



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 1367

Date Received
AUG 15 AM 10:36
23-JUN-2003

Repository ☐
Reference No.
10024751

OWNER INFORMATION (Type or Print)

Name
Address
City SAN BENITO State TX Zip Code

Daytime Telephone Number
Evening Telephone Number
E-mail Address

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 Owner Date

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
2FMZA5145WBD18265
2FMZA5145WBD18265
Date Purchased 10-27-01 Dealer's Name and Telephone Number BOGGS FORD 956-423-2580
Original Owner ☐ Dealer's City HARLINGEN State TX Zip Code 78586 Engine: 6 cyl No: Cylinders 3.8 L. Fuel Type: SEI
Transmission Type AX4S ☒ Antilock Brakes ☐ Cruise Control Powertrain Automatic
Vehicle Component Code 103600 POWER TRAIN: AUTOMATIC TRANSMISSION: COOLING UNIT
Multiple Failure: 1

FAILED COMPONENT(S) / PART(S) INFORMATION

Incident Date(s) 5/21/03 Failure Mileage 82177 86907 Failure Speed 55-60

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(es).)

Crash ☐ Yes ☒ No Fire ☐ Yes ☒ No Number of Persons Injured Number of Deaths Reported to Police

Narrative Description of Incident(s), Crash(es), and Injury(es).

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).

INTERMITTENTLY WHILE DRIVING THERE IS A KICKING NOISE FROM THE TRANSMISSION. THIS RESULTS IN THE VEHICLE LOSING TRANSMISSION FLUID. *AK TRANSMISSION SPECKS INTERMITTENTLY AT SLOW SPEEDS, IT SEEMS TO KICK MORE ON TURNS AND ACCELERATION. VEHICLE CHECKED BY DEALER 3/24. I TOLD THEM ABOUT THE PROBLEM THEY SAID THEY FOUND NO PROBLEM. ON 5/21 WHILE DRIVING FROM TEXAS TO TENNESSEE WE NOTICED SMOKE FROM ENGINE AREA AND REAR WINDOW BECAME DISTORTED. WHEN WE STOPPED WE SAW THE TRANSMISSION FLUID ALL OVER THE PLACE AND STILL SEEING OUT IT HAD GONE FROM THE TRANSMISSION TO CONVEYER ALL BOTTOM AREA AND OUT TO BUMPER AND DRENCHED REAR WINDOW. WE MADE IT TO DEALERSHIP IN JACKSON TN. GOLDEN CIRCLE FORD 431-664-0873 (CARY WELLS) IT TOOK THEM ABOUT 10 MINUTES FOR THEM TO TELL ME I NEEDED A NEW TRANSMISSION. STEVE REPLACED TRANSMISSION. I DID ASK FOR OLD TRANSMISSION HE SAID HE

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.

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Re: 1998 Ford Windstar Transmission kick

[Follow Ups] [Post Followup] [The Good News Bulletin Board] [FAQ]

Posted by Kerry Casto on October 23, 1999 at 13:55:55:

In Reply to: READ THIS FIRST! posted by David M. Newman (Webmaster) on January 08, 1997 at 12:06:24:

I to am an owner of a van I wish I had never bought. I had a Dodge Caravan '94 that ton had a transmission problem. My 1998 Ford Windstar had 16,000 miles on it when I bought it. It now has 34,000. First I have had the tie rod replaced. Now I am having problems with gearing down like in first gear and accelerating. There is a kick in it and getting worse. We took it to the dealer where purchased and they have not found the problem. It doesn't do it all the time. After reading all the other follow ups. Everyone else has very similar problems. Now what can be done Ford readers????

Follow Ups:

- Re: 1998 Ford Windstar Transmission kick ANN 6/19/103 (0)
- Re: 1998 Ford Windstar Transmission kick patty molnar 6/02/102 (13)
 - Re: 1998 Ford Windstar Transmission kick Darryle Crump 7/20/102 (12)
 - Re: 1998 Ford Windstar Transmission kick Francine 10/10/102 (6)
 - Re: 1998 Ford Windstar Transmission kick Dan 12/29/102 (2)
 - Re: 1998 Ford Windstar Transmission kick Carlos Abad 5/04/103 (1)
 - Ford Windstar Transmission Carlos Abad 5/04/103 (0)
 - Re: 1998 Ford Windstar Transmission kick Doug 11/23/102 (2)
 - transmission problem Jim 11/26/102 (1)
 - Re: transmission problem John Banks 5/30/103 (0)
 - Re: 1998 Ford Windstar Transmission kick Francine 10/10/102 (0)
 - Re: 1998 Ford Windstar Transmission Lori 10/07/102 (3)
 - Re: 1998 Ford Windstar Transmission Lynn Shumway 10/16/102 (2)
 - Re: 1998 Ford Windstar Transmission Jane 11/05/102 (1)
 - Re: 1998 Ford Windstar Transmission John 11/12/102 (0)
 - Re: 1999 ford windstar john lombardi 4/24/102 (28)
 - Re: 1999 ford windstar Dave 5/30/103 (0)
 - Re: 1999 ford windstar jason hazel 5/19/103 (0)
 - Re: 2000 Windstar Jerry L. Shelton 12/01/102 (0)
 - Re: 1999 ford windstar andrea 10/18/102 (9)
 - Re: 1999 ford windstar Bob Hoskins 5/02/103 (0)
 - Re: 1999 ford windstar Bob Hoskins 4/30/103 (0)
 - Re: 1999 ford windstar Bob Hoskins 4/30/103 (0)
 - Re: 1999 ford windstar Steve 3/26/103 (1)
 - Re: 1999 ford windstar ford owner 5/28/103 (0)
 - Re: 1999 ford windstar Ricardo Dittmer 12/19/102 (1)
 - Re: 1999 ford windstar Kai 6/21/103 (0)

- Re: 1999 ford windstar John 11/12/102 (0)
 - Re: 1999 ford windstar John 11/12/102 (0)
- Re: 1999 ford windstar Nour Nazef 8/13/102 (3)
 - Re: 1999 ford windstar ml 9/14/102 (0)
 - Re: 1999 ford windstar David Chan 8/27/102 (1)
 - Re: 1999 ford windstar David Chan 8/27/102 (0)
- Re: 1999 ford windstar Nour Nazef 8/13/102 (0)
- Re: 1999 ford windstar W Foley 8/03/102 (9)
 - Re: 1999 ford windstar cesar martinez 2/25/103 (0)
 - Re: 1999 ford windstar cesar martinez 2/25/103 (0)
 - Re: 1999 ford windstar Corey Vriens 10/05/102 (0)
 - Re: 1999 ford windstar Corey Vriens 10/05/102 (0)
 - Re: 1999 ford windstar Diane Hernandez 9/25/102 (0)
 - Re: 1999 ford windstar Diane Hernandez 9/25/102 (0)
 - Re: 1999 ford windstar w Foley 8/03/102 (2)
 - Re: 1999 ford windstar Mark 11/12/102 (0)
 - Re: 1999 ford windstar Mark 11/12/102 (0)
- Re: 1999 Ford Windstar Transmission kick Matt 8/14/101 (0)
- Re: 1998 Ford Windstar Transmission kick Norm Tatlock 4/30/101 (5)
 - Re: 1998 Ford Windstar Transmission kick Alison 4/01/103 (0)
 - Re: 1998 Ford Windstar Transmission kick mlke 7/07/101 (3)
 - Re: 1998 Ford Windstar Transmission kick jay wilson 8/26/101 (2)
 - Re: 1998 Ford Windstar Transmission kick Ursula Robinson 7/08/102 (1)
 - Re: 1998 Ford Windstar! JEAN HOWELL 10/09/102 (0)
- Re: 1998 Ford Windstar Transmission kick Robert Perazzo 4/23/101 (0)
- 1998 WINDSTAR TIE ROD ENDS CHRIS BONNEY 4/08/101 (1)
 - Re: 1998 WINDSTAR TIE ROD ENDS Pradeep Chaudhry 8/13/101 (0)
- Re: 1998 Ford Windstar Transmission kick Kerry Caste 10/23/99 (18)
 - Re: 1998 Ford Windstar Transmission kick Steve 4/01/101 (8)
 - Re: 1998 Ford Windstar Transmission kick Drew 5/22/102 (5)
 - Re: 1998 Ford Windstar Transmission kick Nour 8/13/102 (0)
 - Re: 1998 Ford Windstar Transmission kick Lucy Pearl 7/13/102 (3)
 - Re: 1998 Ford Windstar Transmission kick CHARLES WILSON 10/25/102 (2)
 - Re: 1998 Ford Windstar Transmission kick Paul McMullin 2/25/103 (0)
 - 2000 windstar George Birks 12/15/102 (0)
 - Re: 1998 Ford Windstar Transmission kick jay wilson 8/26/101 (0)
 - Re: 1998 Ford Windstar Transmission kick jay wilson 8/26/101 (0)
 - Re: 2001 Windstar Transmission Problem R. Ramirez 3/11/101 (7)
 - Re: 2001 Windstar Transmission Problem N. Harris 6/28/102 (0)
 - Re: 2001 Windstar Transmission Problem jay wilson 8/26/101 (5)
 - Re: 2001 Windstar Transmission Problem rolie 9/21/102 (4)
 - Re: 2000 Windstar Transmission Failure at ~36,000 miles Michael Schwarzschild 9/29/102 (3)
 - Re: 2000 Windstar TOM Magee 11/17/102 (0)
 - Re: 2000 Windstar Transmission Failure at ~44,000 miles Paula 11/08/102 (1)
 - 2000 Windstar transmission failure, 41,294 mi. Duane Hendrix 11/08/102 (0)
 - WINDSTAR TRANSMISSION 1/02/100 (0)

out onto a busy roadway. These problems are caused principally by a cracked aluminum forward clutch piston, although dozens of other causes, including major hardware and software components, have been linked to the above failures. Breakdowns usually occur after three years of use, around the 80,000-120,000 km mark, and can cost \$2,500-\$3,000 to repair at the dealer, or half that much at an independent garage.

When Ford modified the automatic transmission in 1991 for easier shifting, it also made it less reliable (Chrysler had a similar experience with its A604 automatic transmission). In fact, *Consumer Reports'* annual member survey shows that almost 20 percent of owners of 1991 Taurus, Sables, and Continentals experienced a serious transmission failure-four times the average for 1991 vehicles. Ford subsequently extended the warranty on these transmissions for up to six years under a special Owner Notification Program (ONP). Although it's too late for a full refund for 1991-92 models, 1993 and later versions should be eligible for 50-100 percent repair reimbursements.

Why are we so hard on Ford? The company's own internal bulletins shout out the fact that Ford has known about the transmission's premature failures and erratic shifting since 1986! Yet the company kept using the cheaper, though failure-prone, aluminum forward clutch piston-which has been principally responsible for the above failures-for over a decade.

Let's take a look at what Ford's bulletins disclose, as background and as arguing points with Ford or in your small claims filing (following bulletins are found in *Lemon-Aid*):

DETROIT, WE HAVE A PROBLEM! (1988-95)

3.8L engine failures

Ford's other major powertrain problem is the 3.8L engine's chronic head gasket failures. Symptoms include engine overheating; poor engine performance; and a thin film deposited on the inside of the windshield, thus cutting down night driving visibility. Repairs range \$700-\$1,000 depending upon what other damage has occurred from overheating. Left untreated, the failure can "cook" your engine, requiring \$3,000-\$4,000 in repairs. There have been hundreds of cases reported to me of head gasket failures after three to five years or 60,000 km of use. Although these engine repairs are covered by Ford's "goodwill" engine warranty up to seven years or 160,000 km, many Sable, Taurus, and Windstar owners don't know about these free repairs.

Paint delamination/Rusting

Over the past decade, there have been frequent complaints of paint delamination, peeling, and premature rusting. One owner of a 1990 Sable found pinpoint rust spots during the first year of ownership and had the entire car repainted at Ford's expense. Unfortunately, the problem didn't go away. The owner reports the following:

this occurs, transmission fluid will leak contacting the catalytic converter.

Consequence of Defect:

The catalytic converter temperature may be hot enough to ignite the transmission fluid and a vehicle fire.

Corrective Action:

Dealers will inspect the transmission and replace these servo covers.

Nature of Defect:

6. STEERING:POWER:SHAFT SECTOR

Recall Number

97V165000

Dates Manufactured:

SEP 1997 to SEP 1997

Number of Vehicles Affected: 2250

Date Owners Notified On:

SEP 1997

Vehicle: 1998 Ford Windstar

Defect Description:

Vehicle Description: Passenger Vehicles and Mini-Vans. The rack and pinion steering gears may have damaged input shaft bearings.

Consequence of Defect:

This condition can increase steering efforts, affecting steering control.

Corrective Action:

Dealers will inspect the date code on the rack and pinion steering gear, and, if necessary, replace those rack and pinion assemblies that fall within the suspect date code range. The date codes for Windstar model vehicles are

Nature of Defect:

7. BRAKES:HYDRAULIC:DISC:CALIPER

Recall Number

981003000

Dates Manufactured:

DEC 1996 to MAY 1997

Number of Vehicles Affected: 174000

Date Owners Notified On:

N/A

Vehicle: 1998 Ford Windstar

Defect Description:

This is not a safety recall in accordance with the Safety Act. However, it is deemed a safety improvement campaign by the agency. **Vehicle Description:** Mini vans sold during the months of December 1996, and January, February and May 1997. These vehicles may have incorrect service replacement brake rotors installed which will cause an improper wheel to hub abutment condition to occur.

Consequence of Defect:

With an incorrect rotor installed, the driver may experience wheel shudder on braking or shimmy at highway speeds. If the vehicle is not serviced, this condition could eventually cause the wheel studs to break.

Corrective Action:

Dealers will replace front rotors and brake pads on the affected vehicles.

Nature of Defect:

8. INTERIOR SYSTEMS:CONSOLE (B/SZ)

Recall Number

990001000

Dates Manufactured:

N/A to N/A

Number of Vehicles Affected: 15900

Date Owners Notified On:

N/A

Vehicle: 1998 Ford Windstar

Defect Description:

This is not a safety recall in accordance with the Safety Act. However, it is deemed a safety improvement campaign by the agency. **Vehicle Description:** Minivans. The overhead console rear retaining bracket can develop cracks and separate, allowing the overhead console to become loose and possibly fall down.

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- Links to Related Sites

What's New?

- 2001-2002 ATYP Annual Report
- Child Restraint Recall Notices
- Recent Consumer Information Notices
- Strategies for Reducing Driver Distraction from In-Vehicle Telematics Devices: A Discussion Document

Details of Recall #: 1997124

To determine if your vehicle was involved in a recall and has not been corrected, you should contact the manufacturer providing the vehicle's make, model, year and serial number.

Make: FORD Model: WINDSTAR Affected Year(s): 1997 1998 Units Affected: 10007	TC Recall #: 1997124 Manufacturer: Campaign Code: 97875
Recall Details NOTE: VEHICLES EQUIPPED WITH THE AX4S AUTOMATIC TRANSAXLE. THESE TRANSAXLES ARE EQUIPPED WITH LOW/INTERMEDIATE SERVO COVERS THAT CAN SEPARATE FROM THE TRANSAXLE WHILE THE VEHICLE IS BEING DRIVEN. IF THIS OCCURS, THE TRANSMISSION FLUID WILL BE EXPELLED AND CAN CONTACT THE CATALYTIC CONVERTER. THIS CAN RESULT IN A VEHICLE FIRE. CORRECTION: SERVO COVER WILL BE REPLACED ON AFFECTED VEHICLES.	

Other Vehicles Affected by this Recall:

Recall #	Make	Model	Years Affected
1997124	FORD	TAURUS	1997
1997124	FORD	WINDSTAR	1997 1998
1997124	MERCURY	SABLE	1997

Last updated:

Important Notices



Office of Defects Investigation

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Report Date : July 15, 2003 at 01:04 AM

TYPE : VEHICLE

YEAR : 1998

MAKE : FORD

MODEL : WINDSTAR

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Results : 1 | All records displayed

Make : FORD

Model :
WINDSTAR

Year : 1998

NHTSA CAMPAIGN ID Number : 97V097000

Recall Date :
JUN 04, 1997

Components POWER TRAIN:AUTOMATIC TRANSMISSION

Potential Number Of Units Affected : 100000

Summary:

VEHICLE DESCRIPTION: PASSENGER VEHICLES EQUIPPED WITH AX4S AUTOMATIC TRANSAXLES. THE LOW/INTERMEDIATE SERVO COVER CAN SEPARATE FROM THE TRANSAXLE WHILE THE VEHICLE IS BEING DRIVEN. IF THIS OCCURS, TRANSMISSION FLUID WILL LEAK CONTACTING THE CATALYTIC CONVERTER.

Consequence:

THE CATALYTIC CONVERTER TEMPERATURE MAY BE HOT ENOUGH TO IGNITE THE TRANSMISSION FLUID AND CAUSE A VEHICLE FIRE.

Remedy:

DEALERS WILL INSPECT THE TRANSMISSION AND REPLACE THESE SERVO COVERS.

Notes:

OWNER NOTIFICATION: OWNER NOTIFICATION BEGAN JUNE 30, 1997. OWNERS WHO TAKE THEIR VEHICLES TO AN AUTHORIZED DEALER ON AN AGREED UPON SERVICE DATE AND DO NOT RECEIVE THE FREE REMEDY WITHIN A REASONABLE TIME SHOULD CONTACT FORD AT 1-800-392-3673. ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-800-424-9393.

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