

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline <b>Vehicle Owner's Questionnaire</b> 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 13-JUL-2017 AUG 30 2017		Repository <input type="checkbox"/> Reference No. 11005049	
<b>OWNER INFORMATION (Type or Print)</b>							
Name				Daytime Telephone Number		E-mail Address	
Address				Evening Telephone Number			
City		State	Zip Code				
SELBYVILLE		DE					
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				Make	Model	Model Year	
1ZVHT85H065				FORD	MUSTANG	2006	
Date Purchased		Dealer's Name and Telephone Number			Engine:	Fuel Type:	
9/19/12		CAR MAX SERVICE CENTER 540-710-7781			No: Cylinders	REG	
Original Owner		Dealer's City		State	Zip Code		
<input type="checkbox"/>					8		
Transmission Type		<input checked="" type="checkbox"/> Antilock Brakes	Powertrain		Multiple Failure:		Incident Date(s)
AUTO		<input checked="" type="checkbox"/> Cruise Control					01-JUL-2016
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>							
Vehicle Component Code: 140000 AIR BAGS					Failure Mileage	Failure Speed	
					16,171		
<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	Failure Location:				
<input type="checkbox"/> Prior Repair							
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> (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)							
Crash		Fire		Number of Persons Injured	Number of Deaths	Reported to Police	
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No				N	
<b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b> 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 2006 FORD MUTANG. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V384000 (AIR BAGS); HOWEVER, THE PARTS TO DO THE REPAIR WERE UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE SHIRWOOD FORD DEALER WAS CONTACTED AND CONFIRMED THAT THE PARTS WERE NOT AVAILABLE FOR THE RECALL REMEDY. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE AND WAS NOT ABLE TO CONFIRM WHEN THE PARTS WERE TO BECOME AVAILABLE. 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.							

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

July 2016 RECEIVED RECALL for Pass. Air Bag.  
 July 24, 2016 FORD DEALER CONTACTED PARTS NOT AVAILABLE  
 Aug 26 " " " " " "  
 Nov 22 " " " " " "  
 May 17, 2017 " " " " " " ALSO CALLED FORD COMPANY  
 STILL WORKING TO GET PARTS  
 JUNE 14 SON CALLED FORD COMPANY NO PARTS AVAILABLE, ALSO LEARNED  
 TAKATA NOW FILING BANKRUPTCY  
 JUNE 27 CALLED FORD PARTS NOT AVAILABLE BUT WORKING TOGET WONT SAY WITH WHO  
 Aug 18. " " " 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



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, NEF-100  
 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](http://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



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

[Redacted]  
[Redacted]  
SELBYVILLE, DE- [Redacted]

July 2016

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

**Safety Recall Notice 16S26 / NHTSA Recall 16V-384  
Aviso de Revisión de Seguridad 16S26**

2006 Mustang

Your Vehicle Identification Number (VIN): 1ZVHT85H065 [Redacted]

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?**

On your vehicle, the **passenger** frontal airbag inflator may rupture in the event of a crash necessitating airbag deployment. A ruptured inflator may result in metal fragments striking vehicle occupants causing serious injury or death. Additional information regarding Takata recalls can be found at [www.safercar.gov](http://www.safercar.gov) and [owner.ford.com/takata](http://owner.ford.com/takata).

**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 16S26, Ford Motor Company will notify you via mail to schedule a service appointment with your dealer to have the **passenger** 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 to replace the **passenger** frontal airbag inflator, Ford Motor Company will send a letter to inform you that parts are available and to contact your dealer to schedule a repair.

**NOTE: Your vehicle is also affected by Safety Recall 15S21, Driver Airbag Inflator Replacement, and parts are available to complete this repair. Please remember that this repair is free of charge. Ford Motor Company wants you to have this safety recall completed on your vehicle immediately. Please call your dealer without delay and request a service date for Safety Recall 15S21.**

**What should you do?  
(continued)**

**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.**

**Para asistencia en  
Español**

Visite nuestro sitio web para ver este anuncio en Español al siguiente dirección: <https://es.owner.ford.com/tools/account/maintenance/recalls.html>

Thank you for your attention to this important matter.

Ford Customer Service Division