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People Saving People

1-888-DASH-2-DO1

Vehicle Owner's Questionnaire

Office of Defects Investigation

VOQ Confirmation

560219

[Please proceed to the end of this page, after confirming your input, and select the "Submit VOQ to NHTSA" button. NHTSA will not receive a record of your complaint unless this button is selected.]

Owner Information

POSTED

First Name: [REDACTED] Home Phone: [REDACTED]
Last Name: [REDACTED] Work Phone: [REDACTED]
MI: [REDACTED] Ext: [REDACTED]
Organization: [REDACTED] Fax Number: [REDACTED]
Address: [REDACTED] ve Email Address: [REDACTED]
Address 2: [REDACTED]
City: [REDACTED]
State: [REDACTED]
Zip: [REDACTED]

Would you like to receive a mailed signature card authorizing release of your vehicle information to manufacturers? Yes

Vehicle Information

Vehicle Identification Number [REDACTED]

Vehicle Make: Ford Vehicle Model: Windstar
Vehicle Year: 1998 Current Odometer Reading: 35100
Purchase Date: 04/98 New or Used: New

Engine Size: 3.8	Antilock Brakes: Yes
No. Cylinders: 6	Driverside Airbag: Yes
Fuel Injection: Yes	Passengerside Airbag: Yes
Turbo: No	Side Airbag - Driver: No
Fuel Type: Gas	Side Airbag - Passenger: No
Drivetrain: Front	3-Point Belt: Yes
Cruise Control: Yes	Motor Belt: No

RECEIVED
2002-04-08 09:00
OFFICE OF DEFECTS INVESTIGATION
NHTSA

Body Style: Minivan 2-point Belt: No

Dealer Information

Name: Ace Motor Co.
 Address: Broadway
 City: Woodbury
 State: NJ
 Zip: 08096
 Phone: NA

Failed Component/Part Information

Major Assembly	Description	Location Left-Right	Location Front-Rear	Part Type	Num. Failures	Failure Date	Failure Mileage	Failure Speed	Mfg Contacted	NHTS Contac
	Crash	Fire	Driver Airbag Deployed	Driver Sidebag Deployed	Passenger Airbag Deployed	Passenger Sidebag Deployed	Num. Injured	Num. Fatalities	Est. Damage	Police Report
Other Equipment	NA	NA	NA	Original	5	11/13/2000	31130	1	Yes	No
	No	No	NA	NA	NA	NA	NA	NA	NA	No

Information on Tire Failure

DOT Number: NA
 Manufacturer: NA
 Tire Name: NA
 Complete Tire Size: NA

Comments: First incident 11-13-00. Engine stalled making left turn against oncoming traffic. Van serviced at Ford Country, Henderson, NV and alternator changed. Four more of same type incidents in February. Car returned to Ford Country in Henderson for this complaint. Mileage 35024. They performed TSB-982506. Sent letter and called Ford Customer Service. Andrea insisted that the car be looked at once more at Colorado River Ford in Kingman, AZ. She said she made appointment and arranged for a loaner van or large car. Contact was Steve. We drove 40 miles for the appointment. On the way we had another stalling incident. We arrived for the appointment, Steve did not have a loaner car. We had to leave and when at home called Ford again. We were promised a call back from Andrea within 1/2 hour. It is now more than 24 hours and we are still waiting for the call back. This is a very dangerous situation. We were told by two people at the dealership in Henderson that Ford is aware of this problem. Stalling

could cause a crash situation with both oncoming traffic and traffic behind us. Does the body count have to rise before something is done about it? Will this become another situation like the tire problem? I will also be sending a copy of this to you in the mail.



Send mail to the Web Master