

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: ODI Complaint -----11460033 -----
Date: Monday, July 18, 2022 8:01:29 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Saturday, July 16, 2022 2:34 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: ODI Complaint -----11460033 -----

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Hello,

Please find the edited document attached for ODI Complaint 11460033. I recently moved so I updated with my new address. Please let me know if you have any questions or concerns. I can be reached via text or call at [REDACTED].

Thank you,
[REDACTED]



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

07-APR-2022

Repository Reference No.
11460033

OWNER INFORMATION (Type or Print)

Name	[REDACTED]		
Address	[REDACTED] (I recently moved)		
City	Richmond Charlotte	State	VA NC
ZIP Code	[REDACTED]		

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 1fa6p8c9f[REDACTED]		MAKE FORD	Model MUSTANG	Model Year 2015
Date Purchased 12/2014	Dealer's Name and Telephone Number Richmond Ford West. (804) 474-0573		Engine: No. Cylinders V8	Fuel Type: Regular
Original Owner <input checked="" type="checkbox"/>	Dealer's City Glen Allen	STATE VA	ZIP Code 23060	
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain Rear wheel drive	Multiple Failure: Same failure happens randomly, multiple times	Incident Date(s) 01-AUG-2021

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 143120 AIR BAGS:SENSOR:OCCUPANT CLASSIFICATION:FRONT PASSENGER	Failure Mileage 62000.0	Failure Speed Random
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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: DOTMAL 9ABC036)	<input type="checkbox"/> Original Requirement <input type="checkbox"/> 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), Injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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Narrative Description of Incident(s), Crash(es), 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).

The contact owns a 2015 Ford Mustang. The contact stated that while driving at an undisclosed speed, the front passenger's side seat belt and air bag warning lights were illuminated, while there was no passenger occupying the passenger seat. The vehicle was taken to the dealer where it was diagnosed with a faulty Occupant Classification Module (OCM) sensor. The dealer informed the contact that the Occupant Classification Module (OCM) sensor needed to be replaced. The vehicle was not repaired. The manufacturer was made aware of the failure and advised the contact to file a complaint with NHTSA. The failure mileage was approximately 62,000.

Contact Additional comments: The seat belt and air bag warning lights will turn on randomly and at all different speeds. There seems to be no correlation when the sensor decides to fail. Richmond Ford West said they had never seen this failure before. They advised that if there was a person in the passenger seat, the lights were illuminated (sensor not working) and the car was to get into a crash, the airbags would not go off. Current, I only drive the car alone. I talked to Ford Customer Service about this clear safety issue and concern, they said they would not offer any help in the repair and it would cost \$2000 (\$1600 for the part and \$400) for the labor. This appears to be a very rare, but significant safety issue for the car for a part to randomly fail through no fault of the owner.

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.