



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 100145

Date Received

ON 11:41
04-FEB-2005

Repository ☐

Reference No.
10110898

OWNER INFORMATION (Type or Print)

Name

Address

City RIDGEWOOD

State NJ

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, NHTSA will not provide your name or address to the vehicle manufacturer.
Signature of Owner Date 2/7/05

VEHICLE INFORMATION

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

4 2FMDA514

Make
FORD

Model
WINDSTAR

Model Year
1996

Date Purchased

Dealer's Name and Telephone Number
Village Ford 1-201-652-3373

Engine: 3.8 ltr
No. Cylinders 6 V-6

Fuel Type:
Gas

Original Owner ☐

Dealer's City
Ridgewood

State
NJ

Zip Code
07450

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain

Vehicle Component Code
081000 ENGINE AND ENGINE COOLING:ENGINE

Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
28-JAN-2005

Failure Mileage
88000

Failure Speed
65

Blown head gaskets. Need engine replaced.

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P216/55R15)

DOT No. (Example: DOTM18ABD038)

☐ 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

0

0

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 65 MPH THE ENGINE WAS PRODUCING A LOUD RATTLING NOISE. THE DEALER STATED HEAD GASKET FAILED. AS A RESULT, THE ENTIRE ENGINE NEEDED TO BE REPLACED. *AK

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-579) 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.

While driving to work, I noticed the car's heater was not working, just blowing cold air. A few miles later I noticed my temperature guage going up until it finally reached the red zone. The engine began making a terrible rattling noise and I knew I had to pull over onto the shoulder. As soon as I got to the shoulder, the engine died. There was some smoke coming from under the hood and even more when I opened it. I didn't think this was a head gasket problem because I had already had fixed once for \$2500 a little over a year ago. I waited for the engine to cool down then tried to start it. No luck. After about 20 mins., a State Trooper pulled over to help and called a tow truck for me. It was 5 degrees that morning and I was half frozen from being stuck on the highway for nearly an hour. The tow cost me \$127.50 and my mechanic told me I'd need a new engine. I later found out from doing my own research on the internet how notorious these engines are for blowing head gaskets. The new engine will cost about \$4500. |||||

PM
FEB 20 1995

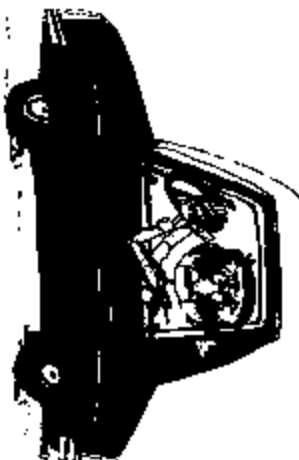


FIRST CLASS PERMIT NO 75173 WASHINGTON, D.C.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590



Figure 1. The effect of the concentration of the H_2O_2 solution on the amount of the H_2O_2 consumed in the reaction of the H_2O_2 solution with the H_2O_2 solution.



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and die! roll tree an

DASH2DOT

**TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR**

DOT AUTO SAFETY HOTLINE

QUESTIONNAIRE



VEHICLE
OWNER'S

Narrative Description cont.,

I forgot to mention a couple of other costs associated with this head gasket nightmare. The first time they blew, I had to be towed for a fee of \$65 and took a cab home for \$35. I got stuck on the same highway in November of 2004 and it was about 25 degrees that morning. The milage on the car at the time was 69,650, and I still have all the receipts for what I paid, which comes to a not so grand total of \$7277.50 plus two vacation days.

