INFORMATION REDACTED PURSUANT TO THE FREEDOM

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

From: DataQuality, DataQuality (NHTSA)
To: EVOQ (NHTSA)
Subject: FW: Follow up to ODI Complaint --11520138
Date: Wednesday, May 31, 2023 8:15:03 AM
Attachments: [redacted]

From: [redacted]
Sent: Wednesday, May 31, 2023 12:37 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Follow up to ODI Complaint --11520138

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.

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

[redacted]

March 2022

* * * IMPORTANT SAFETY RECALL * * *

Safety Recall Notice 22S06 / NHTSA Recall 22V082

2017 Mustang
Your Vehicle Identification Number (VIN): 1FA6P8TH3H5[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 rear view camera could intermittently display a blank or distorted image.

What is the risk?

A rear view camera that intermittently displays a blank or distorted image may reduce the driver's view of what is behind the vehicle, increasing the risk of a crash.

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, Ford Motor Company will notify you via mail to schedule a service appointment with your dealer for repairs to be completed free of charge (parts and labor). Parts are currently anticipated to be available in the 2nd quarter of 2022.

What should you do?

When parts are available, Ford Motor Company will send a letter to inform you that parts are available and to contact your dealer to schedule a repair. If your rear view camera is currently experiencing an intermittent blank or distorted image, please contact your dealer to schedule a repair.

Ford has not issued instructions to stop driving your vehicle under this safety recall. When parts are available, you should contact your dealer for an appointment to have your vehicle remedied as soon as practicable. You can continue to safely drive your vehicle.

If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions.

© Copyright 2022 Ford Motor Company

CUSTOMER #: [redacted]
UNIT# [redacted]
[redacted]
THOUSAND OAKS, CA [redacted]
HOME: [redacted]
BUS:

[redacted]

INVOICE

PAGE 2

DCH AUTO GROUP

DCH Ford of Thousand Oaks #740

3810 E. Thousand Oaks Blvd., Thousand Oaks, CA 91362
(805) 497-2711

REMIT PAYMENT TO: LITHIA MOTORS SUPPORT SERVICES
PO BOX 679811, Dallas Texas 75267-9811

SERVICE ADVISOR: 261035 RICKY LUMBRANO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OXFORD WHI	17	FORD MUSTANG	1FA6P8TH3H5[redacted]	[redacted]	8887/8888	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22JUL17 IS			17:00 20MAR23		0.00	CASH	20MAR23

R.O. OPENED	BOOKED
08:18 20MAR23	14:39 20MAR23

OPTIONS: SOLD-STK: [redacted] DLR: [redacted] TRN: : - -)

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	238050		ISP				(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

****

From all of us at Ford of Thousand Oaks, we thank you for your business. You may receive a survey based on today's visit, if you're unable to answer "Exceptional Service", please speak with our Service Manager.

Thanks again!

DCH AUTO GROUP

☐ Tire pressure check/inflation service was performed.

☐ RF _____psi LF _____psi RR _____psi LR _____psi
Customer declined tire pressure check/inflation service. _____ Initials

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.

DATE I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

*HAZARDOUS WASTE DISPOSAL COSTS

We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law. This dealer is required by law to charge a nonrefundable $2 CA Battery fee. Oily Cores must be drained & cleaned.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

☐ Some Parts Not Returnable

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC.	0.00
TOTAL CHARGES	0.00
LESS DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DealerCAR 2014 CDK Global, LLC 05014J SERVICE INVOICE TYPE 3 - 8X2E "LIMITED WARRANTY" CALIFORNIA

CUSTOMER COPY B.A.R. REG.# ARD 00284346 EPA# CAL000418389

[redacted]

[redacted]

THOUSAND OAKS, CA [redacted]
HOME [redacted] CONT:
BUS: CELL: [redacted]

INVOICE

PAGE 1

DCH AUTO GROUP

DCH Ford of Thousand Oaks #740

3810 E. Thousand Oaks Blvd., Thousand Oaks, CA 91362
(805) 497-2711

REMIT PAYMENT TO: LITHIA MOTORS SUPPORT SERVICES
PO BOX 679811, Dallas Texas 75267-9811

SERVICE ADVISOR: 261035 RICKY LUMBRANO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OXFORD WHI	17	FORD MUSTANG	1FA6P8TH3H5[redacted]	[redacted]	8887/8888	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22JUL17 IS			17:00 20MAR23		0.00	CASH	20MAR23

R.O. OPENED	BOOKED
08:18 20MAR23	14:39 20MAR23

OPTIONS: SOLD-STK: [redacted] DLR: [redacted] TRN: :--}

LINE OPCODE TECH TYPE HOURS — LIST — NET — TOTAL

A 22S06 LUGGAGE COMPARTMENT LID WIRING INSPECTION AND REAR VIEW CAMERA
IMPROPER FUNCTION
CAUSE: .
22S06M INSTALL LUGGAGE WIRING HARNESS SUPPORT
STICK
238050 W (N/C)
1 NU5Z*14A163*E RETAINER - SPECIAL (N/C)
1 GU5Z*00817*B RETAINER - SPECIAL (N/C)
1 KU5Z*14A163*C RETAINER (N/C)
1 MISC OTHER (N/C)
FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:
238050
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
VEHICLE PASSED INSPECTION - INSTALLED RETAINER,ZIP-TIE AND ,
SUPPORT STICK

****

B TIRE PRESSURE SERVICE. You consent to receiving texts from us on your cell phone at the number you have provided. You agree that we may contact you regarding service updates or offers via text. If you do not agree, you may provide a land-line
CAUSE: LF__ RF__ RR__ LR__
TPS TIRE PRESSURE SERVICE. You consent to receiving texts from us on your cell phone at the number you have provided. You agree that we may contact you regarding service updates or offers via text. If you do not agree, you may provide a land-line
238050 ISP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

****

C MULTI-POINT INSPECTION
99P MULTI-POINT INSPECTION

☐ Tire pressure check/inflation service was performed

☐ RF_____psi LF_____psi RR_____psi LR_____psi
Customer declined tire pressure check/inflation service. _____ Initials

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.

DATE I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

*HAZARDOUS WASTE DISPOSAL COSTS
We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances. Under California and Federal Law this dealer is required by law to charge a nonrefundable $2 CA Battery fee. Dirty Cores must be drained & cleaned.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.
☐ Some Parts Not Returnable

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC.	
TOTAL CHARGES	
LESS DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DealerCAP 2014 CDK Global, LLC. ©DMS SERVICE INVOICE TYPE 2 - SOC - "LIMITED WARRANTY" - CALIFORNIA

CUSTOMER COPY B.A.R. REG.# ARD 00284346 EPA# CAL000418389

DCH Ford of Thousand Oaks #740

3810 E. Thousand Oaks Blvd. Thousand Oaks, CA 91362

(805) 497-2711

REMIT PAYMENT TO: LITHIA MOTORS SUPPORT SERVICES
PO BOX 679811, Dallas Texas 75267-9811

RETURN/REFUND POLICY: ALL RETURNS MUST BE ACCOMPANIED BY THIS INVOICE AND ARE SUBJECT TO A 35% HANDLING CHARGE. RETURNED ITEMS MUST BE IN THE ORIGINAL UNOPENED BOX OR CONTAINER. PLEASE NOTE THAT THE DEALERSHIP WILL NOT ACCEPT RETURNS OR MAKE REFUNDS AFTER 30 DAYS. NO REFUNDS OR RETURNS ON SPECIAL ORDER PARTS OR ELECTRICAL PARTS. **CORE RETURNS MUST BE IN ORIGINAL PACKAGING OR NO REFUND WILL BE GIVEN. This dealer is required by law to charge a nonrefundable $2 CA Battery fee. Dirty Cores must be drained & cleaned.**

DISCLAIMER OF WARRANTY: ALL PARTS AND ACCESSORIES ARE SOLD BY OUR DEALERSHIP AS IS. OUR DEALERSHIP DISCLAIMS ALL WARRANTIES, EXPRESSED AND IMPLIED, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, IN CONNECTION WITH THE SALE OF PARTS AND ACCESSORIES. THE ENTIRE RISK AS TO THE QUALITY AND PERFORMANCES OF THE VEHICLE AND PARTS AND ACCESSORIES IS WITH THE CUSTOMER AND, IF APPLICABLE, THE MANUFACTURER. IF THE VEHICLE OR ANY INSTALLED PARTS OR ACCESSORIES SHOULD PROVE DEFECTIVE FOLLOWING THEIR PURCHASE, THE CUSTOMER AND POSSIBLY THE MANUFACTURER AND NOT THE DEALERSHIP ASSUME THE THE ENTIRE COST OF ANY NECESSARY SERVICING OR REPAIR. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER
02 MAY 23		02 MAY 23		[redacted]

RO QUOTE

SOLD TO: ACCOUNT NO. [redacted]
TAX #
[redacted]
THOUSAND OAKS, CA [redacted]

SHIP TO

PAGE 1 OF 1

SHIP VIA	SLSM.	B/L NO.	TERMS	F.O.B. POINT
	[redacted]		CASH	Thousand Oaks, C

ORD	SHP	B.O.	PART NO.	DESCRIPTION	LIST	NET	AMOUNT
			RO Quote for Service Repair Order: [redacted]				
			Service Advisor: 2610 Vehicle: H5[redacted]				
			Part(s) quoted on Line A CUSTOMER STATES REAR VIEW CAME				
1	1	84	FR3Z*19G490*A	CAMERA - P	90.84	90.84	90.84
			Parts quoted on RO# [redacted]				
			**** R O P A R T S Q U O T E - DO NOT PAY ****				
			1.2 Diag				
			1.0 R&R				
			Labor- $459.80				

All accounts due 10th of month following date of purchase. Unless paid on or before due date further purchases become cash with order or C.O.D. and 1% per month charged on unpaid balance. Goods returned for credit MUST BE ACCOMPANIED by original invoice numbers with date of purchase, and are subject to 18% handling charge.

ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS INVOICE. NO RETURNS ON ELECTRICAL OR SPECIAL ORDER PARTS. NO RETURNS AFTER 30 DAYS. 35% RESTOCKING CHARGE ON ALL RETURNED PARTS. REFUND ON PURCHASES PAID BY CHECK ARE REFUNDED AFTER 10 WORKING DAYS. NO CASH REFUNDS OVER $50.00.

X _____

ALL PARTS LISTED ARE NEW UNLESS OTHERWISE INDICATED.

MISC SUPPLIES	
PARTS	90.84
SUBLET	
FREIGHT	0.00
SALES TAX	0.00
TOTAL	

$551.64+ tax

CUSTOMER'S SIGNATURE

X

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE.

DCH AUTO GROUP
DCH Ford of Thousand Oaks

CUSTOMER #: [redacted]
UNIT# [redacted]
[redacted]
THOUSAND OAKS, CA [redacted]
HOME [redacted] CONT: [redacted]
BUS: CELL:

DCH AUTO GROUP

DCH Ford of Thousand Oaks #740

3810 E. Thousand Oaks Blvd., Thousand Oaks, CA 91362
(805) 497-2711

REMIT PAYMENT TO: LITHIA MOTORS SUPPORT SERVICES
PO BOX 679811, Dallas Texas 75267-9811

INVOICE

PAGE 1

SERVICE ADVISOR: 261035 RICKY LUMBRANO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OXFORD WHI	17	FORD MUSTANG	1FA6P8TH3H5[redacted]	[redacted]	9131/9192	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22JUL17 IS			16:00 02MAY23		0.00	CASH	02MAY23

R.O. OPENED	BOOKED	OPTIONS:
09:57 02MAY23	16:57 02MAY23	SOLD-STK:[redacted] DLR:[redacted] TRN:::--}

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES REAR VIEW CAMERA INOP INTERMITTENTLY WITH SCREEN GOING BLACK AND CAMERA UNAVAILABLE AT TIMES, CHECK AND ADVISE
ELECTRICAL CAMERA
238050 CR 180.00 180.00
PARTS: 0.00 LABOR: 180.00 OTHER: 0.00 TOTAL LINE A: 180.00
9131 VERIFIED CONCERN, FOUND REAR CAMERA INTERMITTENTLY FAILING.
PERFORM RELEARN FOR REPROGRAM CAMERA AND FAILED. REC REAR CAMERA.
CUSTOMER DECLINED REPAIRS AT HTIS TIME.
****

B TIRE PRESSURE SERVICE. You consent to receiving texts from us on your cell phone at the number you have provided. You agree that we may contact you regarding service updates or offers via text. If you do not agree, you may provide a land-line
CAUSE: LF__ RF__ RR__ LR__
TPS TIRE PRESSURE SERVICE. You consent to receiving texts from us on your cell phone at the number you have provided. You agree that we may contact you regarding service updates or offers via text. If you do not agree, you may provide a land-line
238050 ISP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
****

C NO MULTI POINT INSPECTION - MULTI POINT INSPECTION WAS COMPLETED ON THIS VEHICLE WITHIN THE LAST WEEK.
NMPI NO MULTI POINT INSPECTION - MULTI POINT INSPECTION WAS COMPLETED ON THIS VEHICLE WITHIN THE LAST WEEK.
238050 ISP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
****

☐ Tire pressure check/inflation service was performed.

☐ RF_____psi LF_____psi RR_____psi LR_____psi
Customer declined tire pressure check/inflation service. _____ Initials

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.

DATE I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

*HAZARDOUS WASTE DISPOSAL COSTS.
We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law. This dealer is required by law to charge a nonrefundable 12 CA Battery fee. Dirty Cores must be drained & cleaned.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.
☐ Some Parts Not Returnable

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC.	
TOTAL CHARGES	
LESS DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DealerCAP © 2014 CDK Global, LLC (09/15) SERVICE INVOICE TYPE 2 SVC "LIMITED WARRANTY" CALIFORNIA VERSION 1.0

CUSTOMER COPY B.A.R. REG.# ARD 00284346 EPA# CAL000418389

Form Approved: O.M.B No 2127-0008

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 ☐
02-MAY-2023	Reference No. 11520138

OWNER INFORMATION (Type or Print)

Name [redacted]			Daytime Telephone Number [redacted]	E-mail Address [redacted]
Address [redacted]				
City Thousand Oaks	State CA	ZIP Code [redacted]	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	MAKE	Model	Model Year
1FA6P8TH3H5[redacted]	FORD	MUSTANG	2017

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City Thousand Oaks	STATE CA	ZIP Code 91360		

Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 01-MAY-2020

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 280000 BACK OVER PREVENTION	Failure Mileage 7000.0	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: DOTMAL 9ABC036)	☐ Original Requirement ☐ 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 ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Deaths	Reported to Police N

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 2017 Ford Mustang. The contact stated that the rear-view camera image was intermittently displaying a blank image. The vehicle was taken to be serviced under NHTSA Campaign Number: 22V082000 (Back Over Prevention) where it was diagnosed that only the decklid wiring harness needed to be replaced. The vehicle was repaired; however, the contact stated that the failure recurred intermittently. The vehicle was taken back to the dealer, where it was diagnosed that the rear-view camera needed to be replaced. The vehicle remained at the dealer awaiting the repair. The manufacturer was made aware of the failure. The approximate failure mileage was 7,000.

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.