

INFORMATION Redacted PURSUANT TO THE FREEDOM OF



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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 29-JUN-2015
SEP 02 2015
Repository ☐
Reference No. 10731122

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City CANNON FALLS State MN Zip Code [REDACTED]
Daytime Telephone Number [REDACTED]
Evening Telephone Number [REDACTED]
E-mail Address [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 1ZVBP8CH1A5 [REDACTED]
Make FORD Model MUSTANG Model Year 2010
Date Purchased 3-9-2015 Dealer's Name and Telephone Number Luther North Country Ford 763-331-7000
Engine: 4.6 L V8 No: Cylinders 6
Original Owner ☐ Dealer's City Coon Rapids, MN State MN Zip Code 55433
Transmission Type 5 speed ☒ Antilock Brakes Powertrain Yes ☒ Cruise Control Multiple Failure: No Incident Date(s) 16-JUN-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 050000 PARKING BRAKE, BRAKES (PWS) Failure Mileage 25000 Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036) ☐ Original Equipment ☐ Prior Repair Failure Location:
Tire Component Code [REDACTED] Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)

Crash ☐ Yes ☒ No Fire ☐ Yes ☒ 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 2010 FORD MUSTANG. THE CONTACT STATED THAT THE PARKING BRAKE FAILED. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED THAT AN UNKNOWN PART NEEDED TO BE REPAIRED. THE VEHICLE WAS REPAIRED. THE DETAILS OF THE REPAIRS WERE UNKNOWN. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 25,000.

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)

At around 5:30 AM on June 16, 2015 I pulled into the parking lot at my job. After I turned off my car I pulled the parking brake and shut the door and locked the car. I made it about 15 feet when I heard a sound. When I turned around my car was rolling backwards. I attempted to unlock the car and get in it to stop it but it hit another vehicle before I could do so. When I tested the parking brake after the crash it snapped back down.

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

STPM

MM 550

24 AUG 15

PM 31



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**



BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

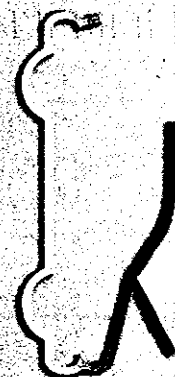
WASHINGTON, DC

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**



**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



ZUMBROTA

FORD

"DEALER FOR THE PEOPLE"

1660 Main Street,
P.O. Box 128
Zumbrota, MN 55992
Phone: (507) 732-5127
Fax: (507) 732-7775
www.zumbrotaford.com

SERVICE INVOICE

R/O	VIN	1 Z V B P 8 C H 1 A 5		DATE IN	06/17/15
YEAR	MAKE	MODEL	COLOR	TIME IN	15:35
2010	FORD	MUSTANG		CLOSED	11:42
MILES IN	MILES OUT	FIRST USE	USC	06/23/15	
25878	25879	00/00/00	00/00/00		
SEE ALSO	H: W: -			WRITER	BUD\21

(1) PARKING BRAKE WILL NOT HOLD

VERIFIED CONCERN, FOUND PARKING BRAKE LEVER R 2780A 01 H04 T08 7
ATCHET MECHANISM WORE OUT, REMOVED AND REPLAE (F)AR3Z2780C (LEVER ASY - PA) 1
D PARKING BRAKE LEVER ASSEMBLY, ADJUSTED AND
RETEST, PARKING BRAKE WORKS CORRECTLY-COMPLEE
6 DAYS LOANER INV# 11356
Warranty Claim Repair Type: - 11
Customer Concern Code: H04
Condition Code: 01
Progam Code: ESP
(Tech:08) A

..... (Warranty)

Cash: 100.00

Parts Sent Back to Ford Motor Co

ALL PARTS NEW ORIGINAL EQUIPMENT UNLESS OTHERWISE SPECIFIED.

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

X

CUSTOMER SIGNATURE

Page 1 of 1 Job Reprint (1)

Customer Copy

	W/C	INT.	CUSTOMER
Labor			.00
Parts			.00
Sublet			.00
Warr Deduct			100.00
Sply/disp			.00
Oil/Grease			.00
Sub Total			100.00
Tax			.00
Total (Cash)			100.00