



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

JUL 29 2011
27-JAN-2011

Repository ☐

Reference No.
10379278

OWNER INFORMATION (Type or Print)

Name

Address

City COLLEGE PARK

State GA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
2FMDA5140WB

Make
FORD

Model
WINDSTAR

Model Year
1998

Date Purchased

Dealer's Name and Telephone Number

Engine:
No: Cylinders

Fuel Type:

Original Owner
☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)
07-DEC-2010

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 022000 SUSPENSION: REAR

Failure Mileage
194000

Failure Speed
35

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: DOTM19ABC036)

☐ 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

Number of Deaths

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; i.e., parts repaired or replaced (and if old part is available).

TL*THE CONTACT OWNS A 1998 FORD WINDSTAR. THE CONTACT STATED THAT WHILE DRIVING 35 MPH, THE REAR AXLE BROKE. THE VEHICLE WAS TOWED TO AN AUTHORIZED DEALER WHO REPAIRED THE REAR AXLE. THE CONTACT REFERENCED RECALL 10V385000 (SUSPENSION: REAR: AXLE: NON-POWERED AXLE ASSEMBLY) BUT WAS INFORMED BY THE MANUFACTURER THAT THE VEHICLE WAS NOT INCLUDED. THE FAILURE MILEAGE WAS 194,000.

Consumer had to pay deductible (\$500.00) for car repair plus some cost.

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.

Gene Evans Team Ford

CUSTOMER #: 2149566

133460

GEORGIA'S #1 VOLUME FORD DEALER

INVOICE

4355 JONESBORO ROAD AT I-85
UNION CITY, GEORGIA 30291
PHONE (770) 964-9801 (770) 969-7149 FAX
www.geneevansford.com

DUPLICATE 1
PAGE 1

COLLEGE PARK, GA
HOME: [REDACTED] CONT:N/A
BUS: [REDACTED] CELL:

SERVICE ADVISOR: 5572 JEFF HICKS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	98	FORD WINDSTAR	2FMDA5140WB		194506/194506	T3892	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN98 DD			20:00 11JAN11			CASH	14JAN11
R.O. OPENED		READY	OPTIONS: ENG:3.8 Liter EFI-SPI				

12:34 05JAN11 12:45 14JAN11

LINE OPCODE TECH TYPE HOURS

A TOWED TO DEALER. REAR AXLE IS BROKEN.

M REPLACED REAR AXEL ASSY WITH USED ASSY

3037 CF		273.00	273.00
1 4B435 USED AXLE	187.50	187.50	187.50
2 PM*1*C FLUID - BRAKE	6.69	6.69	13.38
1 1F1Z*2V261*BA CYLINDER ASY - REAR BRAKE	32.78	29.50	29.50
2 PM*1*C FLUID - BRAKE	4.78	4.30	8.60
1 3F2Z*2282*CA HOSE ASY - BRAKE	62.07	55.86	55.86

M REPLACED LEFT WHEEL CYLINDER AND BRAKE LINE

3037 CF		130.00	130.00
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PARTS: 294.84 LABOR: 403.00 OTHER: 0.00 TOTAL LINE A: 697.84



PAID
JAN 18 2011

Collect
606.23 from
cust

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE. UNLESS OTHERWISE SHOWN, SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.		DISCLAIMER OF WARRANTIES		DESCRIPTION	TOTALS
		NO WARRANTY ON HIGH PERFORMANCE WORK, PARTS OR LABOR. Any warranties on the products sold hereby are those made by the manufacturer. The Seller, GENE EVANS FORD, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and GENE EVANS FORD neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.		LABOR AMOUNT	403.00
				PARTS AMOUNT	294.84
				GAS, OIL, LUBE	0.00
				SUBLET AMOUNT	0.00
				SHOP SUPPLIES / MISC. CHARGES	0.00
				TOTAL CHARGES	697.84
				LESS ADJUSTMENTS	0.00
				SALES TAX	20.64
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)		X		PLEASE PAY THIS AMOUNT	718.48

CUSTOMER COPY

ENTERPRISE LEASING COMPANY OF GEORGIA, 4205 JONESBORO RD, UNION CITY, GA 302912267 (770) 969-5654

RENTAL AGREEMENT
110261

REF#
8SMVCZ

SUMMARY OF CHARGES

RENTER

DATE & TIME OUT
12/31/2010 02:33 PM
DATE & TIME IN
01/12/2011 01:13 PM

BILLING CYCLE
CALENDAR DAY

VEH #1 2010 DODG GCAR SXT
VIN# 2D4RN5D11AR
LIC#
MILES DRIVEN 218

BILL TO ACCOUNT
STATE FARM-GA COMPLEX CLAIMS**
ATTN: GRAHAM, DAVID
P. O. BOX 10003
DULUTH, GA 300969403

CLAIM INFO

INSURED: SAME
LOSS DATE: 12/07/2010
INSURED
SHOP: UNKNOWN SHOP GP 03**
PHONE: (999) 999-9999

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	12/31 - 01/12	13	DAY	\$39.55	\$514.15
PRE-PURCHASED FUEL	12/31 - 01/12				\$12.95
ROADSIDE ASSISTANCE PROTECTION	12/31 - 01/12	13	DAY	\$3.99	\$51.87
YOUNG DRIVER FEE (18-99)	12/31 - 01/12			WAIVED	
Subtotal:					\$578.97

Taxes & Surcharges					
RENTAL VEHICLE EXCISE TAX	12/31 - 01/12			3%	\$15.73
SALES TAX	12/31 - 01/12			7%	\$36.72
VEHICLE LICENSE RECOVERY FEE	12/31 - 01/12	13	DAY	\$0.80	\$10.40
Total Charges:					\$641.82

Bill-To / Deposits

STATE FARM-GA COMPLEX CLAIMS**					
TIME & DISTANCE	12/31 - 01/12	13	DAY		
RENTAL VEHICLE EXCISE TAX	12/31 - 01/12	1	PERCENT	3%	
SALES TAX	12/31 - 01/12	1	PERCENT	7%	
VEHICLE LICENSE RECOVERY FEE	12/31 - 01/12	13	DAY		
Subtotal:					(\$461.60)
DEPOSITS					(\$180.22)

Total Amount Due

\$0.00

PAYMENT INFORMATION

AMOUNT PAID TYPE
\$180.22 CHECK

CREDIT CARD NUMBER

Pay for Car Rental

AAA PRE-SERVICE INSPECTION SHEET

DATE

CALL NUMBER

STATION ID

I, [REDACTED], (name of service provider) have inspected the following vehicle and found:

☐ No sign of existing damage

☒ Existing damage as described below. Notification of existing damage has been made to the vehicle's driver. (If unable to notify vehicle's driver, damage must be reported to AAA. Please note under Comments).

☐ I have been advised that servicing or removal of my car may result in additional damage. I hereby authorize the vehicle to be serviced or removed, and agree that I will not hold the contractor, its employee(s), or AAA Auto Club South responsible for any resultant damage. [REDACTED] (initial)
Service provider may still be liable for damage due to negligence.

☐ I have been advised that leaving my car at the unattended location shown below risks vandalism, theft or other damage. I hereby authorize the vehicle to be left at the described location and agree that I will not hold the contractor, its employee(s), or AAA Auto Club South responsible for any resultant vandalism, theft or damage.

(initial)

[REDACTED] paid \$60.00 cash for 17 days
[REDACTED] - turned as a base vehicle

(address and business name, if any, where vehicle is to be delivered) 5. for 5 miles

[REDACTED] 3 (cracked windshield)

LEGEND:

S = Scratch

D = Dent

P = Paint damage

M = Missing

O = Other

U = Undercarriage

W = Wheel/Tire

Additional Comments/Details: Vehicle is as stated.

Service provider's signature

[REDACTED]

Member's signature

05-A5-0053

ST00853



Serving you more ways than ever.

\$60.00 paid to have Car Towed.