



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

Repository ☐

20-JUL-2018

SEP 04 2018

Reference No.

11112591

OWNER INFORMATION (Type or Print)

Name

Address

City

DALLAS

State

TX

Zip Code

Daytime Telephone Number

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

1ZVBP8AN2A5

Make

FORD

Model

MUSTANG

Model Year

2010

Date Purchased

9-26-2009

Dealer's Name and Telephone Number

TOWN EAST FORD

855-983-8306

Engine:

No: Cylinders

6

Fuel Type:

GAS

Original Owner

☐

Dealer's City

MESQUITE

State

TX

Zip Code

75150

Transmission Type

AUTO

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Multiple Failure:

Incident Date(s)

01-JUN-2016

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).

TL* TAKATA RECALL. THE CONTACT OWNS A 2010 FORD MUSTANG. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBERS: 16V384000 (AIR BAGS) AND 15V319000 (AIR BAGS); HOWEVER, THE PARTS TO DO THE REPAIRS WERE UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIRS. THE VEHICLE WAS TAKEN TO THE DEALER (TOWN EAST FORD, 18411 LYNDON B JOHNSON FWY, MESQUITE, TX 75150, (972)-584-9140). THE DEALER STATED THAT THE PARTS WERE NOT AVAILABLE FOR THE RECALL REMEDIES. THE MANUFACTURER WAS MADE AWARE 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.

I called Town East Ford and made an appointment to have my driver and passenger side airbags replaced since I had a recall notice on both. The man in the service department checked to make sure parts were in stock. He told me to have my car there in the morning at 7 a.m. that I would have to leave it all day and to arrange to have someone pick me up since I would have to rent a car at my own expense if I didn't have someone pick me up. I called twice during the day to check on the progress and they assured me they were working on it. They last time I called the service representative actually went and talked to the mechanic working on my car and said it would be about an hour more.

When I went to pick it up at 5 p.m. the service representative gave me my paperwork (which I have lost, but I am sure the dealership has a copy) and told me to see the Cashier. I said this is supposed to be free and he said they had to close out the job it was just a formality. While I was waiting for the Cashier I read the paperwork and it stated "no work done, parts not in stock." If they didn't have the parts, and they assured me they did when I made the appointment, why did they keep my car 10 hours? They said they would order them and call me to come back in. I have not heard back from them, it has been over 1-1/2 months. In the mean time I keep getting recall notices from Ford telling me it urgent that I get this fixed, if I had a wreck I could be killed from the defective airbags. No one at Ford seems to care. My last 3 cars have been fords, but my next one will be a dodge!

I know my complaint will not get anything done for me, but I just wanted it in writing that I did try to get my car fixed.

