Form Approved: O.M.B. No. 2127-0006

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

Date Received: POSTED COPIED QC'd 01 JAN 16 PM 2:1 DEFECTS INV

Odr ___ ___
Cat ___
od_rt ___
up_ltr ___

Reference No. 559019

OWNER INFORMATION (Type or Print)

Name [redacted]
Street
City
Daytime Telephone Numb [redacted]

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 1/10/01

PRODUCT INFORMATION

Vehicle Identification No. (VIN.) (17 Digits) *(Located at bottom of windshield on driver's side)*	Make	Model	Year
2FMZA514YBC67418	FORD	WINDSTAR	2000

Purchased Date	Dealer's Name			Engine Size (CID/CC/L)	
7-17-2000	GREENWAY FORD INC.			3.8	☐ Turbo ☐ Diesel ■ Gas ■ Fuel Injection
■ New ☐ Used	Dealer's City ORLANDO	State FL	Zip Code 32817	No. Cylinders 6	

Manufacture Date (on driver's door or pillar)	Transmission Type	Restraint System	Cruise Control	Drivetrain	Vehicle Type	Body Style
5-2000	☐ Manual ■ Automatic	■ Driverside Air Bag ☐ Motorbelt ■ Passengerside Air Bag ☐ 2-Point Belt ☐ 3-Point Belt	■ Yes ☐ No	■ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Sport Utility ☐ Van ☐ Truck ■ Minivan ☐ Motorcycle ☐ Other	☐ 2-Door ■ 4-Door ☐ Stationwagon ☐ Pick Up Truck ■ Other VAN

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s)	Location	Failed Part(s)	Handicap Adaptive Equip
CRUISE-CONTROL	☐ Left ☐ Right ☐ Front ☐ Rear	■ Original ☐ Replacement	☐ Yes ■ No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand	Tire Name	Complete Tire Size

No. of Failures	Date(s) of Failure(s)	Failed Part(s) Available?	NHTSA Previously Contacted?
	Mileage at Failure(s)	☐ Yes ☐ No	☐ Yes ☐ No
	Vehicle Speed at Failure(s):		

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies). Attach photos if available.)

Crash	Fire	Number of Persons Injured	Number of Fatalities	Reported to Manufacturer
☐ Yes ■ No	☐ Yes ■ No	—	—	■ Yes ☐ No

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

ERRATIC CRUISE CONTROL
AT TIMES PUSHING ON BUTTON CRUISE WILL NOT ENGAGE WHEN SETTING 30 TO 50 MPH. THEN WILL ENGAGE BY ITSELF. HAPPENED TO GREENWAY SALESMAN ON TEST RUN - PETE FLORES. DOES NOT HAPPEN ALL THE TIME! HAS HAPPENED TO ME 10-12 TIMES, ENGAGES BY ITSELF - ALMOST WRECKED! VERY UNSAFE!! OCCURED-ON-TEST-RUN BY SUN STATE FORD SERVICE MANAGER - ED - ON 12-15-00 - THERE'S NO "CRUISE ON" LIGHT. ANY PLACE. HAVE BEEN TO FORD DEALERS 6-7 TIMES. DEALERS

Continue on back. OVER

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.*

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

HAVE BEEN VERY NICE, AND HAVE REPLACED MANY ITEMS. THE CRUISE CONTROL IS SO ERRATIC - ONE DOES NOT KNOW WHEN IT ENGAGES! VERY UNSAFE TO DRIVE!

I HAVE NOTIFIED FORD DETROIT 3 TIMES AND TO DATE (1-10-01) HAVE NOT RECEIVED ANY RETURN RESPONSE.

[redacted]

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

ORLANDO FL 328 12 2001

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

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, NSA-10.01
400 7th Street, SW
Washington, DC 20590

Complete and return or place in your car manual for future use

VEHICLE OWNER'S QUESTIONNAIRE (VOQ)

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH 2 DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

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(DASH) 2 DOT



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