



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 100192

Date Received

Repository ☐

2005 FEB 17 11:23

17-FEB-2005

Reference No.
10111738

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City LOUISVILLE State KY Zip Code [REDACTED]

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 [REDACTED] Date 3/7/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
2FMDA6146SE [REDACTED] Make FORD Model WINDSTAR Model Year 1994
Date Purchased Dealer's Name and Telephone Number
Original Owner ☐ Dealer's City State Zip Code
Transmission Type AUTOMATIC ☒ Antilock Brakes ☒ Cruise Control Powertrain FRONT WHEEL DRIVE Vehicle Component Code J36000 SERVICE BRAKES, HYDRAULIC:ANTILOCK
Multiple Failure: brakes lock up.

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 10-FEB-2005 Failure Mileage 143000 Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make Tire Model (Name or Number) Tire Size (Example P215/B5R15)
DOT No. (Example: D0TMAL9ABC036) ☐ 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).

VEHICLE IS EXPERIENCING PROBLEMS WITH THE BRAKES. THE ABS LIGHT COMES ON AND NO ONE SEEMS TO KNOW WHY IT'S HAPPENING. ALSO, THE REAR WHEEL CYLINDERS ARE LEAKING. ALSO, THE BRAKE HOSES WERE REPLACED. OWNER HAS TAKEN THE VEHICLE TO THE DEALER FOR THESE BRAKE PROBLEMS ON NUMEROUS OCCASIONS BUT KNOW ONE CAN SEEM TO REPAIR THE PROBLEMS. PROVIDE FURTHER DETAILS. *NM

The Abs light comes on & stay on. The brakes will lock up sometimes... I push in on the brakes & they won't push down unless I pump them a few times. This happens a lot & I have almost rear ended several cars. I have had 3 mechanics check it out. New brakes on front & back; rear cylinders fixed; brake hose checked on computer... mystery to all... Spent \$670 in January '05 trying to get fixed. There are many recalls on brakes on 95 Windstar but they say not on mine!! See additional paper for more...

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.

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

Recalls on 95 Windstar brakes = campaign #02V101000, more on internet
* Also, every time I start van for the 5th or 6th time, it sputters + sounds like something is bubbling... on occasion, it will not start + up... I have to keep trying to start it + finally it will start. I have been trying to get this fixed for a year. Numerous things have been done to it to try to fix this but it is also a mystery. (Spark plugs have been replaced, plug wires, EGR valve, etc.) There are numerous recalls on the Fuel tank too. Could this be the problem?
* Also, I bought 4 new tires from Big O on 5.2.02 - Keet having problems with alignment + wheel pulling to right - took to several places, said it was struts + frame was bent - took it to a specialist for the frame - he figured out the problem - Big O put 2 different size tires on my van which caused the problems + wear. Big O wouldn't do anything. Sending receipts on repairs.

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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-218
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

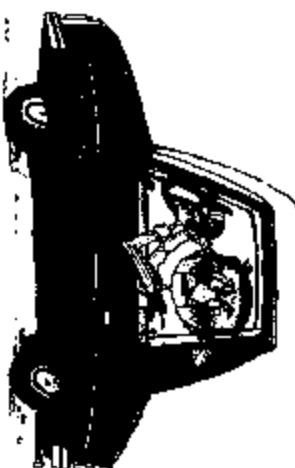
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and dial toll free at

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PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).