



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

Date Received

RECEIVED

00 AUG 31 PM 12:20

Office No. _____
Room No. _____
Ext. No. _____
Reference No. _____

OWNER INFORMATION (Type or Print)

Name: [REDACTED]

OFFICE DEFECTS INVESTIG 554228

Daytime Telephone Number [REDACTED]

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 [REDACTED] Date: / /

VEHICLE INFORMATION

Vehicle Identification No. (VIN.) (Located at bottom of windshield on drivers side) 1FTEF14NXSMA98718
Make FORD Model F-150 Year 1995

Purchased Date 4-1-95 Dealer's Name PALATKA FORD LINCOLN/MERCURY
Engine Size (CID/CC/L) _____ Turbo Diesel Gas Fuel Injection
No. Cylinders 8
Dealer's City PALATKA State FLORIDA Zip Code 32197-2524

Transmission Type Manual Automatic
Restrain System Driverside Air Bag Motorbelt Passengerside Air Bag 2-Point Belt 3-Point Belt
Cruise Control Yes No
Drivetrain Front Rear 4-Wheel
Vehicle Type Car Sport Utility Van Truck Minivan Motorcycle Other
Body Style 2 Door 4-Door Stationwagon Pick Up Truck Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s) _____ Location Left Right Front Rear
Failed Part(s) Original Replacement
Handicap Adaptive Equip Yes No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand FIRESTONE Tire Name WILDERNESS Complete Tire Size 15"
No. of Failures _____ Date(s) of Failure(s) 8-3-99
Mileage at Failure(s) 18500 to 19000 MILES
Vehicle Speed at Failure(s) 60 to 65 MILES PER HOUR
Failed Part(s) Available? Yes No
NHTSA Previously Contacted? Yes No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies). Attach photos if available.)

Crash Yes No Fire Yes No
Number of Persons Injured 1 Number of Fatalities 1
Reported to Manufacturer Yes No

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies). THE TRUCK WAS UNABLE TO CONTROL IT WAS WEAVING AND ROCKING. SOON IT TURNED OVER AND OVER 3 TO 4 TIMES. BETTY DUDASH LOST HER LIFE. I WAS BADLY BEATEN UP FROM HEAD TO TOE. I RECEIVED A BROKEN NOSE, 5 RIB FRACTURES, LEFT SCALP LACERATION, BROKEN COLAR BONE, 2-2 ODOTOID. (THE MOST SERIOUS I WAS ADMITTE AT CHARLESTON AREA MEDICAL CENTER, CHARLESTON, W.VA. PHYSICIANS WERE J.W. KESSEL, MD DR. CROW DR. STEWART AND DR. BARB WITT. BERTRAM SOLAK'S NAME IS ON THE STATEMENT. HE PASSED AWAY 3-2-99. NOW MY NAME IS [REDACTED]

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to a 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration 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)

The TRUCK WAS DEMOLISHED, THIS HAPPENED AUG. 3, 1999. I ONLY KNOW THE TIRES WERE WILDERNESS AND 15". I CANT TELL YOU MANUFACTURE'S DATE I TRIED CALLING FIRESTONE MANUFACTURE, THE STORES AND FORD CO. IN PALATKA. I DIDNT GET ANY RESULTS. THEY JUST KEPT FORWARDING ME TO ANOTHER OFFICE. NO ANSWER, ONLY TO SAY THEIR TIRES ARE SAFE. MY HUSBAND AND I REALLY LIKE FORD PRODUCTS, WHY WOULD FORD PUT THESE TERRIBLE TIRES ON A NICE VEHICLE LIKE OUR FORD TRUCK. I TOOK SUCH GOOD CARE OF THIS TRUCK, IT WAS 1995 BUT LOOKED LIKE A NEW TRUCK I LOST SO MUCH IN THIS ACCIDENT, I KNOW I CAN NEVER BE RECOVERED NOW I HAVE DOUBTS ABOUT BUYING A FORD PRODUCT. FORD'S WERE MY FAVORITE, BUT CAN THIS COMPANY BE TRUSTED. I AM ENCLOSEING SOME MATERIAL THAT MAY BE HELPFUL TO YOU. TRUCK HAD A CONTINENTAL TOP AND CHROM RUNNING BOARDS, CHROME STRIP ON BACK

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



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

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, NSA-10.01 400 7th Street, SW Washington, DC 20590



Complete and return or place in your car manual for future use



VEHICLE OWNER'S

QUESTIONNAIRE

NINA JEAN SOLAK 260 HARBOR DRIVE PALATKA, FLORIDA 32977 (V00Q)

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM

OR

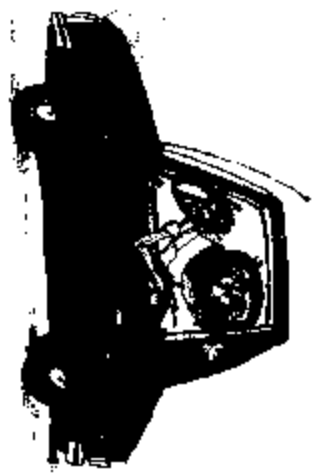
DASH 2 DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline (DASH) 2 DOT



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

www.nhtsa.dot.gov/hotline

Betty Dudash and I were traveling from
Rayland, Ohio to Palatka, Fl. On 12/7 near
Charleston, W. Va. the truck was getting out of
control, weaving and rocking so bad I could
not control it. All of a sudden it rolled over
many times (about 4). Betty, a passenger didn't
make it. She died on scene. I was badly beat
up from head to toe. People tell me it's a miracle
I came out alive. I was taken to Charleston Area
Medical Center and stayed there two weeks.
I received a broken nose, 5 rib fractures, left
scalp laceration, broken collar bone and a
C-2 odontoid this was my most serious problem.
I had to wear a body cast 4 months, just
hoping I will get better soon.

A witness reported to police that I had a flat
tire on the passenger side. The police report is
that the tires were flat front and back on the
right side.

I had a complete check up 7-13-99 before we
made the trip to Ohio. On that date the odometer read
17,442. We didn't do much driving while in Ohio
so the mileage may have been between 18,000 to 19,000.
The truck had a load of household items, furniture, tools,
clothing, etc. all lost.

The Dudash family sued me for 100,000.
and settled for 29,000. I feel so bad about
this accident but there was no way I could help
what happened.

I am so angry to know Ford Motor would
allow such poor grade of tires to be put on their
vehicles. I really like Ford cars and trucks but
now I have my doubts.

I am sending an odometer statement, purchase
agreement, and last statement of car check-up. Maybe there will
be some helpful information you can use.

Any help or advice for me will be
greatly appreciated.

CUSTOMER NAME

STOCK NO.

ODOMETER DISCLOSURE STATEMENT

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

PALATKA FORD LINCOLN/MERCURY

state that the odometer now

(TRANSFEROR'S NAME - PRINT)

reads 10 (no letter) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked:

- (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.
- (2) I hereby certify that the odometer reading is NOT the actual mileage. WARNING—ODOMETER DISCREPANCY.

MAKE FORD

MODEL F-150 BODY TYPE PU REG CA

VEHICLE IDENTIFICATION NUMBER 1FTEP14NKSNA98718

YEAR 95

TRANSFEROR'S NAME PALATKA FORD LINCOLN/MERCURY

TRANSFEROR'S ADDRESS 420 N PALM AVE. (PRINTED NAME)

STREET PALATKA FL 32177-2524 (CITY) (STATE) (ZIP CODE)

TRANSFEROR'S SIGNATURE

DATE OF STATEMENT APRIL 1, 1995

TRANSFEEE'S NAME

TRANSFEEE'S ADDRESS

TRANSFEEE'S SIGNATURE

(ZIP CODE)

(PRINTED NAME)

*Received 3-2-99
The title is in name Nina J. Solak*



Palatka Ford • Lincoln • Mercury

"QUALITY CARE, FOR QUALITY CARS."

Motorcraft

(904) 328-8881

428 N. Palm Ave. Palatka, FL 32177-2624

* SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION

P&A CODE: 03475-7

Form with fields: SUBTOTAL, ALLOWANCE, PLUS PRICE DIFF., LESS REC., CLAIMS REVIEW, CHECK APPROPRIATE BOX, AUTHORIZATION TO SUBMIT CLAIM, PARTS SCRAP QTY, NAME, LABR, TOTAL, Authorized Signature And Date

Form with fields: SERVICE INSTALLED PARTS, DATE INSTALLED, ACCRUED MILEAGE, ORIGINAL P.O. NUMBER, APPROVAL CODE OR NO., MO., DAY, YR., NO. ITEMS, REPAIR 1, REPAIR 2, REPAIR 3, COMMITMENT CODE, PROGRAM CODE(S)

ON BEHALF OF THE 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 DEDUCTION FROM THE APPEARANCE OF THIS VEHICLE IN COMPENSATION FOR ANY REPAIRS OR DEFECTS UNDER THIS WARRANTY. THIS WARRANTY IS AVAILABLE FOR THE ENTIRE TERM OF THE WARRANTY PERIOD. THIS WARRANTY IS NOT VALID UNLESS THE DATE OF REPAIR NOTIFICATION IS THE APPROVED DATE OF INSPECTION BY REPRESENTATIVES OF THE DEALER.



FOR OFFICE USE: TAG: 0316, ADV: 005 CREWS, WI INVOICES: QUOTE CUS 0, VIN: 1FTEF1ANX8NA06718, LICENSE NUMBER: FL LV3065, TAX RULES: NYNY INVOICED AT: 07/13/99 17:34:10, 25 FORD, 4WD, ROAR, RED, ODOMETER IN: 1744, DATES BEGIN: 07/12/99, DONE: 07/13/99, DATES IN SERVICE: 04/195 PRODUCTION: 020695 SOLD: 040:95

CONCERN 01: OIL & FILTER CHANGE --- FLUIDS CHECKED --- TIRE PRESSURE LUBED... OPERATION: RM101, TECH: 102, AMOUNT: *
CORRECTION: OIL & FILTER CHANGE (NON SCHEDULED MAINTENANCE)
COMMENT: OIL & FILTER CHANGE
PART NUMBER: 310 P2, PENN, OIL: 10430, PENN, MOTOR OIL
FACTORY TECH: 102 - ROBBINS, HARLEY
TYPE: LUB LINE FLAS: N6S
TOTAL CHARGE FOR CONCERN: 19.18

CONCERN 02: REPLACE AIR FILTER (PENN/OIL FILTER) OPERATION: PZAIR, TECH: 102, AMOUNT: *
CORRECTION: REPLACE AIR FILTER
COMMENT: REPLACE AIR FILTER
PART NUMBER: 310 P7A, PENN, 142
FACTORY TECH: 102 ROBBINS, HARLEY
TYPE: LUB
TOTAL CHARGE FOR CONCERN: 13.12

CONCERN 03: REPLACE FUEL FILTER (PENN/OIL FILTER) OPERATION: PZFUEL, TECH: 102, AMOUNT: *
CORRECTION: REPLACE FUEL FILTER
COMMENT: REPLACE FUEL FILTER
SERVICED 3 TIMES

FLA. MOTOR VEHICLE REPAIR REGISTRATION # MV 03855

CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE, AND RECEIPT OF INVOICE COPY HEREOF.

SIGNED

Palatka Printing Co., a Div. of Webcor

C10232



Palatka

Ford • Lincoln • Mercury

"QUALITY CARE,
FOR QUALITY CARS."



(904) 328-8881

420 N. Palm Ave.
Palatka, FL 32177-2524

* SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION

P&A CODE: 03475-7

SUBTOTAL	ALLOWANCE	PLUS PRICE DIFF	LESS REC.
<input type="checkbox"/> CLAIMS REVIEW <input type="checkbox"/> PARTS SCRAP OUT			
(CHECK FOR APPROPRIATE BOX) <input type="checkbox"/> AUTHORIZATION TO SUBMIT CLAIM			
\$ PARTS	\$ LABOR	\$ TOTAL	
Authorized Signature And Date			

DATE INSTALLED	SERVICE INSTALLED PARTS	APPROVAL CODE OR NO.
ACCUMULATED MILEAGE	ORIGINAL P.O. NUMBER	
MO. DAY YR	REPAIR 1	REPAIR 2
PROGRAM CODE(S)	REPAIR 3	REPAIR 4
COMMENT CODE		

ON REPAIR OF SERVING CENTER: REPAIR CENTER THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. REPAIRS DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO NOTATION FROM THE APPROVING OFFICE OF THE VEHICLE DEPT. OR STATE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM WAS DEFECTIVE OR UNWARRANTED. ANY AND ALL WITH ANY ACCESSORY, REPLACEMENT OR REPAIR. SERVICE SUPPORTING THE CLAIM ARE AVAILABLE FROM THE YEAR FROM THE DATE OF INVOICE NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY THEIR RESPECTIVE OFFICE.

OWNER'S NAME: INFORMATION -- INVOICE: 054333

VEHICLE INFORMATION

TAG: 0216 REV: 015 CREWS, W INVOICED AT: 07/13/99 17134192 MP 95 F-150 RED LICENSE NUMBER: FL LY1866
 *** R.O., NOT COMPLETE ***

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE 054333

PARTS	24.12
MATERIALS	.11
SERVICE HISTORY ADM.	.50
VOLUNTARY EPA FEE	3.00
MINIUM PARTS & LABOR	81.17
SENIOR CITIZEN	1.92
SUB-TOTAL	106.98
STATE TAX	6.53
TOTAL CHARGE	113.51

PAYMENT DISTRIBUTION FOR INVOICE 054333

TOTAL CHARGE	113.51
CHECK RECEIVED	QIC# 000163 113.51

IF YOU HAVE ANY QUESTIONS - PLEASE SEE WILLIAM J CREWS
REPRINTED 1 TIMES



PAGE 3
LAST PAGE

FLA. MOTDR VEHICLE REPAIR
REGISTRATION # MV 03855

CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE AND
RECEIPT OF INVOICE COPY HEREOF

SIGNED _____

329-4025

PALATKA FORD-MERCURY, INC. 420 N. PALM AVE., PALATKA, FL 32177 • 904/328-8881 DATE: 04/01/95

RETAIL PURCHASE AGREEMENT

STK# T5140

Name: [Redacted] Co-Buyer: NINA J SOLAK

Address: [Redacted]

City: [Redacted] State: FL Zip: 32177

Home: [Redacted] Work Ph: [Redacted]

Title to Read: [Redacted] SS# [Redacted] SS# [Redacted]

DOB: 02/12/22 Dr. Lic.#: S420-076-22-052 DOB: 01/17/26 Dr. Lic.#: S420-630-26-517

Authorization for Credit Investigation:

New Used Mileage: 10 Model#: F14 Salesman: MUSSER, JAME

YEAR	MAKE	MODEL	DOORS	TRANS.	CYL.	COLOR	SERIAL #
95	FORD	F-150		AT	8	EP	1FTEF14NXSNA98718

TRADE-IN INFORMATION

YEAR MAKE MODEL

BODY TRANS CYL COLOR

SERIAL#

TAG# MILEAGE 000000

PAYOFF INFORMATION

LIEN HOLDER

STREET

CITY STATE ZIP

TEL#

ACCT.#

CONFIRMED AMT \$ GOOD TILL

QUOTED BY CONFIRMED BY

ESTIMATED PAYOFF ACKNOWLEDGMENT

I UNDERSTAND THE PAYOFF AMOUNT OF \$ IS ONLY AN ESTIMATE. I AGREE, IF THE ESTIMATED PAYOFF IS HIGHER, I WILL PAY PALATKA FORD-MERCURY THE BALANCE DUE. IF THE ESTIMATED PAYOFF IS LOWER, PALATKA FORD-MERCURY WILL REFUND THE DIFFERENCE.

BUYERS INITIAL HERE [] CO-BUYERS INITIAL HERE []

RESCISSION AGREEMENT

UPON SIGNING OF THIS PURCHASE ORDER SELLER AND BUYER AGREE THAT SELLER MAY RESCIND THE RETAIL INSTALLMENT CONTRACT SHOULD THE ASSIGNMENT OF SUCH CONTRACT BE REFUSED BY ANY LENDING INSTITUTION. UPON RESCISSION, BUYER AGREES TO RETURN THE VEHICLE WITHIN 24 HOURS OF NOTIFICATION AND SELLER AGREES TO RETURN ALL CONSIDERATIONS RECEIVED FROM BUYER, LESS DAMAGES TO VEHICLE. IF BUYER FAILS TO RETURN VEHICLE IN THE ALLOTTED TIME, BUYER SHALL PAY SELLER THE SUM OF \$75.00 PER DAY AND \$.25 PER MILE FOR DAMAGES.

"THIS CONTRACT CONTAINS THE SOLE AND ENTIRE AGREEMENT OF THE PARTIES AND CONTAINS EVERY MATERIAL REPRESENTATION, AGREEMENT AND UNDERSTANDING OF THE PARTIES. NEITHER PARTY SHALL HAVE ANY CLAIM AGAINST THE OTHER IN CONNECTION WITH SUCH SALE OR THE PRIOR NEGOTIATIONS RELATING TO SUCH SALE UNLESS SUCH SALE IS BASED UPON OR ARISES UNDER THE CONTRACT. IF ANY REPRESENTATION WAS MADE BY OR ON BEHALF OF THE DEALER TO INDUCE THE BUYER TO ENTER INTO THIS CONTRACT, IT IS HEREBY WAIVED BY THE BUYER AS IMMATERIAL UNLESS STATED HEREIN; AND IN CONSIDERATION OF DEALER'S EXECUTION OF THIS CONTRACT, THE BUYER AGREES TO, AND DOES HEREBY, RELEASE AND DISCHARGE THE DEALER FROM ANY AND ALL CLAIMS IN LAW OR IN EQUITY, ARISING OUT OF OR BASED UPON ANY STATEMENT OF REPRESENTATIONS MADE DURING ANY PRIOR NEGOTIATIONS RELATED TO SUCH."

LIST PRICE OF VEHICLE	\$ 20811.50
FACTORY INSTALLED EQUIPMENT LIST BELOW	
DEALER INSTALLED EQUIPMENT LIST BELOW	
PROTECTION PACKAGE	
TOTAL PRICE OF VEHICLE WITH OPTIONS	
TRADE ALLOWANCE	
TRADE DIFFERENCE	
ADMINISTRATIVE FEES	
STATE OF FLORIDA DEPARTMENT OF REVENUE	6.50
SOLID WASTE, TIRES AND BATTERY	1249.08
SALES TAX	49.47
ESTIMATED TAG AND TITLE TRANSFER FEES	2.00
MWEA	
PAYOFF ON TRADE	
TOTAL PRICE	\$
EXTENDED WARRANTY YEARS 00	
MILES	
TOTAL SELLING PRICE	\$ 22118.55
REC.# DEPOSIT \$	22118.55
REC.# C.O.D. \$	
TOTAL DOWN PAYMENT	22118.55
TOTAL AMOUNT DUE OR FINANCED	\$ 0

SPECIAL CONDITIONS OF SALE
ALL WORK MUST BE DONE WITHIN 30 DAYS OF DATE SOLD UNLESS OTHERWISE SPECIFIED.

CUSTOMER CONTROL # 250040

Salesman's Signature

Sales Mgr.'s Signature

Business Mgr.'s Signature

Contract to be paid in Monthly Payments of \$ Each Starting Day of 19 To

PURCHASER(S) X [Redacted]

MANAGEMENT ACCEPTANCE

NOT A BINDING ORDER UNTIL ACCEPTED BY MANAGEMENT

Palatka Printing Co., Inc.