


INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>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</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>Date Received</p> <p>03-AUG-2017 0CT 24 2017</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 11012590</p>			
<p>OWNER INFORMATION (Type or Print)</p>					
<p>Name</p> <p>[REDACTED]</p>		<p>Daytime Telephone Number</p> <p>[REDACTED]</p>		<p>E-mail Address</p>	
<p>Address</p> <p>[REDACTED]</p>		<p>Evening Telephone Number</p>			
<p>City</p> <p>WAYNESBORO</p>	<p>State</p> <p>PA</p>	<p>Zip Code</p> <p>[REDACTED]</p>			
<p>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).</p>					
<p>VEHICLE INFORMATION</p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side</p> <p>1ZVHT85H265 [REDACTED]</p>		<p>Make</p> <p>FORD</p>	<p>Model</p> <p>MUSTANG</p>	<p>Model Year</p> <p>2006</p>	
<p>Date Purchased</p> <p>09.09.2005</p>	<p>Dealer's Name and Telephone Number</p> <p>GATEWAY FORD 570.876.3135</p>		<p>Engine: 4.6L</p> <p>No: Cylinders 8</p>	<p>Fuel Type:</p> <p>GAS</p>	
<p>Original Owner</p> <p><input checked="" type="checkbox"/></p>	<p>Dealer's City</p> <p>TUNKHANNOCK</p>	<p>State</p> <p>PA</p>	<p>Zip Code</p> <p>18167</p>		
<p>Transmission Type</p> <p>AUTO -</p>	<p><input type="checkbox"/> Antilock Brakes</p> <p><input checked="" type="checkbox"/> Cruise Control</p>	<p>Powertrain</p>	<p>Multiple Failure:</p>	<p>Incident Date(s)</p> <p>01-JUL-2016</p>	
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
<p>Vehicle Component Code: 140000 AIR BAGS - PASSENGER SIDE ONLY</p> <p>DRIVER'S SIDE REPLACED 8/29/2016</p>			<p>Failure Mileage</p>	<p>Failure Speed</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>					
<p>Tire Make</p>		<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: DOTM19ABC036)</p>		<p><input type="checkbox"/> Original Equipment</p> <p><input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>		
<p>Tire Component Code</p>			<p>Tire Failure Type:</p>		
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>					
<p>Make:</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>			
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</p>					
<p>Crash</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured</p>	<p>Number of Deaths</p>	<p>Reported to Police</p> <p>N</p>	
<p>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).</p>					
<p>TL* THE CONTACT OWNS A 2006 FORD MUSTANG. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V384000 (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. KEYSTONE FORD OF CHAMBERSBURG, PENNSYLVANIA (LOCATED AT 301 WALKER RD, (717) 264-5104) WAS MADE AWARE OF THE RECALL AND STATED THAT THE PARTS WERE UNAVAILABLE AND REFERRED THE CONTACT TO FORD. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE AND STATED THAT IT WAS BEING WORKED ON. THE CONTACT HAD NOT EXPERIENCED A FAILURE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE.</p> <p>THE OWNER CONTACTED FORD ON AUG. 3, 2017, 13 MONTHS AFTER RECALL NOTIFICATION. FORD ADVISED OWNER THAT THEY HAVE NO ESTIMATE OF WHEN PARTS WILL BE AVAILABLE. OWNER FEELS THAT SINCE FORD CAN GET PARTS FOR NEW CARS, THEY ARE NEGLIGENT IN SERVING CARS RECALL CARS.</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>			<p>ATTACH ADDITIONAL SHEETS IF NECESSARY</p>		
<p>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.</p>					

09.08.17

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



35525/523219/1622



WAYNESBORO, PA

8.01.2016

DRIVERS SIDE PART IS IN PER JAMIE

Mrs. UNSER - SERVICE

WEDS - 3:20 PM

45 min hours

8.03.16

DOKE

July 2016

Called Keystone Ford - Aug 3, 2017
Sharon - Takada replacement

Called Ford 800.241.9673 8.09.17

PASSENGER SIDE

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

Mike - NO EST. FOR RESOLUTION DATE

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

2006 Mustang

Your Vehicle Identification Number (VIN): 1ZVHT85H265

NHTSA Electro

Complaint # 11012590

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 and 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.

DOKE 8.03.16