



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 100161

Date Received

Repository ☐

2004 FEB 26 AM 9:33
21-JAN-2004

Reference No.
10056493

OWNER INFORMATION (Type or Print)

Name

Address

City

HOUSTON

State

TX

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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 1/1/

VEHICLE INFORMATION

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

N.A.

Make

FORD

Model

WINDSTAR

Model Year

1998

Date Purchased

11/1998 1997

Dealer's Name and Telephone Number

Engine:

No. Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

950000 EQUIPMENT

Multiple Failure: 1

NO Failure

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

N.A.

Failure Mileage

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/85R15)

DOT No. (Example: DOTM15SAB00346)

☐ 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

N

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 RECEIVED SEVERAL RECALL/ CAMPAIGN NOTICE DS0003000 REGARDING DS-2000 PRIMARY DRIVING CONTROL SYSTEM.

CONSUMER DID NOT AGREE WITH THE CAMPAIGNS THAT THE MANUFACTURER CALLED ROUTINE MAINTENANCE. THESE REPAIRS WERE VERY COSTLY, AND DID NOT FIX THE PROBLEM WITH DIRT AND FOREIGN MATERIALS ENTERING THE SYSTEM, AND CAUSING THE SYSTEM TO OPERATE SLOWLY. THE CONTROLS ON THE SYSTEM HAD TO BE IN EFFECT FOR A SERIES OF TIME WHICH WAS DIFFICULT FOR DISABLED DRIVERS. "AK"

shifting was accomplished. This is very difficult with hands that
spasm when pressing things
pressed firmly until the function, e.g.

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.



January 15, 2004

To: DS-2000 Consumer
Re: SAD: 03-0001

In August of last year, Electronic Mobility Controls issued a Safety Directive relating to all DS-2000 Digital Driving Systems manufactured by EMC. Additionally, we provided you with a notice sent in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act, which outlined a planned recall for DS-2000 systems. In the recall notification, we explained that the National Highway Traffic and Safety Administration (NHTSA) had conducted lengthy and extensive testing on the DS-2000 system. Although the testing identified no defects within the system, EMC developed several hardware and software updates that can improve the reliability of the system. In the Safety Directive, we requested that all DS-2000 systems be returned to EMC immediately for update.

To date, our records indicate that we have not received your DS-2000 system for update. At this time, we wish to urge you to follow up on the mandatory update immediately. Included with this letter is a copy of the original Safety Directive. As a reminder, your DS-2000 may be due for additional factory required maintenance that will not be covered under this Safety Directive. Please have your EMC Certified Dealer contact the EMC Service Department for a quote on what work is required. We recommend that you schedule an appointment with a Certified Dealer in your area as soon as possible. We will do our very best to complete the update in as little time as possible.

Should you have any questions relating to the recall, please contact EMC directly at 225.927.5558 or you can e-mail your questions to sunny@emc-digi.com. If you need assistance locating a dealer in your area, we will be available to assist you. If your unit is no longer in service, please contact EMC as a courtesy so that we can update our records.

If at any time you believe that either EMC or your Certified Dealer has failed to assist you in updating your DS-2000 system according to this Safety Recall notice, or if you are charged specifically for the update referenced in the attached Safety Directive, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW., Washington, DC 20590 or call the toll-free Auto Safety Hotline at 888.327.4236.

Respectfully,

A handwritten signature in black ink, appearing to read "Jon Ross", written over a horizontal line.

Jon Ross
VP of Technical Operations



SAFETY DIRECTIVE

PRODUCT: *DS-2000*

SAD: 03-0001

DATE: August 12, 2003

SUBJECT: *DS-2000* Digital Steering System Hardware and Software Updates

1. **EFFECTIVITY**

DS-2000 (All Units)

2. **PURPOSE**

Electronic Mobility Controls, LLC (EMC), has created a number of safety critical hardware and software updates for the *DS-2000* Digital Steering System. These updates are designed to further enhance the reliability of the *DS-2000* system.

3. **BACKGROUND**

Recently, the National Highway Traffic and Safety Administration (NHTSA) conducted lengthy and extensive testing on the *DS-2000* Digital Steering System manufactured by EMC. Although the testing identified no defects within the *DS-2000* system, EMC has developed several hardware and software updates that can improve the reliability of the system. These updates are based on modern design criteria for safety critical systems, similar to those used in the development of the current EMC primary driving control, AEVIT. In addition to the system updates, NHTSA also made a number of recommendations for improving consumer understanding and use of the *DS-2000*. These recommendations are the basis for changes made to the *DS-2000* Owner's Manual and for the creation of an instructional video. Both the new Owner's Manual and video will be distributed to all clients.

4. **COMPLIANCE**

Mandatory. To ensure the safety of our clients, we are requiring that all *DS-2000* systems be returned to EMC for update. Unless routine maintenance is required for the entire system, only the CPU and Steering Module portions of the system must be returned.

- A. Inspection – once the CPU and Steering Module components have been updated according to this Safety Directive, a qualified EMC Dealer must complete a brief inspection of the installation.

5. **MATERIAL AVAILABILITY** – All update requirements will be handled by EMC. EMC does recommend that each dealer/consumer review the routine maintenance requirements outlined in the *DS-2000* Owner's Manual to ensure that each system is current. If no auxiliary battery is installed, it can be purchased from EMC at this time.

<u>Part Number</u>	<u>Description</u>	<u>Availability</u>
AUXBAT01-12	Auxiliary Battery System	In Stock

6. **ACCOMPLISHMENT INSTRUCTIONS**

- A. Review the Routine Maintenance requirements for each DS-2000 system found in the Owner's Manual provided. If all factory routine maintenance is current, only the CPU and Steering Module must be removed from the vehicle. If factory routine maintenance is necessary, you may need to remove the Steering Servomotor portion of the system as well.
- B. Contact the EMC Service Department for a Return Authorization. Ship the unit to the service location specified by the EMC Service Department. You and your customer will determine how the system ships to EMC. Upon completion of the update, unless otherwise requested, all units will be returned to you via UPS 3-day select.
- C. Once all components have been updated and received by your company, re-install the components according to the instructions in the *DS-2000* Installation Manual.
- D. Conduct all dealer maintenance outlined in the "Service Requirements" section of the *DS-2000* Installation Manual. For the convenience of all dealers, a current excerpt is provided with this Safety Directive. If you are unable to locate the instructions, contact the EMC Service Department for assistance.
- E. Inspect the *AUXBAT01-12* auxiliary battery connections according to the updated instructions in the AUXBAT Installation Manual. Because they were recently updated, be sure to carefully read and follow the revised instructions. An excerpt is provided with this Safety Directive. If you are unable to locate the instructions, contact the EMC Service Department for assistance.
- F. Ensure that the consumer has received and reviewed both the new *DS-2000* Owner's Manual and the *DS-2000* instructional video.
- G. Complete the attached Compliance Form and fax a copy to EMC.

**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).**