



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

2008 MAR -4 PM 2:12

Reference No. 10209536

OWNER INFORMATION (Type or Print)

Name, Address, City (POTTS TOWN), State (PA), 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? [X] YES [ ] NO
Signature of Owner Date 12/13/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number (1MEFM55SX3...), Make (MERCURY), Model (SABLE), Model Year (2003), Date Purchased (24-OCT-07), Dealer's Name (Don Dahms), Engine (6 cylinders), Fuel Type (Gas), Transmission Type (AUTOMATIC), Antilock Brakes, Cruise Control, Powertrain (FRONT WHEEL DRIVE), Vehicle Component Code (131000 VISIBILITY: WINDSHIELD), Multiple Failure (1)

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) (26-OCT-2007), Failure Mileage (32000), Failure Speed (0)

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make, Tire Model, Tire Size, DOT No., Original Equipment, 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 (0), Number of Deaths (0), Reported to Police (N)

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;

TL\*THE CONTACT OWNS A 2003 MERCURY SABLE. WHEN IT RAINED, THE WINDSHIELD LEAKED WATER ABOVE THE DRIVER SIDE TOP CORNER. THE DEALER STATED THAT THE WINDSHIELD WAS VERY LOOSE AND IMPROPERLY SEALED. THE WINDSHIELD WAS REPLACED. THE MANUFACTURER STATED THAT THE VIN WAS NOT INCLUDED IN NHTSA CAMPAIGN ID NUMBER 03V087000 (VISIBILITY: WINDSHIELD). THE CURRENT AND FAILURE MILEAGES WERE 32,000.

\*Correction to above - Dealer did not state windshield was loose. Windshield repair service (see attached workorder) repairman (Mr. Jeff Heller) of "Mr Windshield" stated windshield was loose and demonstrated how he could manually move the windshield. Mr Heller told me it was the original windshield and the windshield cover ->

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.

**Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)**

(Continued from front) was not "properly seated" at the factory. Mr Heller stated that besides the problem of rain leaking into the car, the windshield posed a safety hazard because in a roll-over crash the windshield could have "popped off" and allowed the roof of the car to crush. I had "Mr Windshield" replace the windshield at a cost of \$231.86 which I paid. (See order form/invoice). This also caused me to have to buy 2 New inspection & emissions stickers at a cost of \$12.72 (see attached bill).

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

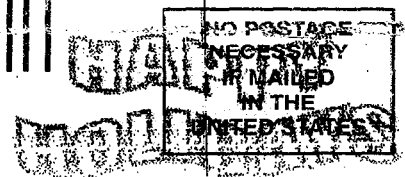
**National Highway Traffic Safety Administration**

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

Official Business  
Penalty for Private Use \$300

SOUTHEASTERN PA 199

18 DEC 2007 PM 1 T

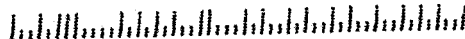


**BUSINESS REPLY MAIL**  
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
400 7th Street, SW  
Washington, DC 20590

205903950



**Think your vehicle has a safety defect?**



**If so:  
Use the enclosed form to file a report.**

**or visit:**

**www.safercar.gov**

**or call:**

**Vehicle Safety Hotline  
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration





1-800-504-5915 • 610-970-5915 • FAX: 610-327-5890

# Mr. Windshield

791 N. Charlotte St.  
P.O. Box 1588 • Pottstown, PA 19464



Workorder

W024782

ACCOUNT NO.	AGENT NO.	PURCHASE ORDER NO.	DATE
			10/30/2007

CUSTOMER STATE TAX OR EXEMPT NO.	CUSTOMER FEDERAL TAX I.D. NO.	ADV. CODE	SALESMAN I.D.	ORDER TAKEN BY	INSTALLED BY	FEDERAL TAX I.D. NO.

BILL TO:  
 [Redacted]  
 Pottstown, PA

SOLD TO:  
 [Redacted]  
 Pottstown, PA

### INSURANCE PROOF OF LOSS

INSURANCE CO.	POLICY NO.
INSURANCE CO. PHONE NO.	CLAIM NO.
POLICY NAME	CAUSE & LOSS LOCATION
AGENT NAME	VERIFIED BY
AGENT PHONE	DATE OF LOSS
	DEDUCTIBLE

### VEHICLE INFORMATION

MAKE	MODEL	YEAR	DOORS
Mercury	Sable	2003	4
ODOMETER	LICENSE	VEHICLE I.D. NO.	

Qty	Part Number	Description	List	Sell	Total
1	DW01460GBYNCOM	Windshield-(Solar Controlled)	\$245.05	\$128.74	\$128.74
1	WWSLAB	Domestic W/S Labor (Flat Rate)	\$80.00	\$80.00	\$80.00
1	HAH000004	Adhesive-(2.0,Urethane,Dam,Primer)	\$10.00	\$10.00	\$10.00

After 3:00

MR. WINDSHIELD IS NOT  
 RESPONSIBLE FOR  
 YOUR LOSS OF  
 DATA OR  
 AND ETC.  
 FINANCIAL

**WARRANTY**  
 Mr. Windshield Guarantees All  
 Glass Purchased From Us  
 Against Leaks And Stress Cracks  
 For As Long As You Own Your  
 Vehicle.

### RECEIVED BY

**AUTHORIZATION TO PAY**  
 I hereby authorize and empower the above-named insurance company to pay this invoice in full settlement, satisfaction and discharge of all loss under the above policy. Upon such payment, all rights I may have for claim and demand for loss and damage described above against the above named insurance company shall be thereby forever discharged. In the event that the above named insurance company does not make timely and/or full payment of this invoice according to its terms, I hereby accept responsibility for such payment and agree to pay all charges reflected on this invoice to the above named glass company subject to and according

Sub Total : \$218.74  
 Tax : \$13.12  
 Total \$231.86

1-800-504-5915 - 610-970-5915

Fax: 610-327-5896



# Mr. Windshield



**ROSTARO**  
CERTIFIED TECHNICIANS

791 N. Charlotte St.  
P.O. Box 1588 ♦ Pottstown, PA 19464

**Workorder**

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BILL TO:	SOLD TO:
 Pottstown, PA	 Pottstown, PA

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INSURANCE CO. PHONE NO.	CLAIM NO.
POLICY NAME	CAUSE & LOSS LOCATION
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 AND  
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**WARRANTY**  
 Mr. Windshield Guarantees All  
 Glass Purchased From Us  
 Against Leaks And Stress Cracks  
 For AS Long As You Own Your  
 Vehicle.

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CUSTOMER'S SIGNATURE

Sub Total : \$218.74  
 Tax : \$13.12

**TOTAL SALE**  
 TERMS Total \$231.86

TERMS: PAYABLE ON THE 10TH OF THE MONTH FOLLOWING PURCHASE. SERVICE CHARGE OF 1 1/2% PER MONTH (18% PER ANNUM) WILL BE CHARGED ON OVERDUE ACCOUNTS.

Estimate #

1755

Estimate Ref # 1,755

Date Printed: 11/01/2007

3:47:25PM

**Brennans Auto Repair Inc.**

2012 N. Charlotte st.  
 Pottstown, PA 19464-0000  
 Phone: (610) 323-6617

**Estimate**

Hat/ref #

Promised Time:

[Redacted]  
 POTTSTOWN, PA [Redacted]

2003 MERCURY SABLE V6 3.0L 182CID FI  
 GAS N S

Date Written: 11/01/2007

VIN:1MEFM55SX3A [Redacted]

Written By:

License: [Redacted] Mileage In: 31812

Unit #: Mileage Out: 32688

Save Old Parts: No

Job Name	Description	Qty	List	Ext
Replacement stickers	No Description Given			
Labor - Rate 1	Replacement stickers AI70871881 AI80549826 IM79649806 IM76798783	1.00	\$12.00	\$12.00
<b>SubTotal:</b>				<b>\$12.00</b>

Parts	\$0.00
Labor	\$12.00
Sublet	\$0.00
Misc	\$0.00
Hazmat	\$0.00
Supplies	\$0.00
Tax	\$0.72
<b>Total</b>	<b>\$12.72</b>

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

Authorized By \_\_\_\_\_

Date \_\_\_\_\_

Time \_\_\_\_\_