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 291

Date Received: 14-SEP-2003 2003 OCT 12 PM 2:48
Repository ☐
Reference No. ID039738

OWNER INFORMATION (Type or Print)

Name [redacted]
Address [redacted]
City ATLANTIC BEACH State NC Zip Code [redacted]
Daytime Telephone Number [redacted] E-mail Address
Evening Telephone Number SAME

Do you authorize NHTSA to release your name and address to the manufacturer of your vehicle? ☒ YES ☒ NO
In the absence of a [redacted] name or address to the vehicle manufacturer.
Signature of Owner [redacted] Date 9/30/03

*WALTER GOT THIS FORM FOR ME

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on drivers side: 2FM-ZA5141WBC66231
Make: ~~CHEVROLET~~ FORD
Model: ~~VENTURE~~ VAN WINDSTAR
Model Year: 1998 OR
Date Purchased: 1-22-01
Dealer's Name and Telephone Number: RAESDALE CO 5039 EAST DANE CITY NC 28557 MORAHEAD
Original Owner ☐
Dealer's City: ROLLAND FORD 300 O'CONNOR DR TORONTO
State: ONTARIO Zip Code: M4A1W7
Engine: No. Cylinders: 6
Fuel Type: Gasoline
Transmission Type: AUTO
☒ Antilock Brakes
☒ Cruise Control
Powertrain: ONTARIO
Vehicle Component Code: 010000 STEERING POWER
Multiple Failure: 1

*NOW OUT OF BUSINESS

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	Failure Mileage	Failure Speed	
9-4-03	32952	20MPH	SEE FORD INVOICE - HOSE ASY P/S P# F78Z-3A719-AB # NOT A HOSE - A STAINLESS STEEL PIPE

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: DOTMALSABC036) | ☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	NONE	NONE	NO

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 STATED WHILE PARKING AND WITHOUT ANY INDICATION VEHICLE LOST POWER STEERING. VEHICLE WAS SERVICED, TECHNICIAN NOTICED STEERING FITTING WAS RUSTED, *AK IF HAD LOST ALL HYDRAULIC FLUID THIS "HOSE" ASY FAILED AT LOWER END THE FITTING WAS CARBON STEEL & HAD COMPLETELY ROTTED AWAY. THIS FORD "MISADVENTURE" SHOULD HAVE BEEN STAINLESS STEEL LIKE THE "HOSE", IT COST ME $314.54 See Repair Invoice If I had been going fast this could have caused me to lose control.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACHED
ATTACH ADDITIONAL SHEETS IF NECESSARY

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).