OPENED	READY	OPTIONS: DLR: [REDACTED] ENG: 5.0_Liter					
07:57 01DEC14	14:41 04DEC14						
LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	

A CUSTOMER STATES THAT THE GAS TANK STRAPS APPEAR TO HAVE COME LOOSE  
 CAUSE: .

- RM00 GAS TANK STRP (N/C)
- 862 WF94 (N/C)
- 1 BR3Z\*9092\*A STRAP ASY - FUEL TANK (N/C)
- 2 \*W710947\*S439 BOLT AND WASHER ASY - HEX.HEAD (N/C)

FC: PART#: COUNT:  
 CLAIM TYPE:  
 AUTH CODE:  
 005132

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

21758 CUSTOMER STATES THE GAS TANK STRAPS APPEAR TO HAVE COME LOOSE. INSPECT, RH GAS TANK STRAP IS DRAGGING ON THE GROUND. PUSH VEHICLE INTO SHOP FOR SAFETY. RAISE AND INSPECT. RH STRAP BOLT IS GONE, LH STRAP BOLT IS LOOSE. RH STRAP HAS BEEN DRAGGING ON THE GROUND CAUSING SCRATHES, STRAP COULD RUST. ORDERED RH GAS TANK STRAP AND 2 BOLTS. REMOVED AND REPLACED RH STRAP AND 2 STRAP BOLTS. TORQUE TO SPEC. ALL SECURE.

\*\*\*\*\*

B CUSTOMER STATES THAT THE REAR DIFFERENTIAL IS LEAKING  
 CAUSE: .

- CH100 REAR DIFFERENTIAL PINION SEAL (N/C)
- 862 WF94 (N/C)
- 1 BR3Z\*4676\*A SEAL ASY - OIL (N/C)
- 1 XY\*75W140\*QL OIL - REAR AXLE (N/C)

FC: PART#: COUNT:  
 CLAIM TYPE:  
 AUTH CODE:  
 005132

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

21759 CUSTOMER STATES THE REAR DIFFERENTIAL IS LEAKING. INSPECT AND FOUND REAR DIFF PINION SEAL IS LEAKING. NO LEAKS FROM VENT TUBE. NEEDS REAR PINION SEAL REPLACED. VERIFY BY SHOP FOREMAN. MOVED LH REAR EXHAUST, REMOVED REAR DRIVESHAFT. REMOVED AND REPLACED REAR PINION

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	CROSS REFERENCE	PROGRAM	It is understood that this Company assumes no responsibility for Loss or Damage by Theft or Fire to vehicles placed with them for Storage, Sale or Repair, or Damage to vehicle when Called for and Delivered, or while Road Testing. *The below bill for labor and material is approved, and an express mechanic's lien is granted on said vehicle to secure the payment thereof, and in event of default, I agree to pay in addition thereto a reasonable attorney's fee; permission is granted to you to drive said vehicle on any street or road for the purpose of testing and inspecting same.* THE INFORMATION ON THE ESTIMATE, WORKSHEET AND/OR REPAIR ORDER IS INCORPORATED HEREIN BY REFERENCE.	DESCRIPTION	TOTALS
	COMMIT. CODE	P.A. CODE		LABOR AMOUNT	
		08588-1		PARTS AMOUNT	
				GAS, OIL, LUBE	
				SUBLET AMOUNT	
				MISC. CHARGES	
				TOTAL CHARGES	
				LESS INSURANCE	
				SALES TAX	
				PLEASE PAY THIS AMOUNT	

*Thank You!*

X (SIGNED) (DATE)  
 DEALER, GENERAL MANAGER OR AUTHORIZED PERSON