



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

26-MAR-2008

Repository ☐

Reference No.
10222418

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City LANCASTER

State CA

Zip Code [REDACTED]

Daytime Telephone Number

[REDACTED]

E-mail Address

[REDACTED]

Evening Telephone Number

[REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an authorized signature, please print your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 4/4/08 ☒ YES ☒ NO

VEHICLE INFORMATION

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

1FAFP53S2X2 [REDACTED]

Make

FORD

Model

TAURUS SE

Model Year

1999

Date Purchased
4-30-19-MAY-05

Dealer's Name and Telephone Number
ANTELOPE VALLEY FORD SHUTTLE LINCOLN MERCURY

Engine: DURATEC
No: Cylinders 6

Fuel Type:
Gas

Original Owner
☐ 1st ☒ 2nd

Dealer's City
LANCASTER, CA

State
CA

Zip Code
93954

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain
FRONT WHEEL DRIVE

Vehicle Component Code
141000 AIR BAGS:FRONTAL, SEAT BELT

Multiple Failure: 1 / 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
10-FEB-2008

Failure Mileage
67473

Failure Speed
35 40

HEAD ON COLLISION- AIR BAGS DID NOT DEPLOY, SEAT BELTS DID NOT LOCK

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: DOTM9ABC036)

☐ 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

40

Number of Deaths

0

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).

TL*THE CONTACT OWNS A 1999 FORD TAURUS. WHILE DRIVING 35MPH SOMETHING HIT THE WINDSHIELD AND SHATTERED IT. THE DRIVER CRASHED INTO AN OBJECT THAT SHE CAN'T IDENTIFY. THE CRASH OCCURRED ON FEBRUARY 10, 2008. THE SEAT BELTS DIDN'T ENGAGE TO AVOID HER FROM HITTING THE WINDSHIELD. THE AIR BAGS DID NOT DEPLOY. THE CONTACT SUSTAINED SEVERE INJURIES. A POLICE REPORT WAS AVAILABLE. THE CURRENT AND FAILURE MILEAGES WAS 67,473. WAS 52,000 WHEN PURCHASED

ANYTHING PLASTIC STEERING WHEEL fuse box cover came loose.
was destroyed. BIG HOLE IN FRONT WINDSHIELD
front bumper and license plate are missing. Front + rear windows
completely shattered. Front Drivers side wheel + tire destroyed. Rear view
mirrors missing. NO WARNINGS OF AIR BAG FAILURE WAS GIVEN OR KNOWN.

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.

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

Driving 40mph W/B on AVE J in LANCASTER, CA, at 10th St. West the front windshield completely shattered and a hole was made in the top center of window, I could not see thru windshield. I held steering wheel and pressed brake pedal, hit something head on, bounced, hit curb, hit electrical box, bounced, hit island, bounced hit curb, finally stopped. During accident, I hit the steering wheel with my chest and face and was thrown around in the drivers seat. Paramedics took me to hospital and car was towed to impound yard. Debris was not saved.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE,
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

Lancaster, California

BAKERSFIELD CA 933

MOJAVE CA

10 APR 2008 PM 3 T

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IN THE
UNITED STATES

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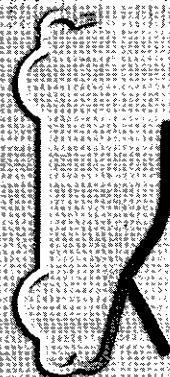
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Ave SE
Washington, DC 20077-9382**



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