



**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

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OWNER INFORMATION (Type or Print)

Name: [REDACTED]
 Address: [REDACTED]
 City: MENTOR ON THE LAKE State: OH Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address:
 Evening Telephone Number:

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: 1ZVFT80N275 [REDACTED]
 Make: FORD Model: MUSTANG Model Year: 2007
 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): 06-JUN-2016
 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: DOTM9ABC036): 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).

TL* THE CONTACT OWNS A 2007 FORD MUSTANG. THE CONTACT RECEIVED A RECALL NOTIFICATION FOR NHTSA CAMPAIGN NUMBER: 15V319000 (AIR BAGS) AND STATED THAT THE PART NEEDED WAS UNAVAILABLE TO PERFORM THE RECALL REPAIR. THE MANUFACTURER WAS NOTIFIED OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. PARTS DISTRIBUTION DISCONNECT.

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.

Untitled

August 16, 2016

Dear Sir:

This is inresponse to your letter received August 15, 2016. The issue at hand is the airbag housings in my 2007 Mustang. I am currently waiting for the parts to be issued to resolve the current recall problem, the airbag housing for the passenger side.

I bought the Ford product in good faith; now YOUR FAULT has turned into MY PROBLEM. I called you for answers, got none. Do I take a chance and drive my car? The car I own, but cannot drive for fear of being impaled by shrapnel.

Ford chose to use those housings, now I cannot drive my car, putting me in a terribly inconvenient position. Why can't a loaner be issued? Seems fair to me. I understand this is crucial financial problem for Ford, but, again, NOT MY FAULT.

1. Not my fault the housing was cheap and can turn to shrapnel
2. Not my fault the replacement housing is not available
3. Not my fault, but I have to scramble to get available temporary transportation
4. CANNOT sell car until this problem is resolved

When Ford did not take the governmental bail out a few years ago, I thought it was a responsible company. Yea, self sufficient, trying to do the right thing. But, what happened to taking resposiblity for your problems? Sending a recall notice and fixing the problem is only PART of the solution. Making it as conventient as possible for me (the

Untitled

buyer) is, also, a huge part
of the solution, sorely not addressed by Ford.

That is it in a nutshell. Please contact me if you need any more
"info."



P.S. Your form has my phone number incorrect. Please take care
of this.