



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 437

Date Received

07-DEC-1999

Od_or _____
rt_dt _____
od_rt _____
up_ltr _____

Reference No.

853770

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

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) _____ (located at front of windshield on drivers side)	Vehicle Make FORD TRUCK	Vehicle Model WINDSTAR	Vehicle Year 1998	Current Odometer Reading
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Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
☒ New ☐ Used	City _____ State _____ Zip Code _____	No Cylinders _____	

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☐ 3-Point Belt ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 12112300	Part Name(s) INTERIOR SYSTEMS: PASSIVE RESTRAINT: AIR BAG: SIDE DOOR: P/	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) 14-DEC-1999 Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash ☒ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured 1	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE DRIVING DOWN STREET CAR RAN STOP SIGN, CONSUME RMASHED ON BRAKES, BUT STILL CRASHED INTO OTHER CAR, UPON IMPACT, PASSENGER'S SIDE AIR BAG DEPLOYED AND STRUCK FATHER IN FACE, CAUSING TEMPORARY BLINDNESS. ALSO, BRAKES SQUEAKED, AND PULLED TO RIGHT WHEN APPLIED. DEALER TEST DROVE VEHICLE, BUT FOUND NOTHING. CLAIM FORMS WERE TO BE SENT TO CONSUMER, BUT WERE NEVER SENT. 'AK

CONTINUED ON BACK (SEE)

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.



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Date Received **00 JAN 28 PM 07-DEC-1999**
Office **DEFECTS INVESTIGATION**
Reference No. **853770**

OWNER INFORMATION (Type or Print)

Work Number

Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of _____ and address to the vehicle manufacturer.
Signature of Owner _____ Date **12/20/99**

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 27mdas1u8w6616472	Vehicle Make FORD TRUCK	Vehicle Model WINDSTAR	Vehicle Year 1998	Current Odometer Reading
Purchase Date 9-29-98	Dealer's Name Crowders Ford		Engine Size (CID/CC/L) V6	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection
☒ New ☐ Used	City Florence State SC Zip Code		No Cylinders	
Transmission Type ☐ Manual ☒ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☐ 3-Point Belt ☒ Driverside Airbag ☐ Motorbelt ☐ 2-Point Belt ☒ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☒ Front ☐ Rear ☐ 4-Wheel
Vehicle Type ☒ Car ☐ Van ☐ Minivan ☐ Other		Body Style ☐ Sport Util ☐ Truck ☐ Motorcycle ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other		

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 12112340	Part Name(s) INTERIOR SYSTEMS: PASSIVE RESTRAINT: AIR BAG: SIDE DOOR: P	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Date(s) of Failure(s) 14-OCT-1998 Mileage at Failure(s) Vehicle Speed at Failure(s) 30 mph	Failed Part(s) Available? ☐ Yes ☒ No	NHTSA Previously Contacted? ☒ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash ☒ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured x 2	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE DRIVING DOWN STREET CAR RAN STOP SIGN, CONSUME RMASHED ON BRAKES, BUT STILL CRASHED INTO OTHER CAR, UPON IMPACT, PASSENGER'S SIDE AIR BAG DEPLOYED AND STRUCK FATHER IN FACE, CAUSING TEMPORARY BLINDNESS. ALSO, BRAKES SQUEAKED, AND PULLED TO RIGHT WHEN APPLIED. DEALER TEST DROVE VEHICLE, BUT FOUND NOTHING. CLAIM FORMS WERE TO BE SENT TO CONSUMER, BUT WERE NEVER SENT. *AK

CONTINUE ON BACK IF NEEDED

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Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.:

D O T P 2 0 5

MANUFACTURER/TIRE NAME

Firestone

SIZE

70R15

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

And phone number you can reach
me at [REDACTED]

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

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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



REPAIR ORDER
HASELDEN BROTHERS INC.
P.O. BOX 489
HEMINGWAY, SC 29554



PARTS (843) 558-2823
SALES
BODY SHOP (843) 558-2104
SERVICE
OFFICE (843) 558-2134
REPAIRS • BODY BUILDING • WRECKER SERVICE

CUSTOMER COPY

CUST# 2230 (DUPLICATE) RM# 09618

PG 2

ADDR: E
4. PROBLEM: CHECK FRONT END ALIGNMENT

LABOR: 35.00

SUBTOTAL LABOR 35.00

5. PROBLEM: CHECK A/C SYSTEM

LABOR:

6. PROBLEM: CHECK ENGINE LIGHT ON

LABOR:

7. PROBLEM: CHECK LIGHTS & FLUID

LABOR:

8. PROBLEM: REPLACE DASHBOARD ASSY

LABOR:

TOTAL LABOR 2,543.30
TOTAL PARTS 3,573.09

REPAIR ORDER SUBTOTAL 6,236.39
*SALES TAX 221.59
REPAIR ORDER TOTAL 6,457.98

1. HASELDEN BROTHERS INC. 1,007.00



REPAIR ORDER

HASELDEN BROTHERS INC.

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REPAIRS • BODY BUILDING • WRECKER SERVICE

CUSTOMER COPY

UNIT# 2230

RO# C9799 PG 1
DATE 1/04/00 - 1/04/00
FOR
WRITER BL
APPROVAL BL /RL

DER 2230 UNIT# UAB10472 1498 FORD WINDSTAR CURR MI 65,312.0
VIN: 2FMDPS10A00010472

LIST T/C UNIT PRG EXT

1. PROBLEM: REPLACE DASH

LABOR:			2		350.00	
PRG:	1.00	F7021604320BAD PNL ASY-	1	1075.88	1,075.88	*
	1.00	DIFF IN H/L ASS	1	153.25	153.25	*
	1.00	DIFF IN H/L ASS	1	153.25	153.25	*
				TOTAL LABOR	350.00	
				TOTAL PARTS	1,402.38	



2. PROBLEM: CHECK ENGINE LIGHT ON

LABOR:			2		40.00	
				SUBTOTAL LABOR	40.00	

TOTAL LABOR	390.00
TOTAL PARTS	1,402.38
REPAIR ORDER SUBTOTAL	1,792.38
SALES TAX	84.14
REPAIR ORDER TOTAL	1,876.52

PLEASE PAY TO YOUR ACCOUNT 1,876.52

CUSTOMER NO

CUSTOMER NO 2230 (DUPLICATE) RUM# 09318 PG
 DATE 11/08/99 - 11/30/99
 PHONE: [REDACTED]
 WRITER KL
 APPROVAL KL /KL

OWNER 2230 UNYTH RDB10472 1998 FORD WINDSTAR CURR MI 65,312
 VIN: 2FMDA10040B10472

LIST T/O UNIT PRO EXT

(C) 1. PROBLEM: BODY REPAIRS PER ESTIMATE

LABOR:

2,508.30

PARTS:

QTY	PART NO	DESCRIPTION	UNIT	PRICE	EXT
1.00	F78Z17D237HF	COVER	1	253.00	253.00
1.00	F78Z17D482AA	ISOLATOR	1	50.25	50.25
1.00	F78Z8A284AA	HEADL	1	182.73	182.73
1.00	F78Z13008AA	HEADL	1	250.00	250.00
1.00	F78Z13008AB	HEADL	1	250.00	250.00
1.00	F78Z130091AA	LAMP ASY	1	19.00	19.00
1.00	F78Z15A201AA	SUPPORT	1	131.92	131.92
1.00	F78Z1513BAH	DEFLECTO	1	12.72	12.72
1.00	F78Z19E525AA	HOOD ASY	1	294.43	294.43
1.00	F78Z16612AE	HINGE AS	1	19.00	19.00
1.00	F78Z16738GB	INSULATO	1	60.45	60.45
1.00	F78Z16700A	LAT ASY-	1	28.75	28.75
1.00	F78Z16864AA	BRACKET	1	19.38	19.38
1.00	F78Z16034AC	PULLEY A	1	24.05	24.05
1.00	F78Z17700AA	MODULE	1	18.08	18.08
1.00	F78Z16043B13AAA	MODULE	1	525.00	525.00
1.00	F6BZ16044A74BAH	CONDENSE	1	656.26	656.26
1.00	YJ600	FAN AND	1	214.84	214.84
1.00	18400	FAN AND	1	247.52	247.52
1.00	18400	FAN AND	1	170.00	170.00
1.00	FUSE		1	.99	.99
1.00	CDP 455200 WIPE		1	4.92	4.92
1.00	PAINT MATERIALS		1	300.00	300.00

SUBTOTAL LABOR 2,508.30
 SUBTOTAL PARTS 3,693.09

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or contents of vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle 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 vehicle to secure the amount of repairs thereto.

DISCLAIMER OF WARRANTIES Any warranties on the products sold hereby are those made by the manufacturer. The seller, Haselden Brothers Inc., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Haselden Brothers Inc., neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

Customer
 Signature X



REPAIR ORDER
HASELDEN BROTHERS INC.

P.O. BOX 488
HEMINWAY, SC 29554



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REPAIRS
BODY BUILDING
SERVICE OFFICE (843) 558-2134
WRECKER SERVICE

CUSTOMER

CUST# 2230 (DUPLICATE) RO# C9318

LABOR: 2
C) 4. PROBLEM: CHECK FRONT END ALIGNMENT

LABOR: 2 35.00

SUBTOTAL LABOR 35.00

C) 5. PROBLEM: CHECK A/C SYSTEM

LABOR: 2
C) 6. PROBLEM: CHECK ENG

LABOR: 2
C) 7. PROBLEM: CHECK LIG



LABOR: 2
C) 8. PROBLEM: REPLACE DASHBOARD ASSY

LABOR: 2

TOTAL LABOR 2,543.30
TOTAL PARTS 3,693.09
REPAIR ORDER SUBTOTAL 6,236.39
SALES TAX 221.59
REPAIR ORDER TOTAL 6,457.98
CHARGED TO YOUR ACCOUNT 6,457.98