



U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

1200 New Jersey Avenue, SE  
Washington, DC 20590

April 7, 2017

The Honorable Richard Shelby  
United States Senator  
1800 Fifth Avenue North  
321 Federal Building  
Birmingham, AL 35203

NEF-109 rrr  
Ref. No. 10820525

Dear Senator Shelby:

Thank you for your correspondence on behalf of your constituent, [REDACTED], concerning his model year (MY) 2013 Ford Mustang. Your correspondence was forwarded to the National Highway Traffic Safety Administration (NHTSA). I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

[REDACTED] indicates that his MY 2013 Ford Mustang has had an open air bag recall since July 2015 (NHTSA Safety Recall Campaign No. 15V-319). He states that he received another letter from Ford in May 2016, to inform him that the repair will be completed by the 4<sup>th</sup> quarter 2016. He asserts that as of November 2016, Ford had not provided any assistance. [REDACTED] is concerned for his safety because Ford states the air bag can cause injury or death in a frontal collision.

NHTSA received a report from [REDACTED] through our [www.safercar.gov](http://www.safercar.gov) website on January 15, 2016 (Ref. No. 10820525, enclosed). We are aware of Ford's delay in implementing the remedy for Recall 15V-319 and understands [REDACTED] frustration. The recall addresses a problem with certain MY 2005 through MY 2014 Ford Mustang vehicles equipped with a Takata dual-stage driver frontal air bag that may be susceptible to moisture intrusion which, over time, could cause the inflator to rupture.

The Honorable Richard Shelby

We entered [REDACTED] vehicle identification number (VIN) into our VIN Look-Up Tool, which searches for open recalls through a direct interface with the manufacturers' database (<https://vinrel.safercar.gov/vin/vinLookup>). It confirmed that Recall 15V-319 has been completed on his vehicle (report enclosed). It appears his dealer received the parts and completed the recall between the time he contacted your office and NHTSA received your correspondence. Please note that it is not unusual for manufacturers to have an inadequate inventory of recall parts or a final remedy shortly after a recall is announced. Recall parts availability and recall remedies can be affected by numerous factors including, but not limited to, redesign, testing, manufacturing, and logistics.

There are currently 50 million recalled Takata air bag inflators in 32 million vehicles in the United States. Under an Amended Consent Order issued to Takata in May 2016, automakers will be required to recall additional inflators over the next 3 years, ultimately affecting approximately 64 to 69 million inflators in 42 million total recalled vehicles. The Takata recall is the largest, most complex recall in NHTSA's history. Under the Consent Order, Takata has agreed to Federal oversight for the next 5 years, to phase out the use of the propellant believed to be related to the air bag inflator ruptures, and to pay record civil penalties up to \$200 million. For the most up-to-date information on the Takata recalls, your constituent should visit our website at [www.safercar.gov/rs/takata/index.html](http://www.safercar.gov/rs/takata/index.html).

I hope this information is helpful. If you have any questions, please contact me or Mr. Jeffrey M. Giuseppe, Acting Associate Administrator for Enforcement, at 202-493-2631.

Sincerely yours,



Essie Wagner  
Deputy Director, Governmental Affairs,  
Policy and Strategic Planning

Enclosures

cc: Washington Office



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

FOR AGENCY USE ONLY 100148

Date Received

15-JAN-2016

Repository Reference No.  
10820525**OWNER INFORMATION (Type or Print)**

Name [REDACTED]

Address [REDACTED]

City CHILDERSBURG

State AL

Zip Code [REDACTED]

Daytime Telephone Number

[REDACTED]

E-mail Address

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  
1ZVBP8CF3D5 [REDACTED]Make  
FORDModel  
MUSTANGModel Year  
2013

Date Purchased

Dealer's Name and Telephone Number

Engine:  
No: Cylinders

Fuel Type:

Original Owner  

Dealer's City

State

Zip Code

Transmission Type

 Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

04-JUL-2015

 Cruise Control**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 140000 AIR BAGS

Failure Mileage

Failure Speed

**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)

 Original Equipment  
 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

 Yes  No

Fire

 Yes  No

Number of Persons Injured

Number of Deaths

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).

TAKATA RECALL AIR BAG. I GOT A NOTICE IN JULY OF 2015 CONCERNING THE DRIVER AIR BAG ON MY 2013 MUSTANG. IT HAS NOW BEEN 6 MONTHS WITH NO RESOLVE. I JUST TALKED TO FORD MOTOR CUSTOMER SERVICE. THEY STATED IT WOULD BE SECOND QUARTER OF 2016 BEFORE PARTS ARE AVAILABLE. THAT COULD BE ANOTHER 6 MONTHS. THIS IS TOTALLY UNACCEPTABLE. SOMETHING NEEDS TO BE DONE IMMEDIATELY. I NEED THIS CAR FOR TRANSPORTATION SO I TAKE MY LIFE IN MY HANDS EACH TIME I DRIVE IT. THE RECALL STATES IT COULD KILL THE DRIVER OR PASSENGER OR BOTH.

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 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.

NHTSA offers more safety information based on a vehicle's year, make and model. Check safety ratings, recommended technologies and other safety issues.

[Learn More](#)

# 2013 FORD Mustang



VIN: 1ZVBP8CF3D5

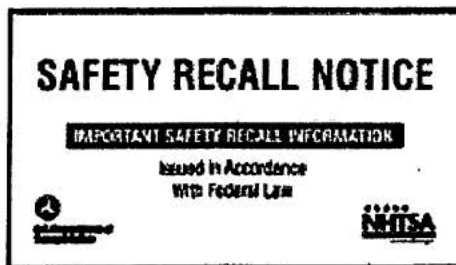
Recall data refreshed on Mar 06, 2017

## 0 Recalls

### associated with this VIN

**What if my car isn't recalled now? Could it be recalled later?**

Yes. Whether a manufacturer independently conducts a safety recall or NHTSA orders one, the manufacturer must file a public report describing the safety-related defect or noncompliance. Manufacturers are also required to notify owners by mail within 60 days of notifying NHTSA of a recall decision.



Look for this distinct label to distinguish critical safety recall information from other marketing material.

### Where's my VIN?

Look on the lower left of your car's windshield for your 17-character Vehicle Identification Number. Your VIN is also located on your car's registration card, and it may be shown on your insurance card.