


MAY 29 2015

 <b>DOT Auto Safety Hotline</b> <b>Vehicle Owner's Questionnaire</b> <b>To Report Vehicle Safety Defects</b> <b>1-888-DASH-2-DOT</b> <b>(1-888-327-4236)</b> <b>INTERNET:www.nhtsa.dot.gov/hotline</b>		<b>FOR AGENCY USE ONLY 100148</b> Date Received 16-APR-2015 Repository <input type="checkbox"/> Reference No. 10706132	
<b>OWNER INFORMATION (Type or Print)</b>			
Name		Daytime Telephone Number	E-mail Address
Address		Evening Telephone Number	
City CLEVELAND	State TN	Zip Code SAME	
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).			
<b>VEHICLE INFORMATION</b>			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1ZVHT83H875		Make FORD	Model MUSTANG
Model Year 2007		Engine: 4.6L No: Cylinders 8	Fuel Type: Gas
Date Purchased 8/4/2007	Dealer's Name and Telephone Number Mountain View Ford		Original Owner <input checked="" type="checkbox"/>
Dealer's City Chattanooga	State TN	Zip Code 37401	
Transmission Type 5-speed Manual	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain V8 / 5-Speed	Multiple Failure: Constant Failure
			Incident Date(s) 16-APR-2015
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>			
Vehicle Component Codes: VISIBILITY/WIPER (PWS), 110000 ELECTRICAL SYSTEM, 052310 PARKING BRAKE: DRIVELINE: HYDRAULIC: ACTUATOR		Failure Mileage 100000	Failure Speed All speeds
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>			
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:	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>			
Make:	Date Manufactured:	Model No./Name:	
Seat Type:	Installation System:		
Child Seat Component Code:	Failed Part:		
<b>APPLICABLE INCIDENT INFORMATION</b> <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 0	Number of Deaths 0
			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 2007 FORD MUSTANG. THE CONTACT STATED THAT EVERY TIME THE VEHICLE WAS STARTED, THE ACTUATOR MADE A CLICKING NOISE AND THERE WAS NO AIR FLOW. AS A RESULT, THE DEFROST OR HEATER FAILED TO WORK, MAKING THE VEHICLE IMPOSSIBLE TO DRIVE. THE VEHICLE WAS TAKEN TO THE DEALER. THE TECHNICIAN DIAGNOSED THAT ALL THREE ACTUATORS NEEDED REPLACEMENT. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 100,000.			
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.			

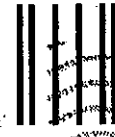
**Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)**

ALL of the air flow actuators have failed and is a very common problem on all 2005-2009 Mustangs. With the failure of the 'defrost' actuator during Winter season, it is impossible to see to drive because the windshield stays frozen from 'no' air flow to it. Many times I have tried to drive with a frozen over wind shield, but it is extremely dangerous. I do not have a garage to keep my car it so it freezes over all most every night in winter season. THIS IS A TERRIBLE SAFETY PROBLEM and these cars should be recalled by FORD! Costs to repair by dealer is over \$600<sup>00</sup> to replace a \$25<sup>00</sup> part. These parts fail on new as well as used cars!!!

ATTACH ADDITIONAL SHEETS IF NECESSARY

US 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

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23 MAY 2015 PM



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**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**



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

