



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 100145

Date Received

Repository ☐

2004 AUG 12 PM 3:39  
19-JUL-2004

Reference No.  
10083229

## OWNER INFORMATION (Type or Print)

Name

Address

City LEWISVILLE

State TX

Zip Code

Daytime 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 7/27/04

## VEHICLE INFORMATION

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

2FMDA5140WB

Make

FORD

Model

WINDSTAR

Model Year

1998

Date Purchased

March 1997

Dealer's Name and Telephone Number

Prestige Ford 972-864 3673

Engine:

No. Cylinders

V-6

Fuel Type:

Regular

Original Owner

☒

Dealer's City

DALLAS

State

TX

Zip Code

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

yes

Vehicle Component Code

D80000 ENGINE AND ENGINE COOLING

Multiple Failure: 1

## FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

02-MAY-2004

Failure Mileage

60683

Failure Speed

30

## 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

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 30 MPH ENGINE'S HEAD GASKET FAILED. AS A RESULT, A LOUD NOISE FROM THE ENGINE WAS PRODUCED. \*AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-578) 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.

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

To this date I have no Reply from Ford -  
 I had extended Coverage, but I had to pay the  
 remainder of \$234.16 - I am a crippled person. Would  
 like to be with out transportation for weeks -  
 Thank you very much for any help you  
 can give me.

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

OR

**DASH2DOT**

and dial toll free at

**1-888-DASH-2-DOT**

**1-888-327-4238**

DOT Auto Safety Hotline  
 (DASH) 2 DOT



U.S. Department of Transportation  
 National Highway Traffic Safety  
 Administration  
 Information: 1-800-424-9393

**HOMER THACKER**

---

From: [REDACTED]  
 To: <bodmell@ford.com>  
 Sent: Sunday, June 20, 2004 9:36 PM  
 Subject: Fw: Dissatisfaction of my 1998 Windstar

----- Original Message -----

From: [REDACTED]  
 To: bodmell@ford.com  
 Cc: [REDACTED]  
 Sent: Saturday, May 29, 2004 11:07 PM  
 Subject: Dissatisfaction of my 1998 Windstar

Dear Mr. [REDACTED]

I am an 84 year old 100% disabled veteran of WWII. As a loyal Ford Customer throughout my years, my confidence in FORD's quality and customer satisfaction has been degraded recently over my FORD product. I have a 1998 Ford Windstar with 60683 miles on it (Approx 10,000 miles / year). Recently, my FORD product was diagnosed with a blown headgasket by the "Ford Country" Garage in Lewisville, TX. After reading and researching on the internet, I discovered that FORD had identified a headgasket problem similar to the one recently diagnosed by the FORD garage on my vehicle. (Ref. Consumer Affairs - "Ford Extends Warranty on Troubled V-6 Engine"). After learning of their diagnosis, I took them this information from the internet hoping for a positive resolution. To my dissatisfaction, I was told that my vehicle was not part of this recall and warranty extension. I also learned that the blown headgasket had damaged multiple components of my vehicle engine and that a new engine would have to be installed. I am now facing a \$2317.18 bill because of a defect in your product. In addition, the dealership had my car in their garage for 2 weeks. During those 2 weeks, I was limited on daily activities since my van is equipped with a handicap trailer / scooter which I utilize to get around in my daily life.

I have many choices in products that I can purchase (Nissan, Toyota, Mercedes, etc), but I chose FORD. I chose FORD because of the quality and reliability that FORD was built on.

I need your help in resolving this issue. My income is limited and this places me in destitute circumstances.

I feel that a FORD product should last more than 60,000 miles before a new engine is required. All I am asking for is for FORD to stand behind their product especially in this situation when an known problem has been identified and extended warranties offered under these circumstances.

I look forward to your response in addressing this issue.

Sincerely,

[REDACTED]  
 Lewisville, TX  
 [REDACTED]

Garage Used:

Ford Country of Lewisville  
 1144 North Stemmons Freeway  
 Lewisville, Texas 75067  
 972-219-3264

7/27/2004

[REDACTED]

---

**From:** [REDACTED]  
**To:** <bodmail@ford.com>  
**Sent:** Thursday, July 01, 2004 12:28 PM  
**Subject:** Ford Windstar

Mr. William Clay Ford Jr.

Dear Sir Over a month ago I sent you a letter about my Ford Windstar. I was told that it was sent to the appropriate party for handling.

To this date I have not heard anything. I sincerely need you help, as I am 84 years old and 100% disabled from World War II.

The trouble with my Windstar was no fault of mine. Please let me hear from you and help me.

Thank you.

Sincerely,

[REDACTED]  
[REDACTED]  
Lewisville, Texas  
[REDACTED]  
[REDACTED]

7/27/2004

**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).**