

COPIEDU.S. Department
of TransportationNational Highway
Traffic Safety
Administration
Posted TO SAFETY HOTLINE
VEHICLE OWNER'S QUESTIONNAIRE
NATIONWIDE 1-800-424-6393
DC METRO AREA 202-366-0123

OWNER INFORMATION (TYPE OR PRINT)

NAME and ADDRESS

[REDACTED]

FOR AGENCY USE ONLY
DATE RECEIVED

00 JAN 10 PM 1:45

OFFICE
DEFECTS INVESTIGATION

REFERENCE NO.

550331

DAY TIME TELEPHONE NO. (AREA CODE)

 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

1-07-00

VEHICLE INFORMATION

VEHICLE IDENTIFICATION NO.

2FMDA5140WBB

VEHICLE MAKE

FORD

VEHICLE MODEL

WINDSTAR

MODEL YEAR

1998

*LOCATED AT BOTTOM OF WINDSHIELD ON DRIVER'S SIDE

CURRENT ODOMETER READING

018746

DATE

PURCHASED

7-16-99

DEALER'S NAME, CITY & STATE

MT. VERNON, OHIO

ENGINE SIZE

(CID/CC/L) 3.8

☐ TURBO
☒ DIESEL
☒ GAS
☐ FUEL INJECTN

NO. CYLINDERS 6

TRANSMISSION TYPE

☐ MANUAL☒ AUTOMATIC

ANTILOCK BRAKES

☒ YES☐ NO

RESTRAINT SYSTEM

☒ DRIVERSIDE AIRBAG☐ MOTORBELT☒ PASSENGERSIDE AIRBAG☒ 3-POINT BELT☐ 2-POINT BELT

CRUISE CONTROL

☒ YES☐ NO

DRIVETRAIN

☒ FRONT☐ REAR☐ 4-WHEEL

BODY STYLE

STAWAG

4 DR

2 DR

HATCH BK

VAN

PK UP TRK

OTHER

FAILED COMPONENT(S)/PART(S) INFORMATION (REPORT TIRE INFORMATION ON BACK)

COMPONENT

FRONT WHEEL BRAKE
OR STEERING →

PART NAME(S)

LOCATION

☒ LEFT
☒ FRONT

☐ RIGHT
☐ REAR

FAILED PART(S)

☒ ORIGINAL
☐ REPLACEMENT

NO. OF FAILURES

DATE(S) OF FAILURE(S)

CONTINUOUS PROBLEM

MILEAGE AT FAILURE(S) 13,522, 15,052,
15,834, 16,341, 17,369.

VEHICLE SPEED AT FAILURE(S)

MANUFACTURER
CONTACTED☒ YES☐ NONHTSA PREVIOUSLY
CONTACTED☐ YES☒ NO

APPLICABLE ACCIDENT INFORMATION

ACCIDENT

☐ YES ☒ NO

FIRE

☐ YES ☒ NO

NUMBER PERSONS INJURED

NUMBER OF FATALITIES

PROPERTY DAMAGE EST\$

POLICE REPORTED

☐ YES ☐ NO

NARRATIVE DESCRIPTION OF FAILURE(S), ACCIDENT(S), INJURY(IES)

ON 8-03-99 THE BRAKES WERE SQUEALING ON THE FRONT AT MOST EVERY TIME THE VEHICLE STOPPED. MILEAGE 13,522. DICK SABO FORD, MT. VERNON, OHIO, REPLACED FRONT BRAKE PADS & MACHINED ROTORS. 9-10-99, A KLUNKING NOISE WAS COMING FROM THE LEFT FRONT WHEEL AREA WHEN APPLYING THE BRAKES & TURNING RIGHT AT ABOUT 5 TO 15 M.P.H. SABO FORD TIGHTENED SOME BOLTS IN LEFT FRONT WHEEL AREA. REPORTEDLY RELATING TO LEFT FRONT STRUT. MILEAGE: 15,052.

CONTINUE ON BACK IF NEEDED

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.

Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*

D O T

MANUFACTURER/TIRE NAME

SIZE

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

1-07-00

1310

10-01-99: MILEAGE: 15,834
COUPLING FORD, JOHNSTOWN, OHIO, REPLACED BOTH REAR UPPER & LEFT FRONT SUB FRAME MOUNTS. 10-14-99, MILEAGE: 16,341.
SAME NOISE COMING FROM LEFT FRONT WHEEL AREA, SABO FORD REPORTEDLY INSTALLED WASHERS ON FRONT STRUTS. 11-09-99, MILEAGE: 17,369, SAME NOISE IN LEFT FRONT. SABO FORD REWEELDED FRONT STRUT ROD MOUNTS, REPLACED WASHERS & NUTS ON STRUTS (AGAIN), REPLACED OUTER TIE ROD ENDS, REPLACED BOTH REAR SHOCKS WHICH WERE RATTLING, REALIGNED FRONT END OF VEHICLE.
THIS VAN IS STILL MAKING A KLUNK, KLUNK NOISE WHEN IT IS TURNED RIGHT OR LEFT AT ABOUT 5 TO 15 M.P.H. FORD DEALERS HAVE BEEN UNABLE TO CORRECT THIS PROBLEM. I SUSPECT IT IS A PROBLEM WITH THE LEFT FRONT BRAKE OR CV JOINT. I HAVE BEEN WAITING SINCE 11-09-99 TO HAVE A FORD REPRESENTATIVE MEET ME AT DICK SABO FORD, IN MT. VERNON, OH, TO TRY TO DIAGNOSIS THIS PROBLEM & OFFER A SOLUTION. I HAVE WRITTEN A LETTER TO FORD MOTOR COMPANY (ON 9-10-99) & THEY JUST REFERRED ME BACK TO JOE SABO (SERVICE MGR.) AT SABO FORD. THERE IS SOMETHING WRONG WITH THE LEFT FRONT BRAKE OR AXLE OR STRUT OR SOMETHING. THIS COULD BE DANGEROUS. FOR ALL I KNOW THE LEFT FRONT WHEEL WILL COME OFF, OR THE LEFT FRONT BRAKE COULD "LOCK UP" FORCING THE VAN LEFT OF CENTER.
HELP ME!

☆ U.S. G.P.O.: 1994 524-392

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
Auto Safety Hotline, NEF-11 HL
400 7th Street, SW
Washington, DC 20590

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