



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 1387

Date Received

2005 JAN -7 AM 1:36
27-AUG-2004

Repository ☐

Reference No.
10089085

OWNER INFORMATION (Type or Print)

Name ☐ ☐
Address ☐
City AKRON State OH 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 authorized signature, the vehicle manufacturer:
Signature of Owner ☐

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
2FMZA5146WA
Make FORD Model WINDSTAR Model Year 1998
Date Purchased 11-1998 Dealer's Name and Telephone Number KLABEN FORD
Original Owner ☒ Dealer's City ACENT State OH Zip Code 44110
Engine: No. Cylinders 6 Fuel Type:
Transmission Type ☐ Antilock Brakes ☒ Cruise Control Powertrain FRONT WHEEL DRIVE
Vehicle Component Code 114200 ELECTRICAL SYSTEM: WIRING: INTERIOR/UNDER DASH
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 25-JUL-2004 Failure Mileage 22000 42000 Failure Speed 66

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 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 ON HIGHWAY AT 66 MPH OCCUPANTS STARTED SMELLING SMOKE THAT WAS COMING FROM THE FRONT LEFT SIDE OF THE DASHBOARD. WITHIN SECONDS OF PULLING OFF THE HIGHWAY VEHICLE CAUGHT ON FIRE. THE FIRE MARSHAL COULDN'T FIND THE CAUSE OF THE FIRE BECAUSE THE FRONT OF THE VAN WAS SEVERELY BURNED. *AK

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

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.