



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

MAY 20 AM 5:51

Repository ☐

04-MAY-2005

Reference No.
10118829

OWNER INFORMATION (Type or Print)

Name

Address

City SHERIDAN

State IN

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

Signature of Owner

Date 1/1

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

4A27V141520

Make

MERCURY

Model

VILLAGE

Model Year

2002

Date Purchased
16-OCT-02

Dealer's Name and Telephone Number

Engine:

No. Cylinders 6

Fuel Type:

Gas

Original Owner

☒

Dealer's City

State

Zip Code

Transmission Type

AUTOMATIC

☒ Antilock Brakes☒ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

140000 AIR BAGS

Multiple Failures: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

03-MAY-2005

Failure Mileage

37000

Failure Speed

45

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: DOTM18ABC038)

☐ 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

1

Number of Deaths

Reported to Police

Y

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).

CONTACT'S WIFE HIT A CAR AT ABOUT 45 MPH NO AIRBAGS DEPLOYED

VERY LITTLE BRAKING BEFORE IMPACT VEHICLE WAS HIT IN FRONT

OCCUPANT WAS WEARING A SEAT BELT. PICTURES TAKEN, POLICE REPORT MADE, THERE WILL BE REPAIR INVOICES. *AK

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.

Date: 6/13/2006 11:37 AM
 Estimate ID: 14-1888-87301
 Estimate Version: 1
 Supplement: 1 (P) 6/13/2006 11:32:32 AM
 Profile ID: CUSTOMIZED

STATE FARM INSURANCE COMPANIES

FOR ANY QUESTIONS REGARDING THIS ESTIMATE, PLEASE
 CONTACT THE INDICATED CLAIM REPRESENTATIVE.

Damage Assessed By: Pete Hunter

Destination: Thomas Glazier
 (917) 884-3885

Supplemented By: Pete Hunter

Type of Loss: Collision
 Date of Loss: 6/3/2006
 Deductible: 250.00
 Claim Number: 14-1888-87301

Insured:
 Address: SHERIDAN, IN
 Telephone: Home Phone:

Mitchell Service: 916488

Description: 2002 Mercury Villager Estate

Body Style: Van/Pass

VIN: 48E2ZY14TE2D

Mileage: 40,811

OWNER: A

Color: BLACK/SILVER

Options:

Drive Train: 1.9L Inj 6 Cyl 2WD

License: 285873 IN

Search Code: R5YY

ALUMINUM WHEELS, AIR CONDITIONING, POWER STEERING, POWER BRAKES, POWER WINDOWS
 POWER DOOR LOCKS, POWER PASSENGER SEAT, TILT STEERING WHEEL, CRUISE CONTROL
 ELECTRIC DEFOGGER, AM-FM STEREO CASSETTE, LEATHER SEATS, POWER SUNROOF, DUAL A/C
 7 AND 8 PASSENGER PKG., AUTOMATIC TRANSMISSION, DEEP TINTED GLASS
 TRAILER TOWING PKG., ANTI-THEFT/RECOVERY SYS., LUGGAGE RACK, POWER DRIVER SEAT
 AM-FM STEREO/CD PLAYER(SINGLE), FOG LIGHTS, REAR GATE WIPER
 PASSENGER-FRONT AIR BAG, POWER REMOTE MIRROR, DISC BRAKES, FRONT WHEEL DRIVE
 SINGLE EXHAUST, V6 ENGINE, VAN, ALARM, DRIVER-FRONT AIR BAG

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/ Part Number	Dollar Amount	Labor Units
1	900690	FRM	REPAIR	FRAMER/BODY REPAIR AND SETUP	Sublet	330.00	
2				SET-UP, PULL BOTH APRONS, CORN SUPPORT PULL, &			
3				CORN, PULL...			
4	900604	BDY	REMOVE/REPLACE	FRT BUMPER COVER	1F6Z 17D987 AAA	218.30	INC #
5	AUTO	REP	REFINISH	FRT BUMPER COVER			C 2.5
6	900697	BDY	REMOVE/REPLACE	R FRT BUMPER BRACKET COVER	XF6Z 17782 AA	10.85	
7	900698	BDY	ADD'L LABOR OP	WHEEL ALIGNMENT	Sublet	50.00	INC*
8				THRUST-ANGLE ALIGNMENT...			
9	902193	BDY	REMOVE/REPLACE	L FRT BUMPER BRACKET COVER	XF6Z 17782 AA	10.85	
10	902194	BDY	REMOVE/REPLACE	FRT BUMPER IMPACT CUSHION	N.A.	98.57	2.5
11	902196	BDY	REMOVE/REPLACE	GRILLE	1F6Z 8288 AA	188.65	0.1 #
12	901433	BDY	REMOVE/REPLACE	GRILLE BRIMLEN	XF6Z 8213 AA	19.88	INC #
13	900827	BDY	REMOVE/REPLACE	R COMBINATION LAMP ASSEMBLY	XF6Z 13008 AB	271.49	INC #
14	AUTO	BDY	CHECK/ADJUST	HEADLAMPS			0.4

This estimate has been re-calculated with a modified profile.

ESTIMATE RECALL NUMBER: 6/3/2006 12:17:48 14-1888-87301

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Page 1 of 5

15	000023	BOY	REMOVE/REPLACE	L COMBINATION LAMP ASSEMBLY	XF5Z 13088 BA	271.48	INC #	
16	001620	BOY	REMOVE/REPLACE	R MARKER/PARK ASSEMBLY	XF5Z 13200 AB	87.12	INC.	
17	001621	BOY	REMOVE/REPLACE	L MARKER/PARK ASSEMBLY	XF5Z 13201 AB	87.12	INC	
18	002202	BOY	REMOVE/REPLACE	L FOG LAMP ASSEMBLY	1F5Z 15200 BA	97.38	INC #	
19	000088	BOY	REMOVE/REPLACE	HOOD PANEL	XF5Z 15812 AA	✓ 346.80	1.0	
20	AUTO	REF	REFINISH	HOOD OUTSIDE			C 2.8	
21	AUTO	REF	REFINISH	HOOD UNDERSIDE			C 1.2	
22	000057	BOY	REMOVE/REPLACE	HOOD INSULATOR	XF5Z 16736 AA	82.32	INC	
23	000089	BOY	REMOVE/REPLACE	R HOOD HINGE	XF5Z 16736 BA	✓ 21.47	0.2 #	
24	AUTO	REF	REFINISH	R HINGE			0.2	
25	000080	BOY	REMOVE/REPLACE	L HOOD HINGE	XF5Z 16787 BA	✓ 21.47	0.2 #	
26	AUTO	REF	REFINISH	L HINGE			0.2	
27	000081	BOY	REMOVE/REPLACE	HOOD LATCH	XF5Z 16708 AA	✓ 38.55	INC	
28	000083	BOY	REMOVE/REPLACE	HOOD SUPPORT ROD	XF5Z 16835 AA	12.82	0.2	
29	000085	BOY	REMOVE/REPLACE	COOLING RADIATOR	**Qual Repl Part	✓ 214.00	INC	
30				CALL (800) RADIATOR...PRICE INCLUDES MARK-UP.				
31	000084	BOY	REMOVE/REPLACE	R COOLING RAD MTS BRACKET	XF5Z 8A183 BA	✓ 39.47		
32	001283	BOY	REMOVE/REPLACE	L COOLING RAD MTS BRACKET	XF5Z 8A183 BA	✓ 45.83		
33	001627	BOY	REMOVE/REPLACE	LWR COOLING AIR DEFLECTOR	XF5Z 9327 AA	10.43		
34	000075	BOY	REMOVE/REPLACE	COOLING RECOVERY TANK	Existing		INC*	
35	000076	BOY	REMOVE/REPLACE	COOLING FAN & MOTOR	Qual Recycled Part	✓ 108.80	INC	
36				CALL BROTHERS @ 362-1881.				
37				LINE MARKUP 533.80		33.00		
38	000082	MCH	REMOVE/REPLACE	EVACUATE & RECHARGE A/C	-M		1.4	
39	000083	MCH	REMOVE/REPLACE	A/C REFRIGERANT RECOVERY	-M		8.3	
40	000084	BOY*	REMOVE/REPLACE	AIR COND CONDENSER	-M	**Qual Repl Part	✓ 202.80	INC #
41				CALL (800) RADIATOR...PRICE INCLUDES MARK-UP.				
42	001544	BOY*	REMOVE/REPLACE	AIR COND RECEIVER/DRIER	-M	Existing	8.8*	
43	000088	MCH	REMOVE/REPLACE	AIR COND HOSE	-M	XF5Z 15837 BA	✓ 182.06	0.8 #
44	000080	BOY*	REMOVE/REPLACE	HOOD LABEL	New		7.15*	0.1*
45	000080	BOY*	REMOVE/REPLACE	HOOD LABEL	New		8.88*	0.1*
46	000080	BOY*	REMOVE/REPLACE	FUSE BLOCK	New		27.93*	0.3*
47	000080	BOY*	ADD'L LABOR OP	ADHESIVE REMOVAL	Existing			0.8*
48	000080	BOY*	ADD'L LABOR OP	CLEAN & RETAPE WLDGS./EMBLEMS	Existing			0.4*
49	000144	BOY	REMOVE/REPLACE	R FENDER PANEL	XF5Z 18005 AA	✓ 274.83	1.8 #	
50	AUTO	REF	REFINISH	R FENDER OUTSIDE			C 1.7	
51	AUTO	REF	REFINISH	R FENDER EDGE			C 8.5	
52	000145	BOY	REMOVE/REPLACE	L FENDER PANEL	XF5Z 18006 AA	✓ 274.83	1.8 #	
53	AUTO	REF	REFINISH	L FENDER OUTSIDE			C 1.7	
54	AUTO	REF	REFINISH	L FENDER EDGE			C 8.5	
55	002284	BOY	REMOVE/REPLACE	R FENDER SPLASH SHIELD	1F5Z 18102 AA	34.77	INC	
56	002285	BOY	REMOVE/REPLACE	L FENDER SPLASH SHIELD	1F5Z 18103 AA	34.77	INC	
57	000165	BOY	REMOVE/REPLACE	R FENDER ANTENNA ASSY	Existing		0.4*	
58	000171	BOY	REMOVE/REPLACE	FRONT BODY RADIATOR SUPPORT	-S	XF5Z 18135 BA	✓ 287.85	2.8 #
59	AUTO	REF	REFINISH	RADIATOR SUPPORT COMPLETE			1.8	
60	000183	REF	REFINISH	R APRON ASSEMBLY COMPLETE			0.8*	
61	001811	BOY	REMOVE/REPLACE	L SECTION APRON PANEL			8.8 #	
62		REF	REFINISH/REPAIR	L SECTION APRON PANEL			1.8*	
63	000191	BOY	REPAIR	R FRONT BODY APRON ASSY	-S	Existing	3.8*	
64				REPAIR AFTER PULL...				
65	000188	BOY	REMOVE/REPLACE	R UPR FRONT BODY APRON REINF	✓ -S	XF5Z 18184 BA	✓ 93.23	1.8
66	000200	BOY	REMOVE/REPLACE	L UPR FRONT BODY APRON REINF	✓ -S	XF5Z 18185 BA	✓ 99.97	1.8
67	000580	BOY*	REMOVE/REPLACE	LEFT FRONT APRON	New		383.55*	INC*
68	001281	BOY	REMOVE/REPLACE	R FRONT BODY APRON REINF	-S	F3KY 18C274 A	✓ 82.70	1.0
69	001282	BOY	REMOVE/REPLACE	L FRONT BODY APRON REINF	-S	F3KY 18C275 A	✓ 42.17	1.0
70	000311	MCH	REMOVE/REPLACE	DISABLE & REENABLE AIR BAG SYSTEM	-M			0.3

This estimate has been re-calculated with a modified profile.

ESTIMATE RECALL NUMBER: 01/02/005 13:17:48 14-1888-87301

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Page 2 of 5

✓ ordered

✓ ordered

Date: 5/13/2008 11:37 AM
 Estimate ID: 14-1886-07301
 Estimate Version: 1
 Supplement: 1 (F) 5/13/2008 11:32:32 AM
 Profile ID: CUSTOMIZED

51	71	000414	BOY	REMOVE/REPLACE	R FRT ENG SUPT MOUNT	XP5Z 0829 BA ✓	33.72	1.2	#
51	72	000415	BOY	REMOVE/REPLACE	R FRT ENG SUPT MOUNT BRACKET	XP5Z 0831 AA ✓	32.18	INC	#
51	73	000434	BOY	REMOVE/REPLACE	ENG SUPT CR'SSEMBER	XP5Z 6A023 BA ✓	99.78	1.3	
51	74	000430	BOY	REMOVE/INSTALL	AIR CLEANER ASSY			0.3	
51	75	001383	BOY	REMOVE/REPLACE	BATTERY	**Qual Repl Part	59.96 *	INC	
51	76			BETTERMENT - P	BATTERY %30.00		17.89		
51	77	000483	BOY	REMOVE/REPLACE	BATTERY TRAY	XP5Z 1073Z AA ✓	67.28	0.2	#
51	78	000598	BOY	REMOVE/INSTALL	WELD WASH RESERVOIR	Existing		INC *	
51	79	000514	REF	REFRESH	L COWL SIDE PANEL			0.5	
51	80	000516	BOY	REMOVE/REPLACE	COWL/DASH COWL TOP GRILLE	XP5Z 12022A88 AAA	128.17	0.4	#
51	81	001741	BOY	REPAIR	COWL/DASH TOP PANEL	Existing		1.0 *	#
51	82	000685	REF	BLEND	L FRT DOOR OUTSIDE			C 1.1	
51	83	000678	BOY	REMOVE/REPLACE	R FRT DOOR REPAIR PANEL	XP5Z 120230 BA	✓ 463.86	7.3	#
51	84	AUTO	REF	REFRESH	R FRT DOOR OUTSIDE			C 2.4	
51	85	AUTO	REF	REFRESH	R FRT ADD FOR JAMBS			C 0.6	
51	86	000600	BOY *	REPAIR	RIGHT FRONT DOOR SHELL	Existing		2.8 *	
51	87	000684	BOY	REMOVE/INSTALL	R FRT BELT MOULDING			INC	
51	88	000686	BOY	REMOVE/INSTALL	L FRT BELT MOULDING			0.2	
51	89	000686	BOY	REMOVE/INSTALL	R FRT REAR VIEW MIRROR			INC #	
51	90	000687	BOY	REMOVE/INSTALL	L FRT REAR VIEW MIRROR			0.3 #	
51	91	002386	BOY	REMOVE/REPLACE	R FRT DOOR ADHESIVE MOULDING	ORDER FROM DEALER	38.86	0.1	
51	92	002300	BOY	REMOVE/INSTALL	L FRT DOOR ADHESIVE MOULDING	Existing		0.2 *	
51	93	002301	BOY	REMOVE/REPLACE	R FRT DOOR ADHESIVE NAMEPLATE	N.A.	22.41 *	0.1	
51	94	002382	BOY	REMOVE/REPLACE	L FRT DOOR ADHESIVE NAMEPLATE	N.A.	22.41 *	0.2	
51	95	000734	BOY	REMOVE/INSTALL	R FRT DOOR TRIM PANEL			INC	
51	96	000735	BOY	REMOVE/INSTALL	L FRT DOOR TRIM PANEL			INC	
51	97	000782	BOY	REMOVE/INSTALL	R FRT DOOR HANDLE & LOCK CYL			INC #	
51	98	000783	BOY	REMOVE/INSTALL	L FRT DOOR HANDLE & LOCK CYL			0.8 #	
51	99	000810	REF	BLEND	R SIDE DOOR OUTSIDE			C 1.0	
51	100	002313	BOY	REMOVE/INSTALL	R SIDE DOOR ADHESIVE MLOG	Existing		0.2 *	
51	101	000882	BOY	REMOVE/INSTALL	R DOOR TRIM PANEL			INC	
51	102	000872	BOY	REMOVE/INSTALL	R DOOR HANDLE & LOCK CYL			0.8 #	
51	103	030041		ADD'L COST	TOWING		385.00 *		
51	104	030014		ADD'L COST	FLEX ADDITIVE		2.58 *		
51	105	030018		ADD'L COST	R134A FREON & OIL		30.38 *		
51	106	AUTO	REF	ADD'L OPR	CLEAR COAT			3.8	
51	107	033088	BOY	ADD'L OPR	RESTORE CORROSION PROTECTION		19.00 *	0.2 *	
51	108	AUTO		ADD'L COST	PAINT/MATERIALS		587.50 *		
51	109	AUTO		ADD'L COST	HAZARDOUS WASTE DISPOSAL		3.00 *		

* - Judgement Item

- Labor Note Applies

C - Included in Clear Coat Calc

Remarks

DIGITAL ODOMETER COULD NOT BE READ... MILEAGE IS ESTIMATED FROM OIL CHANGE DECAL

This estimate has been re-calculated with a modified profile.

ESTIMATE RECALL NUMBER: 07/02/08 12:17:48 14-1886-07301

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Page 3 of 5

I. Labor Subtotals						II. Part Replacement Summary			Amount
	Units	Rate	Add'l Labor Amount	Sublet Amount	Totals	Taxable Parts		6,364.25	
Body	48.4	40.00	19.00	80.00	2,945.00	Parts Adjustments		33.00	
Refinish	23.5	40.00	0.00	0.00	940.00	Sales Tax	6.000%	317.54	
Frame	8.8	65.00	0.00	338.00	338.00				
Mechanical	2.8	65.00	0.00	0.00	180.40				
Non-Taxable Labor					3,605.40	Total Replacement Parts Amount		5,615.00	
Labor Summary	75.7				3,505.40				
III. Additional Costs					Amount	IV. Adjustments			Amount
Taxable Costs					530.38	Settlement			19.07-
Sales Tax					37.22	Insurance Deductible			290.00-
Non-Taxable Costs					358.00	Customer Responsibility			290.07-
Total Additional Costs					1,016.52				
						I. Total Labor:			3,505.40
						II. Total Replacement Parts:			5,615.00
						III. Total Additional Costs:			1,016.52
						Gross Total:			10,136.01
						IV. Total Adjustments:			290.07-
						Net Total:			9,845.94
						Less Original Net Total:			6,943.38
						Net Supplement Amount:			2,902.56
						S1: Parts Hunter			2,923.58

Point(s) of Impact
 12 Front Center (P)

Inspection Site: HAMILTON COUNTY COLLISION
 Inspection Date: 6/9/2006

Body Shop: TALENT AUTO BODY
 Address: 7800 E 296TH STREET
 CIGERO, IN 46034
 Telephone: (317) 884-4575
 Fax Phone: (317) 884-8831

 THIS IS NOT AN AUTHORIZATION TO REPAIR. ALL SUPPLEMENTS REQUIRE
 PRIOR APPROVAL BY A STATE FARM CLAIM REPRESENTATIVE.

This estimate has been re-calculated with a modified profile.

ESTIMATE RECALL NUMBER: 6/6/2006 13:17:43 14-1888-87301

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