



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: 04-MAR-2016
Reference No.: 10839914
Repository
552(B)(6)
ADD 13 2016

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: PLUMAS LAKE State: CA Zip Code: [REDACTED]
Daytime Telephone Number: [REDACTED] E-mail Address: [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: 1ZVBP8EM4DS [REDACTED]
Make: FORD Model: MUSTANG Model Year: 2013
Date Purchased: [REDACTED] Dealer's Name and Telephone Number: [REDACTED] Engine: No: Cylinders: [REDACTED] Fuel Type: [REDACTED]
Original Owner: Dealer's City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED]
Transmission Type: [REDACTED] Antilock Brakes Cruise Control Powertrain: [REDACTED] Multiple Failure: [REDACTED] Incident Date(s): 28-MAY-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 140000 AIR BAGS Failure Mileage: 0 Failure Speed: 0

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

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

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: [REDACTED] Number of Deaths: [REDACTED] 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).

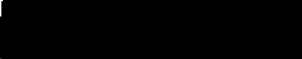
TL* TAKATA RECALL. THE CONTACT OWNS A 2013 FORD MUSTANG. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 15V319000 (AIR BAGS) HOWEVER, THE PART TO DO THE REPAIR WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE.

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.



Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
Dearborn, Michigan 48121



11728/578115/2280



PLUMAS LAKE, CA

July 2015

***** IMPORTANT SAFETY RECALL *****
(PROGRAMA DE SEGURIDAD IMPORTANTE)

Safety Recall Notice 15S21 / NHTSA Recall 15V-319
Aviso de Revisión de Seguridad 15S21

2013 Mustang

Your Vehicle Identification Number (VIN): 1ZVBP8EM4D5

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the VIN shown above.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

What is the issue? In certain vehicles, the front driver side air bag inflator housing may rupture and deploy abnormally in the event of a crash necessitating deployment of the driver side frontal airbag. An inflator rupture could result in metal fragments striking the driver or other occupants resulting in serious injury or death.

What will Ford and your dealer do? Ford Motor Company is working closely with its suppliers to produce parts for this repair. When parts become available for Safety Recall 15S21, Ford Motor Company will notify you via mail to schedule a service appointment with your dealer to have the driver's frontal airbag inflator replaced free of charge (parts and labor). Coverage is automatically transferred to subsequent owners.

What should you do? When parts are available, Ford Motor Company will send a letter to inform you that parts are available and to contact your dealer to schedule a repair.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Thank you for your attention to this important matter.

Ford Customer Service Division



Bureau of Automotive Repair

ENFORCEMENT PLANNING AND OVERSIGHT

10949 North Mather Boulevard, Rancho Cordova, CA 95670
P (916) 403-8060 F (916) 464-2879 | www.smogcheck.ca.gov



March 1, 2016

[Redacted]

Olivehurst, CA [Redacted]

Dear [Redacted]

The Bureau of Automotive Repair is in receipt of your complaint. Unfortunately, your complaint involves issues that are not within the Bureau's jurisdiction.

Your complaint and any documents you have provided are being returned to you.

Although we were unable to assist you in this instance, the Bureau of Automotive Repair strives to assist consumers in resolving their automotive repair and Smog Check concerns. If you believe an automotive repair facility in the state of California has failed to properly repair your vehicle, charged you for work not performed, or has otherwise failed to resolve concerns you have brought to their attention, please contact us online, by phone or visit any one of our 12 field offices for assistance. For additional information please visit us at:

[Redacted]

Thank you for contacting the Bureau of Automotive Repair.

[Redacted]

[Redacted]

From: OnlineComplaint@dca.ca.gov
Sent: Monday, February 29, 2016 6:36 PM
To: BARComplaint Intake@DCA
Subject: Bureau of Automotive Repair -- Electronically submitted Complaints
#BAR- [REDACTED]

Person Filing Complaint

Name: [REDACTED]
Address: [REDACTED]
Apt:
City: Olivehurst
State: CA
ZIP Code: [REDACTED]
Phone Number: [REDACTED]
Alternate Phone Number: [REDACTED]
Email Address: [REDACTED]
How did you hear about BAR? Public Event Date of Service/Repair: D/N/A Vehicle Year: 2013 Vehicle Make:
Ford Vehicle Model: Mustang Vehicle License Number: [REDACTED]

Complaint Filed Against

Name: Ford Motor Company
License No: Ford Customer Service Center
Address: P.O. Box 1904
City: Dearborn
State: CA
ZIP Code: 48121
Phone Number: (800) 392-3673

Complaint Description: To Whom it may concern, first off the computer won't let me put in the state of Michigan for Ford's address. On July of 2015 I received a letter from Ford Motor Company Stating I had a recall on my vehicle(safety recall notice 15S21/ NHTSA15V-319). I contacted a Ford dealer and Ford Motor Company(FMC) both said the part was not available. I explained to (FMC) that waiting 6 months for a safety part was unacceptable. (FMC) stated they were sorry and also stated I should not drive the vehicle. I advised them that I need a vehicle to get from point A to point B and all I got from (FMC) was another sorry. I feel that this is a safety issue and should be taken care of ASAP, and not tell me to not drive the vehicle. They should offer me another vehicle until the part comes in.

FAX COVER SHEET

TO: CHIEF RANDY REID FROM: [REDACTED]
COMPANY: NAT. HIGHWAY TRAFFIC SAFETY ADMIN. DATE: 04/04/2016
FAX NUMBER: 202-366-1767 TOTAL NO. OF PAGES: 7
PHONE NUMBER: 1-888-327-4236
RE: COMPLAINT REFERENCE # 10839914

URGENT FOR YOUR REVIEW PLEASE COMMENT PLEASE REPLY

NOTES:

ATTACHED ARE DOCUMENTS YOU E-MAILED ME AND OTHER DOCUMENTS RELATED TO MY COMPLAINT.

THANKS FOR YOUR HELP

From [REDACTED]

Phone [REDACTED]

Fax [REDACTED]

Fax Sheet by <http://www.boonereablesign.com>