



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 241

Date Received

03-FEB-2001

Od_or _____
rt_dt _____
pd_rt _____
ip_ltr _____

Reference No.

880178

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

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02611000	Part Name(s) WHEELS: RIM BASE	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Date(s) of Failure(s) 30-JAN-2001 Mileage at Failure(s) 78000 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	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHEEL RIM IS CAUSING A LEAKAGE IN TIRE DEALER IS AWARE AND WAITING ON PARTS. FEEL FREE TO PROVIDE ANY FURTHER DETAILS ON THIS MATTER. *AK

CONTINUE ON BACK IF NEEDED

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.

 DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 241	
		Date Received 01 MAR - 1 APR 08-FEB-2001 FIELD INVESTIG	
OWNER INFORMATION (Type or Print)		Od_or _____ rt_dt _____ od rt _____ up_itr _____ Reference No. 880178	
[Redacted] 673510		Work Number [Redacted] Home Number [Redacted]	
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 <u>2/24/01</u>	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (located at bottom of windshield on driver's side) PLEASE FILL IN <u>2FM0A51U6W8808504</u>		Vehicle Make FORD TRUCK	Vehicle Model WINDSTAR
		Vehicle Year 1998	Current Odometer Reading 76200
Purchase Date <u>11/99</u> ☐ New ☒ Used	Dealer's Name <u>ANTelope VALLEY PCNO</u> City <u>LANCASTER</u> State <u>CA</u> Zip Code _____		Engine Size (CID/CC/L) _____ No Cylinders _____ ☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
Transmission Type ☐ Manual ☒ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	Cruise Control ☐ Yes ☒ No
		Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☒ Van ☐ Minivan ☐ Other _____ ☐ Sport Util ☐ Truck ☐ Motorcycle
		Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 02611000	Part Name(s) WHEELS:RIM BASE		Location ☐ Left ☐ Front ☐ Right ☐ Rear
		Failed Part(s) ☐ Original ☐ Replacement	
No of Failures	Date(s) of Failure(s) <u>30-JAN-2001</u> Mileage at Failure(s) <u>78000</u> Vehicle Speed at Failure(s) <u>42 mph</u>		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 _____	Number of Fatalities _____
		Estimated Property Damage <u>\$260</u> <u>for wheel rim & tire + hub cap.</u>	Reported to Police ☐ Yes ☒ No
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
WHEEL RIM IS CAUSING A LEAKAGE IN TIRE DEALER IS AWARE AND WAITING ON PARTS. FEEL FREE TO PROVIDE ANY FURTHER DETAILS ON THIS MATTER. *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.*

DOT M4M 3F 8 M 3 49

MANUFACTURER/TIRE NAME

PC74R A 875

SIZE

P215/70R15

* 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)

on 1/30 WHEN NOTING A SLOW LEAK IN THE
DRIVERS SIDE FRONT TIRE, WE WENT TO
GREAT AMERICAN TIRE CENTER, 640 BUS S LANCASTER CA 93534
TEL 661 942 8471. WHERE WE WERE ADVISED THE FAULT
WAS WITH THE WHEELHUB & NOT THE TIRE AND
THAT WE SHOULD CONTACT FORD. WE RETURNED
TO THE DEALER IN LANCASTER AND WAS TOLD THE
WHEELHUBS WERE FAULTY AND WERE ON
BACK ORDER. IN THE MEANTIME WE WERE
ADVISED TO HAVE A 'TUBE' PLACED IN
THE TIRE TO PREVENT LEAKAGE OF AIR.
THIS WAS DONE ON 1/30/01 BY GREAT
AMERICAN TIRE.

☆ U.S. G.P.O. 1992 - 403-867 / 80000

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. 7373 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL HWY TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590

On 2/1/01 at approx 1645pm when I was driving down Challenger Way in Lancaster CA 93535 at approx 40 MPH my front drivers side tire violently exploded, my car flew to the side of the street luckily avoiding other cars and passers by. I had to call AAA and be taken back to Great American Tire. I purchased another tire and had it placed on my Windstar. We were supposed to be leaving for a vacation in Pheonix AZ the next morning.

By 2300 on 2/1/01 the new tire was flat. At 0700 on 2/2/01 I called Ford Service in Lancaster and explained the situation to them, I was again told the part #F58Z 1015A was not going to be off back order till 3/00 and there was nothing they could do. I have an extended warrently on my Windstar and called that company and was told the Warrently does not cover tires or wheels.

We had to rent a minivan for our vacation to AZ which I downsized to a smaller car on our return. On 2/7/01 I again went to Ford Service in Lancaster and asked for more information on the Wheel rim and was again told and given a copy of the printout giving info on the back order. They finally found me one wheelrim and sold it to me for \$120. I have been told my other rims may need to be replaced and that Ford will not pay for this. The manager at Great American Tire says he has seen this problem very frequently recently on the Windstar and thinks Ford should order a recall. With car rental and parts and tires this has cost me around \$500 which neither Ford or my insuranec or warrenty is willing to cover. I am concerned there are others in the

same situation and that could result in injury or death.
I feel that Ford is not addresssing the situation or alerting
people or covering expenses.



2/24/01.

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

SOLD TO:

QUICK LANE CUSTOMER

INV# 002300

CASH

NAD# 002000 M05 76 CP

MP045/125 B45 02/07/01

155 11:45:12

VEN PART NUMBER

01 F5921015A

DESC

DISC & R

QTY LIST

SELL

TOTAL

1 120.00 120.00 120.00

PAID

FEB 07 2001

SHUTTLE LINCOLN MERCURY

BILL
FOR
NEW
PART

SUBTOTAL 120.00

TAX 9.60

TOTAL LINES 1

INVOICE TOTAL 129.60

*** THANK YOU FOR VISITING SHUTTLE L/M PARTS CENTER ***

CHECK OUT OUR WEBSITE AT WWW.SHUTTLELM.COM

PAGE 001 OF 001 YOUR ORDER WAS FILLED BY RAYMOND GARCIA

AHDR5501
CUSTOMER: 11810
COMMAND:

DOES II SYSTEM
MERCHANDISER REMARKS

02/07/01 14:54:50 (EST)
ONLINE: 000 MIN.

NEXT KEY:

PART #: F58Z 1015A ENG #: F58A1015CB
PART NAME: DISC & RIM ASY-WHL 1 DATE OFF B/O: 03/12/01 B/O RANKING: 25
DATE MERCHANDISER REMARKS

1. FILL EM-ORDS FROM: PDC'S
2. CAUSAL DESCRIPTN1: PAST DUE.
3. CAUSAL DESCRIPTN2: EXCESSIVE ORDER QUANTITY
4. 122900 44 PCS IN AIMS, POSSIBLE HELP FOR DEALERS
5. 20701 1150 PCS INTRANSIT TO PDCS TO PARTIALLY COVER BACKORDERS Q4A
6. 20601 ADD'L 1440 PCS ARRIVING WK OF 2/26/01 (VIA OCEAN) Q4A
- 7.
- 8.
- 9.
- 10.
- 11.
- 12.
- 13.

ENGINEERING PART NUMBERS WITH AN "O" IN THE PREFIX, CHANGE TO ZERO.

F1=HELP F3=SIGNOFF F5=INTRAN F6=PAC F7=NPA F11=MENU
216 ENTER NEXT PART NUMBER

PAGE 001
WAE92B06

COPY OF DOCUMENT FOR TECH. GAVE
TO ME 2/7/01

CC

Hertz

JOV

RR 839303651 #01RN

VEH 01188/7/20764 GLS R 01NMPV UC CA 4HLS50
FUEL 8.8 OUT 8.8 IN
CDP: 00000

RFS 0000000000

PREPARED BY: 8087/CALCE01
COMPLETED BY: 8087/CALCE01RENTED: 02/02/01 07:34 @ LANCASTER, CA - HLE
RETURN: 02/03/01 01:24 @ LANCASTER, CA - HLEPLAN IN: CNVD RATE CLASS: N
PLAN OUT: CNVDMILEAGE IN: 13071 TR-X MILES
MILEAGE OUT: 11662 MILES ALLOWED
MILES DRIVEN: 1409 MILES CHARGEDDAYS 5 @ \$ 54.99 / DAY \$ 274.95
SUBTOTAL 1 \$ 274.95
DISCOUNT 10% \$ 27.49
SUBTOTAL 2 \$ 247.46
LDS DECLINED
LIS DECLINED
PAL, PEC DECLINED
VER LIC FEE
TAX 8.000% ON TAXABLE TTL OF \$ 247.46 \$ 3.70
CHARGED ON VISA XXXXXXXXXXXXX1714 \$ 19.80
RENT FP VISA XXXXXXXXXXXXX1714 \$ 278.06

STATEMENT OF CHARGES - NOT VALID FOR RENTAL

CC

Hertz

JOV

RR 839304430 #01RN

VEH 01198/6/151286 GLS B 01NESA UC CA 4HLS430
FUEL 8.8 OUT 8.8 IN
CDP: 00000

RFS 0000000000

PREPARED BY: 8087/CALCE01
COMPLETED BY: 8087/CALCE01RENTED: 02/01/01 08:10 @ LANCASTER, CA - HLE
RETURN: 02/01/01 18:28 @ LANCASTER, CA - HLEPLAN IN: CNVD RATE CLASS: B
PLAN OUT: CNVDMILEAGE IN: 12859 TR-X MILES
MILEAGE OUT: 12595 MILES ALLOWED
MILES DRIVEN: 94 MILES CHARGEDDAYS 2 @ \$ 24.99 / DAY \$ 49.98
SUBTOTAL \$ 49.98
LDS DECLINED \$ 18.00
LIS DECLINED
PAL, PEC DECLINED
VER LIC FEE
TAX 8.000% ON TAXABLE TTL OF \$ 49.98 \$ 4.00
CHARGED ON VISA XXXXXXXXXXXXX5818 \$ 73.92
RENT FP MC XXXXXXXXXXXXX818

STATEMENT OF CHARGES - NOT VALID FOR RENTAL

copy of
can return
plus.

Grand American Tire & Service Centers

640 Avenue J
Lancaster, CA 93534
(661) 942-8471
B.A.R. # AJ 178920

INVOICE

189766

DATE: 2-61-0

HOW DID YOU LEARN ABOUT US?

☐ L.A. TIMES ☐ DAILY NEWS
☐ LOCAL PAPER ☐ PENNSYLVANIA
☐ YELLOW PAGES ☐ RECYCLER
☐ TELEVISION ☐ RADIO
☐ REFERRAL ☐ OTHER
☐ REPEAT

NAME		SALES	MECHANIC	INSTALLER
ADDRESS		YEAR 98	MAKE Ford	MODEL WIND
CITY		MILEAGE 15289	LICENSE NUMBER XWA583	HAT #
PHONE		P.O. #	CUSTOMER NUMBER	

QTY	SIZE / DESCRIPTION	UNIT PRICE	TOTAL
1	20-10-15 168R2 UFGTMD		
	FEDERAL EXCISE TAX		
	TIRE DISPOSAL FEE	\$2.00	
	VALVE STEMS ☐ RUBBER ☐ METAL		

☐ CHECK IF OLD PARTS REQUESTED PRIOR TO START OF WORK		TOTAL TIRES / WHEELS	
COMPUTER WHEEL BALANCE	LF RF LR RR SPARE		
FLAT REPAIR			
MOUNT AND DISMOUNT			
ROAD HAZARD WARRANTY (OPTIONAL)			
MISC. TIRE LABOR			

[illegible][illegible]

INSPECT AND ADVISE COST OF REPAIR						TOTAL MECHANICAL LABOR	
ESTIMATE	REV. ESTIMATE	ADD'L. COST	NUMBER PHONES	DATE	TIME	APPROVED BY	METHOD OF PAYMENT: ☐ Cash TOTAL TIRES TOTAL PARTS
							

[illegible]

METHOD OF PAYMENT:

☐ Cash

☐ Discover

☒ ~~Master Card~~

☐ Amex

☒ Other

☐ Charge

☐ Check #

TOTAL TIRES	
TOTAL PARTS	
SUB-TOTAL	
SALES TAX ON PARTS/TIRES	
TOTAL TIRE LABOR OR BALANCING	
TOTAL MECH. LABOR	
TOTAL	57.16

CUSTOMER'S SIGNATURE

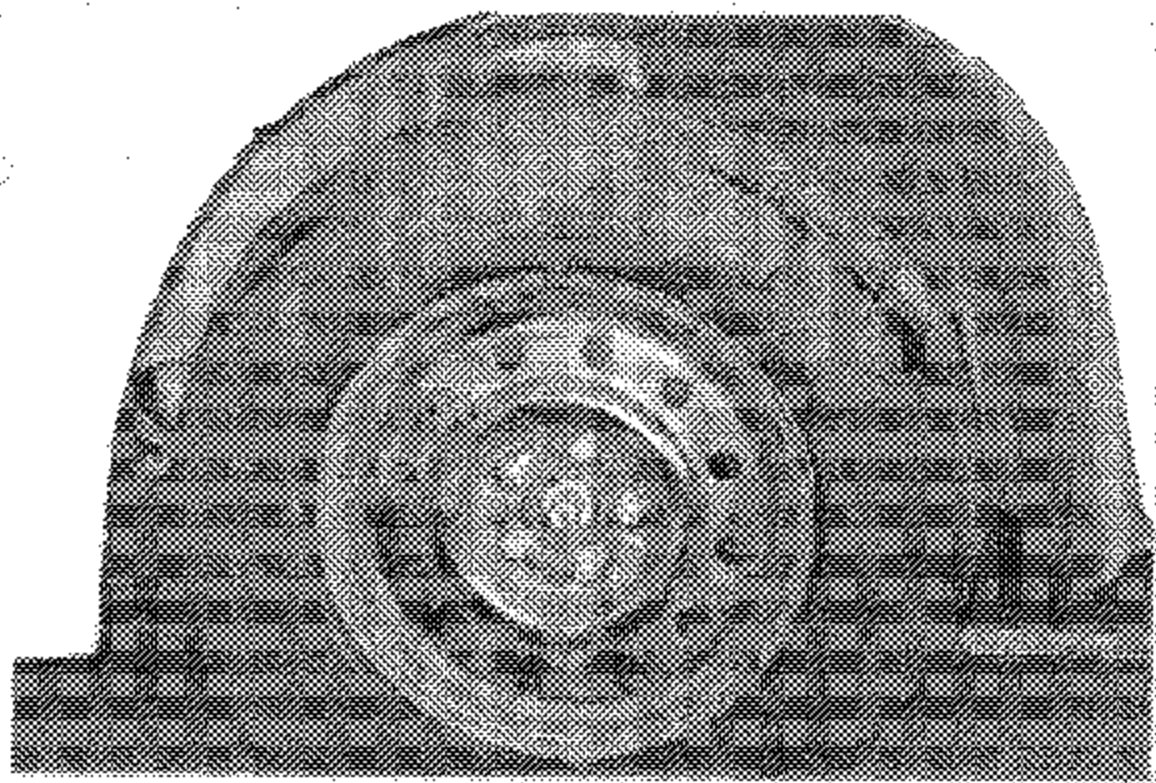
MAIN OFFICE - WHITE

CUSTOMER - GOLDENBOND

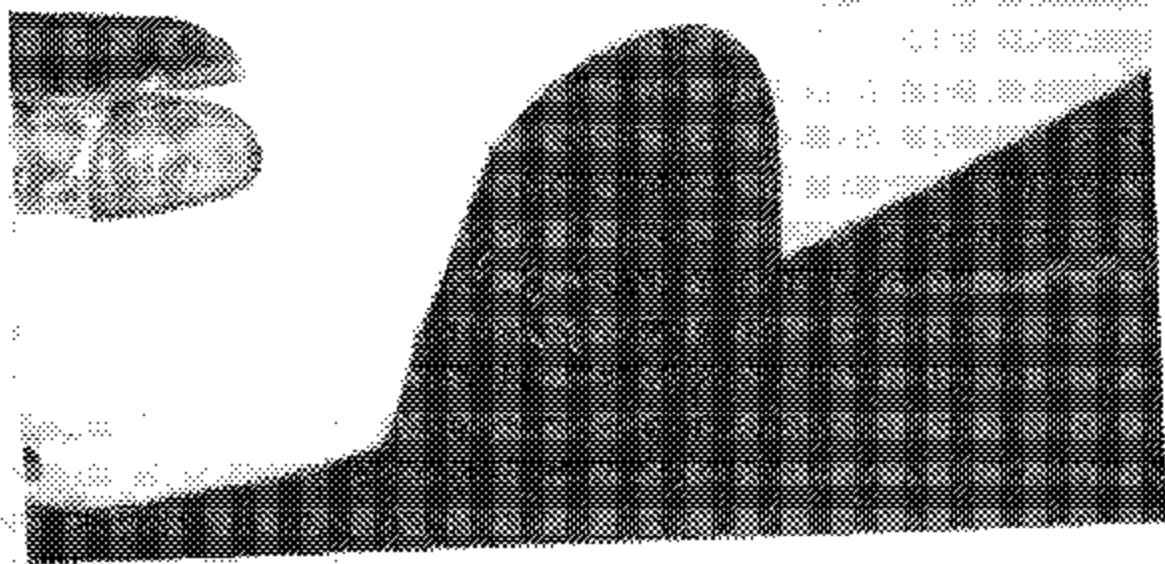
BỘ CÔNG AN - VIỆT NAM

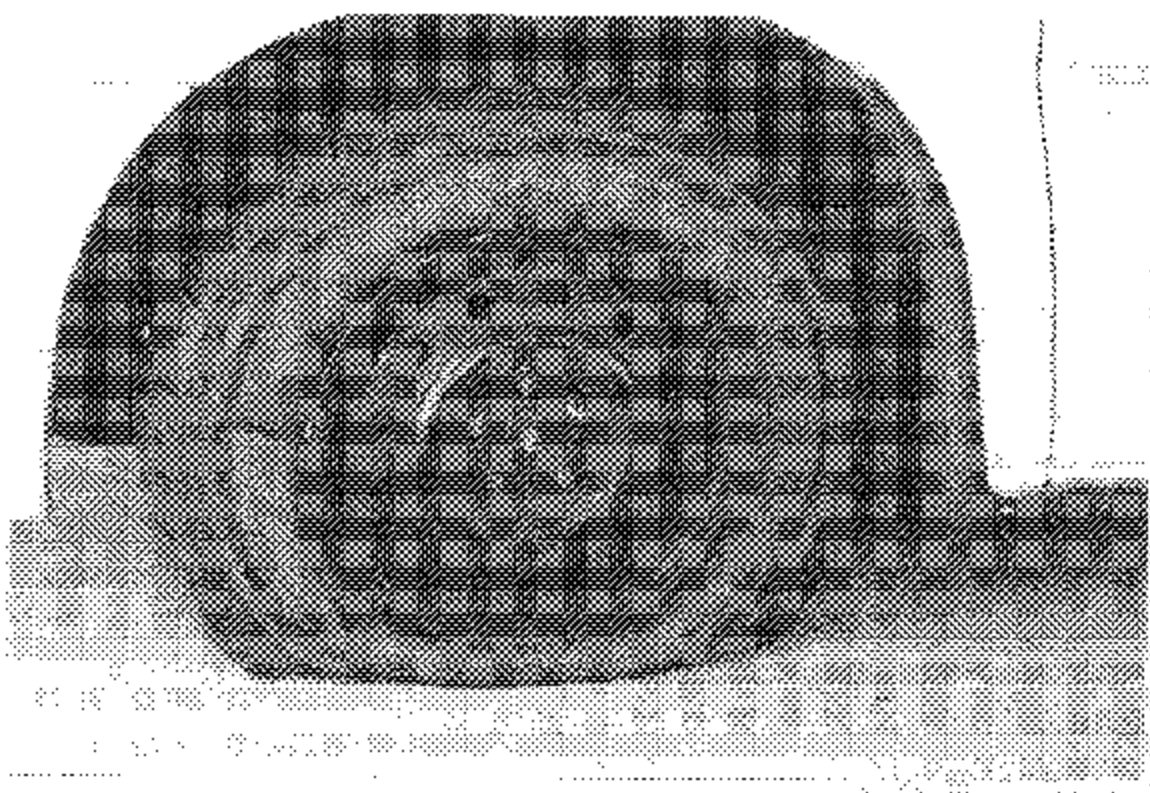
ESTIMATE FRAIL

DOI: 10.1002/for



-TYPE FOLLOWING EXPLOSION
 2/11/01 1645 gm. HUB CAP LOST
 BLWRO SEE BY TIME EXPLOSION





BRAND NEW TYPE.
COMPLETELY PUTT. 2/21/01.