



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

Date Received 07-JAN-2003	Repository ☐
Reference No. 10002303	
Office DEFECTS INVESTIGATION	
Daytime Telephone Number [Redacted]	E-mail Address [Redacted]
Evening Telephone Number [Redacted]	

OWNER INFORMATION (Type or Print)

Name [Redacted]	
Address [Redacted]	
City HARVEST	State AL Zip Code [Redacted]

Daytime Telephone Number [Redacted]
Evening 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 a signature, address to the vehicle manufacturer.
Signature of Owner [Redacted] Date **1/1/03**

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2FMDA5143W8674029		Make FORD	Model WINDSTAR	Model Year 1998
Date Purchased June 1998	Dealer's Name and Telephone Number Woody Anderson Ford 256-539-9441		Engine: No. of Cylinders 4	Fuel Type: Gasoline
Original Owner ☐	Dealer's City Huntsville	State AL	Zip Code 358916	
Transmission Type Automatic	☒ Antilock Brakes ☒ Cruise Control	Powertrain	Vehicle Component Code 114000 ELECTRICAL SYSTEM: WIRING	
Multiple Failure:				

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 07-JAN-2003	Failure Mileage 80,000	Failure Speed 0
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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 0	Number of Deaths 0	Reported to Police N
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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).

CONSUMER STATES AFTER HIS WIFE HAD DRIVEN THEIR VAN FOR APPROX 15 MILES TO WORK AND PARKED IT, CAME BACK ABOUT NOON TIME, SHE DISCOVERED THAT THE PLASTIC AROUND THE BUTTON THAT CONTROLS THE REAR DEFROSTER HAD MELTED. TS

The switch for the rear window defroster shorted and caused the dash panel to melt. I took the vehicle to the dealer for repair. The switch & panel were replaced at a cost of \$279.43.

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.

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**