



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

(1-888-327-4238)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100147

Date Received

Repository ☐

08-JAN-2004

Reference No.
10053848

Daytime Telephone Number

E-mail Address

NAME (Type or Print)

Name

Address

City PLAINVILLE

State MA

Zip Code

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 copies to the vehicle manufacturer.

Signature of Owner

Date 10/13/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

2FMDA5141WB

Make

FORD

Model

WINDSTAR

Model Year

1998

Date Purchased

6-17-1997

Dealer's Name and Telephone Number

Franklin Ford

Engine:

No. Cylinders

Fuel Type:

Original Owner

☒

Dealer's City

Franklin

State

MA

Zip Code

02038

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

114000 ELECTRICAL SYSTEM/WIRING

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

05-JAN-2004

Failure Mileage

10016

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R16)

DOT No. (Example: DOTM48ABC036)

☐ 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

Number of Deaths

Reported to Police

Y

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).

WHILE DRIVING CONSUMER NOTICED BLACK SMOKE COMING FROM THE ENGINE. CONSUMER PULLED THE VEHICLE OVER, OPENED THE HOOD, AND NOTICED THAT THE ENGINE WAS ON FIRE. CALLED THE FIRE DEPARTMENT TO PUT THE FIRE OUT. CONSUMER CONTACTED DEALERSHIP. *AK

I don't know where you dreamed this scenario up but I never said this!!

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 Federal 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.

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

I had just dropped my daughter at preschool. I ran one quick errand. I got in vehicle and notice a funny smell but wasn't sure what it was. As I drove down the road the smell became stronger. I saw black/gray smoke pouring out near the floor area, near me. I quickly found a safe spot to pull over not near other vehicles. As I got out I saw a flame under my driver's seat area. I ran away from the vehicle and called the Fire Dept. within minutes the flame was up to the ceiling. The fire was put out and towed away and was a total loss. A fire investigator was hired by my insurance company and it was determined that this is a manufacturer's defect in the wiring under the seat present in all kindstars.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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, NVS-216
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
ON

DASH2DOT

and dial toll free at

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1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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http://www.safercar.gov/questionnaire