



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-BOT
(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

Date Received

Off. or

up. ltr

Reference No.

OFFICE
DEFECTS INVEST

552670

Daytime Telephone Number

OWNER INFORMATION (Type or Print)

[Redacted Owner Information]

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 5/15/00

PRODUCT INFORMATION

Vehicle Identification No. (VIN.) (17 Digits) 2FM0A5143TBC70142		Make Ford	Model Windstar	Year 96
Purchased Date 10-3-96	Dealer's Name Mike Dorian Ford		Engine Size (CID/CCL) 3.8	☐ Turbo ☐ Diesel ☒ Gas ☒ Fuel Injection
☒ New ☐ Used	Dealer's City Mt Clemens	State MI	Zip Code 48035	No. Cylinders 6
Manufacture Date (on driver's door or pillar) 9-96	Transmission Type ☐ Manual ☒ Automatic	Restraint System ☒ Driverside Air Bag ☐ Motorbelt ☒ Passengerside Air Bag ☐ 2-Point Belt ☐ 3-Point Belt	Cruise Control ☒ Yes ☐ No	Vehicle Type ☐ Car ☐ Sport Utility ☐ Van ☐ Truck ☒ Minivan ☐ Motorcycle ☐ Other
		Drivetrain ☒ Front ☐ Rear ☐ 4-Wheel	Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other	

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s) Head Gasket	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement	Handicap Adaptive Equip ☐ Yes ☐ No
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TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand	Tire Name	Complete Tire Size
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). Attach photos if available.)

Crash ☐ Yes ☐ No	Fire ☐ Yes ☐ No	Number of Persons Injured	Number of Fatalities	Reported to Manufacturer ☐ Yes ☐ No
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Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies). **I AM writing because my 96 Ford Windstar had to have the head gasket replaced at 65000 miles at a cost of over \$2400. I know Ford has had MANY problems with this engine and they have extended the warranties on 94+95's but have excluded 96. A call to Ford customer service was useless as I was told my file is closed. Upon searching the internet I found many customers having problems with the head gasket even with vehicles as new as 98 with 40000 miles. Please Help!**

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to a49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If 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.