



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 336

Date Received

30-MAR-2001

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

884667

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) (Location at bottom of windshield and driver's side)		Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1SALP40465S109197		FORD	MUSTANG	1995	
Purchase Date	Dealer's Name _____		Engine Size (CID/CC/L _____)	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection	
☐ New ☒ Used	City _____ State _____ Zip Code _____		No Cylinders _____		
Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type
☐ Manual ☐ Automatic	☐ Yes ☒ No	☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag	☐ Yes ☒ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Van ☐ Minivan ☐ Other _____
		☐ Motorbelt ☐ 2-Point Bel			☐ Sport Utl ☐ Truck ☐ Motorcycle ☐ Other _____
					Body Style
					☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 04100000	Part Name(s) EMERGENCY PARKING BRAKE:MECHANICAL	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part's ☐ Original ☐ Replacement
No of Failure 0	Date(s) of Failure(s) 30-SEP-2000 Mileage at Failure(s) 34000	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

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

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damag	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE VEHICLE WAS IN PARK WITH EMERGENCY BRAKE ON VEHICLE STARTED TO ROLL DOWN HILL.
PARKING BRAKE WAS NOT WORKING PROPERLY. *AK

COPIES OF REPORTS - FREE -

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.

U.S. Department
of TransportationNational 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 335

Date Received

30-MAR-2001

Od or

rt dt

od rt

up ltr

Reference No.

884667

Work Number

Home Number

OWNER INFORMATION (Type or Print)

683805

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 5/7/01

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of

windshield on driver's side)

1FALP40465F109197

Vehicle Make

FORD

Vehicle Model

MUSTANG

Vehicle Year

1995

Current Odometer Reading

37,915

Purchase Date

9-9-97

Dealer's Name

Engine Size

(CID/CC) V6

☐ Turbo☐ Diesel☐ Gas☒ Fuel Injection☐ New ☒ Used

City State Zip Code

No Cylinders

Transmission Type

☒ Manual☐ Automatic

Antilock Brakes

☐ Yes☒ No

Restraint System

☐ 3-Point Belt☐ Motor belt☒ Driverside Airbag☒ 2-Point Belt☒ Passengerside Airbag

Cruise Control

☐ Yes☒ No

Drive Train

☐ Front☒ Rear☐ 4-Wheel

Vehicle Type

☒ Car☐ Van☐ Minivan☐ Other☐ Sport Ult☐ Truck☐ Motorcycle

Body Style

☒ 2-Door☐ 4-Door☐ Stationwagon☐ Pick Up Truck☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component

04100000

Part Name(s)

EMERGENCY PARKING BRAKE: MECHANICAL

Location

☐ Left☐ Front☐ Right☐ Rear

Failed Part(s)

☒ Original☐ Replacement

No of Failures

0

Date(s) of Failure(s)

2000

Aug 3 - 2000

Mileage at Failure(s)

34000

Vehicle Speed at Failure(s)

0

Failed Part(s)

Available?

☒ Yes☐ No

NHTSA Previously

Contacted?

☒ Yes☐ No

APPLICATION INCIDENT INFORMATION

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

Crash

☐ Yes☒ No

Fire

☐ Yes☒ No

Number of Persons Injured

0

Number of Fatalities

0

Estimated Property Damage

Reported to Police

☐ Yes☒ No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE VEHICLE WAS IN PARK WITH EMERGENCY BRAKE ON VEHICLE STARTED TO ROLL DOWN HILL. PARKING BRAKE WAS NOT WORKING PROPERLY. *AK

CONTINUE ON BACK IF NEEDED

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.



Owner
Joseph A. Zambotti

Phone: 724-545-2305
Fax: 724-545-9144

NAME: [REDACTED] DATE: 9/30/00

ADDRESS: [REDACTED]

VEHICLE: 1995 Ford Mustang

Repair as on Estimate

Pd in full
"Cash"

5244.86



PA TAX

314.48
5559.34

57613

Job Number: 19

ZAMBOTTI COLLISION CENTER
 Federal ID #:251630482
 CUSTOMER COME FIRST!!!!
 RD5 BOX 89
 KITTANNING, PA 16201
 (724)545-2305 Fax: (724)545-9144

PRELIMINARY ESTIMATE

Written by:
 Adjuster:

Insured:
 Owner:
 Address:

Claim #
 Policy #
 Deductible:
 Date of Loss:
 Type of Loss:
 Point of Impact: 6. ~~Wagon~~ (R

Day:
 Evening:

Inspect ZAMBOTTI COLLISION CENTER
 Location: RD5 BOX 89
 KITTANNING, PA 16201

Business: (724)545-2305

Insurance
 Company:

Days to Repair

1995 FORD MUSTANG 6-3.8L-FI 2D WHITE Int:RED

VIN: 1FALP4046SF109197 Lic:

Prod Date:

Odometer: 34200

Air Conditioning	Tilt Wheel	Intermittent Wipers
Tinted Glass	Dual Mirrors	Clear Coat Paint
Two Tone Paint	Power Steering	Power Brakes
Power Mirrors	Driver Airbag	Passenger Airbag
4 Wheel Disc Brakes	Cloth Seats	Bucket Seats
Recline/Lounge Seats	5 Speed Transmission	Aluminum Wheels

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1		FRONT BUMPER					
2**	Repl	RECOND Bumper cover w/o Cobra	1	273.08		1.5	2.7
3		Add for Clear Coat	0	0.00		0.0	1.1
4	Repl	Mount panel	1	110.50		Incl.	0.0
5	Repl	Bumper	1	109.20		0.4	0.0
6		FRONT LAMPS					
7	Repl	RT Headlamp assy w/o Cobra	1	156.00		0.4	0.0
8		COOLING					
9	Repl	Radiator support	1	261.30		5.7	1.2
10		Add for AC option	0	0.00	m	0.4	0.0
11		Add for auto trans	0	0.00	m	0.2	0.0
12		HOOD					
13*	Rpr	Hood	0	0.00		3.0	2.5
14		Add for Clear Coat	0	0.00		0.0	1.0
15	Repl	Lock	1	31.22		Incl.	0.0
16		FENDER					

PRELIMINARY ESTIMATE

1995 FORD MUSTANG 6-3.8L-FI 2D WHITE Int:RED

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
17	Repl	RT Fender	1	245.16	2.0	2.1
18		Overlap Major Adj. Panel	0	0.00	0.0	-0.4
19		Add for Clear Coat	0	0.00	0.0	0.3
20		Add for Edging	0	0.00	0.0	0.5
21		Add for Clear Coat	0	0.00	0.0	0.1
22		Deduct for Overlap	0	0.00	-0.4	0.0
23	Repl	RT Splash shield	1	32.22	Incl.	0.0
24*	Sect	RT Reinforcement lower front	1	22.48	2.5	1.0
25	Repl	RT Apron assy w/front rails	1	266.10	\$ 9.5	1.5
26		Overlap Major Adj. Panel	0	0.00	0.0	-0.4
27		Deduct for Overlap	0	0.00	-1.0	0.0
28		RESTRAINT SYSTEMS				
29	Repl	Air bag module passenger side	1	625.00	0.5	0.0
30	Repl	Air bag module driver side	1	566.50	0.5	0.0
31	Repl	Clockspring	1	91.28	m 0.8	0.0
32	Repl	Diagnostic unit	1	210.00	m 1.1	0.0
33	Repl	RT Sensor front	1	66.56	m Incl.	0.0
34	Repl	LT Sensor front	1	66.56	m Incl.	0.0
35		FENDER				
36*	Rpr	LT Fender	0	0.00	2.0	2.1
37		Overlap Major Adj. Panel	0	0.00	0.0	-0.4
38		Add for Clear Coat	0	0.00	0.0	0.3
39		DOOR				
40*	Rpr	LT Door shell	0	0.00	2.5	2.3
41		Overlap Major Adj. Panel	0	0.00	0.0	-0.4
42		Add for Clear Coat	0	0.00	0.0	0.4
43		QUARTER PANEL				
44*	Rpr	LT Quarter panel	0	0.00	2.5	2.5
45		Overlap Major Adj. Panel	0	0.00	0.0	-0.4
46		Add for Clear Coat	0	0.00	0.0	0.4
47#		HAZARDOUS WASTE REMOVAL	1	3.50	X 0.0	0.0
48#		WELD REPAIR	1	25.00	1.0	0.0
49#	Repl	RIGHT REAR TIRE	1	0.00	T 0.0	0.0
Subtotals ==>				3161.66	35.1	20.0

Parts		3158.16
Body Labor	35.1 hrs @ \$ 32.00/hr	1123.20
Paint Labor	20.0 hrs @ \$ 32.00/hr	640.00
Paint Supplies	20.0 hrs @ \$ 16.00/hr	320.00
Sublet/Misc.		3.50

SUBTOTAL		\$ 5244.86
Sales Tax	\$ 5241.36 @ 6.0000%	314.48

GRAND TOTAL		\$ 5559.34

PRELIMINARY ESTIMATE

1995 FORD MUSTANG 6-3.8L-FI 2D WHITE Int:RED

ADJUSTMENTS:

Deductible	0.00

CUSTOMER PAY	\$ 0.00
INSURANCE PAY	\$ 5559.34

ANY PERSON WHO KNOWINGLY AND WITH INTENT TO DEFRAUD ANY INSURANCE COMPANY OR OTHER PERSON FILES AN APPLICATION FOR INSURANCE OR STATEMENT OF CLAIM CONTAINING ANY MATERIALLY FALSE INFORMATION OR CONCEALS FOR THE PURPOSE OF MISLEADING, INFORMATION CONCERNING ANY FACT MATERIAL THERETO COMMITS A FRAUDULENT INSURANCE ACT, WHICH IS A CRIME AND SUBJECTS THE PERSON TO CRIMINAL AND CIVIL PENALTIES.

THE FOLLOWING IS A LIST OF ABBREVIATIONS OR SYMBOLS THAT MAY BE USED TO DESCRIBE WORK TO BE DONE OR PARTS TO BE REPAIRED OR REPLACED: D=DISCONTINUED PART A=APPROXIMATE PRICE B=BODY LABOR D=DIAGNOSTIC E=ELECTRICAL F=FRAME G=GLASS M=MECHANICAL P=PAINT LABOR S=STRUCTURAL T=TAXED MISCELLANEOUS X=NON TAXED MISCELLANEOUS ADJ=ADJACENT ALGN=ALIGN A/M=AFTERMARKET BLND-BLEND CAPA=CERTIFIED AUTO PARTS ASSOCIATION D&R=DISCONNECT AND RECONNECT EST=ESTIMATE EXT. PRICE=UNIT PRICE MULTIPLIED BY THE QUANTITY INCL=INCLUDED MISC=MISCELLANEOUS NON-ADJ=NON ADJACENT O/H=OVERHAUL OP=OPERATION NO=LINE NUMBER QTY=QUANTITY QUAL RECY=QUALITY RECYCLED PART QUAL REPL=QUALITY REPLACEMENT PART RECOND=RECONDITION REFN=REFINISH REPL=REPLACE R&I=REMOVE AND INSTALL R&R=REMOVE AND REPLACE RPR=REPAIR RT=RIGHT SECT=SECTION SUBL=SUBLET LT=LEFT W/O=WITHOUT W/_=WITH/_ #=MANUAL LINE ENTRY *=OTHER [IE..MOTORS DATABASE INFORMATION WAS CHANGED]. **=DATABASE LINE WITH AFTERMARKET N=NOTES ATTACHED TO LINE NAGS=NATIONAL AUTOMOBILE GLASS SERVICE.

THE ATTACHED ESTIMATE REPRESENTS AN APPRAISAL OF THE COST OF REPAIR FOR THE VISIBLE DAMAGE TO THE VEHICLE NOTED AT THE TIME OF INSPECTION NECESSARY TO RETURN THE VEHICLE TO ITS PREDAMAGED CONDITION. COSTS ABOVE THE APPRAISED AMOUNT MAY BE THE RESPONSIBILITY OF THE VEHICLE OWNER. THERE IS NO REQUIREMENT THAT THE VEHICLE OWNER USE ANY SPECIFIED REPAIR SHOP. INFORMATION REGARDING REPAIR FACILITIES WHICH WILL BE ABLE TO REPAIR THE VEHICLE FOR THE APPRAISED AMOUNT MAY BE AVAILABLE FROM THE INSURANCE COMPANY. IF USED PARTS ARE SPECIFIED, THEY ARE REQUIRED TO BE OF LIKE KIND AND QUALITY TO THOSE BEING REPLACED. INCIDENTAL CHARGES SUCH AS TOWING, PROTECTIVE CARE, CUSTODY, STORAGE, DEPRECIATION, BATTERY AND TIRE REPLACEMENT ARE NOTED WHEN APPLICABLE.

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR2JC94 Database Date 1/2001 and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Non-Original Equipment Manufacturer aftermarket parts are described as AM or Qual Repl Parts. Used parts are described as LKQ, Qual Recy Parts, RCY, or USED. Reconditioned parts are described as Recon. Recored parts are described as Recore. NAGS Part Numbers and Prices are provided from National Auto Glass Specifications, Inc. Pound sign (#) items indicate manual entries.

57613

Job Number: 19

PRELIMINARY ESTIMATE

1995 FORD MUSTANG 6-3.8L-FI 2D WHITE Int:RED

Pathways - A product of CCC Information Services Inc.



PASSERINI SERVICE STATION

Gas - Oil - Auto Repairing - Towing
RD #6 Kiltanning, Pa. 16201

2000
100

M

No.

PHONE (412) 763-6441 ACCOUNT
FORWARDED

1	2000
2	
3	
4	
5	
6	
7	
8	
9	
10	
11	
12	
13	
14	

Your account closed to date. If error is found return at once.

Signature

36

WARRANTY ADVERTISING, PITTSBURGH, PENNSYLVANIA 15220

Ford Motor Company
P.O. Box 1904
Dearborn, Michigan 48121-1904
1-800-392-3673
www.ownerconnection.com



RECALL
SAFETY
00S37

1995 Mustang
Vehicle ID #: 1FALP4046SF109197 00S37

December, 2000



This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in certain 1994 – 2001 model year Mustang vehicles equipped with manual transmission.

We apologize for this situation, and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with Ford dealers, is to provide you with the highest level of service and support possible.

What the safety issue is ...

Affected vehicles have the potential for a mis-alignment condition within the park brake control assembly that could cause the park brake to not hold and allow the vehicle to roll if the parking instructions in your owner guide are not followed.

The owner guide instructs customers to always apply the brake pedal and pull the parking brake handle up as far as possible and place the gearshift of the manual transmission securely in 1st (first) gear after setting the parking brake.

What Ford Motor Company and your dealer will do ...

Ford Motor Company will repair your vehicle free of charge (parts and labor). Owners who are affected by this recall are requested to return their vehicle to their dealer for modification of the park brake control assembly.

How long will it take?

The time needed for this repair is less than one-half day. However, due to service scheduling issues, your dealer may need your vehicle for a longer period of time.

What we are asking you to do ...

Call your dealer without delay. Ask for a service date and whether parts are in stock for Safety Recall 00S37.

If your dealer does not have the parts in stock, they can be ordered before scheduling your service date. Parts would be expected to arrive within a week after ordering.

When you bring your vehicle in, show the dealer this letter. If you misplace this letter, your dealer will still do the work, free of charge.

**If you've already paid
for this service ...**

If you paid to have the park brake control assembly modified before the date of this letter, Ford is offering a full refund. For the refund, please give your paid original receipt to your dealer. To avoid delays, do not send receipts to Ford Motor Company.

**If you've changed
address or sold the
vehicle ...**

Please fill out the enclosed prepaid postcard and mail it to us if you have changed address or sold the vehicle.

**If you have
concerns ...**

If you have trouble getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager. If you still need assistance, please contact the Ford Motor Company Customer Relationship Center and one of our representatives will be happy to assist you:

CALL: (800) 392-3673
(800) 232-5952 (TDD for the Hearing Impaired)

Office Hours: (Eastern Standard Time)

Monday-Friday: 8:00 AM - 11:00 PM
Saturday: 9:00 AM - 6:00 PM

or you may contact us through the Internet at:

www.ownerconnection.com

Our current response time to Internet inquiries is three business days.

You also may send a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S. W., Washington, D. C. 20590 or call the toll free Auto Safety Hotline 1-800-424-9393 (Washington, D. C. area residents may call 1-202-366-0123).

www.nhtsa.gov

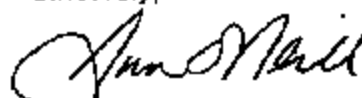
**Quality Care service is
there for you all year
round.**

QualityCare
at your service

Quality Care is the commitment of Ford Motor Company and its dealerships to provide you with a superior service and ownership experience. While we regret the inconvenience caused by this program, we stand committed with our Ford dealers to assist you with all of your automotive service needs. With our nationwide dealer network, we're here to ensure you receive Quality Care service so that your vehicle maintains peak performance throughout your ownership experience.

We pride ourselves on becoming the world's leading consumer company for automotive products and services. Thank you for your attention to this important matter.

Sincerely,



Ann O'Neill

Director

Vehicle Service and Programs



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

400 Seventh Street, S.W.
Washington, D.C. 20590

Dear Consumer:

As a result of your recent inquiry to the National Highway Traffic Safety Administration's Auto Safety Hotline, we developed the enclosed Vehicle Owner's Questionnaire. Please review the form and supply any additional information you have that you believe is relevant to your safety problem(s). You may also include copies of repair bills, letters to manufacturers, or any other documents related to the problem(s).

Please complete the questionnaire, fold, staple, or tape it so that the pre-addressed portion is on the outside.

We will share this information with the appropriate manufacturer may help resolve your problem(s). It is helpful to be thorough in your report so that our ability to use your information will be maximized. It is not necessary to complete all boxes if you are not sure of the information. It is very difficult to pursue complaints unless the Vehicle Identification Number (VIN) is known, and when reporting a tire problem, the DOT Identification is needed. The VIN is located inside the vehicle adjacent to the left of the windshield pillar (driver's side). The tire identification number contains 7 to 11 characters and is preceded by the letters "DOT" on the tire between the maximum width section and the bead, usually near the rim flange on the opposite side of the whitewall or on either side of a blackwall tire.

Any information you provide on this questionnaire is ENTIRELY VOLUNTARY. There is NO CONSEQUENCE or PENALTY of any kind if you DO NOT wish to provide it. We seek this information so that this agency can help you and other owners with similar problems and to allow us to combine this information with similar owner reports to develop both statistical and investigatory evidence which will help identify potential safety-related problems in motor vehicles or items of motor vehicle equipment.

Sincerely,

Information Management Branch
Auto Safety Hotline

2 Enclosures:
Self-addressed Questionnaire
Auto Safety Hotline Pamphlet



AUTO SAFETY HOTLINE
(800) 424-8383
Wash. D.C. Area 386-0123

