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Form Approved: O.M.B. No. 2100-0006

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

Vehicle Owner's Questionnaire

TO REPORT VEHICLE SAFETY DEFECT

1-888-DASH-2-DOT

1-888-327-4236

INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY

Date Received

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OFFICE
DEFECTS INVESTIGATION

550881

OWNER INFORMATION (Type or Print)

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

1/16/2000

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (17 Digits)	(Location at bottom of windshield on driver's side)	Vehicle Make FORD	Vehicle Model Windstar	Vehicle Year 1998	Current Odometer Reading 50000.9
Purchased Date	Dealer's Name GRAND PRAIRIE FORD			Engine Size (CID/CCL)	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
☐ New ☐ Used	Dealer's City GRAND PRAIRIE	State TX	Zip Code 75051	No. Cylinders 6	
Transmission Type ☐ Manual ☒ Automatic	Anti-lock Brakes ☐ Yes ☐ No	Restraint System ☒ Driverside Airbag ☐ Motorbelt ☒ Passengerside Airbag ☐ 2-Point Belt ☐ 3-Point Belt		Cruise Control ☒ Yes ☐ No	Drivetrain ☒ Front ☐ Rear ☐ 4-Wheel
Vehicle Type ☐ Car ☐ Sport UT. ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other		Body Style ☒ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other			

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Part Name(s) RACK AND PINION	Location ☐ Left ☐ Right ☒ Front ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement
No. of Failures	Date(s) of Failure(s) Mileage at Failure(s) Vehicle Speed at Failure(s)	Failed Part(s) Available? ☒ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)

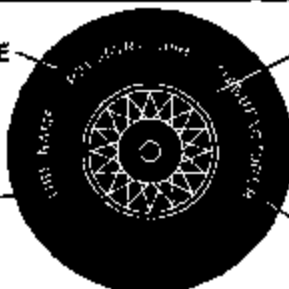
Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number Persons Injured 0	Number of Fatalities 0	Estimated Property Damage \$ 47500	Reported to Police ☐ Yes ☒ No
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INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

To report defective or failed tires provide the following: DOT Number, Tire Manufacturer, Tire Name, Tire Size (include all numbers and letters).
Note: This information not required for normal operation tires.

DOT	Manufacturer	Tire Name	Complete Tire Size
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TIRE SIZE

TIRE
NAME

U.S. DOT safety standard code

The number may be on the inner side of the tire and have up to 11 letters and numbers. Usually located near rim flange on side opposite whitewall or on either side of blackwall tire.

TIRE
MANUFACTURER

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 administration 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)

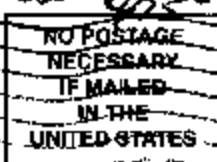
We bought our 1998 Ford Windstar in 1998. It had about 32000 miles we drove it for about 6 months then started having problems with the steering. Wheel was getting hard to turn and it was making a loud noise. We took it to G.P. Ford and was told there was no recall on this vehicle by service manager. Another individual said there was problem reported on the steering parts. The vehicle had about 38000 miles and was out of warranty. I replaced the power steering pump, the dam continued to not work right. We drove the van until it was hard to turn so, the van also started to shut off whenever you made a turn to the right or left. I was afraid this would cause an accident. I took the van to G.P. Ford and again was told there were no recalls. I looked up the van info on the Internet and found this website and possible recalls on this vehicle. I have since had the accident pinion repaired the cost was \$250.

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
DOT Auto Safety Hotline, NSA-10.1
400 7th Street, SW
Washington, DC 20590



**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
1-888-327-4236**

DOT Auto Safety Hotline
(DASH) 2 DOT



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<http://www.nhtsa.dot.gov/hotline>