



U.S. Department of Transportation

National Highway Traffic Safety Administration

**DOT Auto Safety Hotline  
Vehicle Owner's Questionnaire (VOQ)**

NATIONWIDE 1-888-DASH-2-DOT  
1-888-327-4236  
www.nhtsa.dot.gov/hotline

**FOR AGENCY USE ONLY 258**

Data Received  <b>13-APR-2000</b>	Od_or _____
	rt_dt _____
	od_rt _____
	up_ltr _____
Reference No.  <b>721415</b>	

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

**VEHICLE INFORMATION**

Vehicle Ident. No. (VIN) <small>(Listed at front of windshield or drivers side)</small> <b>IFALP4449TF160284</b>	Vehicle Make <b>FORD</b>	Vehicle Model <b>MUSTANG</b>	Vehicle Year <b>1996</b>	Current Odometer Reading
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Purchase Date <b>01-OCT-1996</b>	Dealer's Name _____	Engine Size (CID/CC/L) <b>3.8</b>	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injection
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input type="checkbox"/> Driverside Airbag <input checked="" type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input checked="" type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Sport Ult <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other _____	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Other _____
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**FAILED COMPONENT(S)/PART(S) INFORMATION**

Component <b>12240000</b>	Par. Name(s) <b>INTERIOR SYSTEMS:ACTIVE RESTRAINTS:BELT RETRACTORS</b>	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
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No. of Failures <b>4</b>	Date(s) of Failure(s) <b>02-JUN-1999</b> Mileage at Failure(s) <b>39204</b> Vehicle Speed at Failure(s) <b>1</b>	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No
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**APPLICATION INCIDENT INFORMATION**

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured <b>0</b>	Number of Fatalities <b>0</b>	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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**NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)**

THE SEAT BELT RETRACTOR FOR BOTH FRONT SEATS JAM. THEY JAM WHEN YOU ARE TRYING TO PULL THEM OUT TO HOOK THEN TOGETHER. THIS DOES NOT ENABLE YOU TO BE ABLE TO HOOK UP YOUR SEAT BELTS. THE FIRST OCCURENCE WAS SOMETIMES IN 1997. WE CONTACTED THE DEALER. THEY TOOK THE COVER OFF OFF THE RETRACTOR AND STRAIGHTENED OUT THE BELT SO IT WOULD WORK. THIS HAS BEEN DONE SEVERAL TIMES BY THE DEALER AND BY THE OWNER OF THE VEHICLE. THE BELT IS EASILY TWISTED AND JAMS IN THE RETRACTOR. THE RETRACTOR WAS REPLACED BY THE DEALER ON SEPTEMBER 21, 1998. THE PROBLEM CONTINUED, AND THE DEALER WAS CONTACTED AGAIN ON JUNE 2, 1999 AND THE RETRACTOR WAS REPLACED AGAIN. WE HAVE BEEN IN NUMEROUS TIMES FOR THIS PROBLEM AND IT STILL IS UNRESOLVED AS TO THE RETRACTOR.

CONTINUED ON BACK PLEASE

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.