

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

Od_or _____
rt_dt _____
od_rt _____
up_ltr _____

Reference No.

OWNER INFORMATION (Type or Print)

COPIED

563997

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 11/25/01

PRODUCT INFORMATION

Registration No. (VIN.) (Located at bottom of
windshield on driver's side)

Make

Model

Year

MZA5144WBE23573

Ford

Windstar

1998

Purchase Date

Dealer's Name

Nichols Ford

Engine Size
(CID/CCAL)

384

☐ Turbo
☐ Diesel☒ Gas
☐ Fuel Injection

No. Cylinders

6

☒ New ☐ Used

Dealer's City

Fort Worth

State

TX

Zip Code

76106

Manufacture Date
(on driver's door or pillar)

Transmission Type

☐ Manual☒ Automatic

Restraint System

☒ Driverside Air Bag☐ Motorbelt☒ Passengerside Air Bag☐ 2-Point Belt☒ 3-Point Belt

Cruise Control

☒ Yes☐ No

Drivetrain

☒ Front☐ Rear☐ 4-Wheel

Vehicle Type

☐ Car☒ Van☐ Minivan☐ Other☐ Sport Utility☐ Truck☐ Motorcycle

Body Style

☐ 2 Door ☐ 4 Door☐ Stationwagon☐ Pick Up Truck☒ Other Van

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s)

Location

☐ Left
☐ Front☐ Right
☐ Rear

Failed Part(s)

☐ Original
☐ Replacement

Handicap Adaptive Equip

☐ Yes
☐ No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand

Tire Name

Complete Tire Size

DOT No.

No. of Failures

Date(s) of Failure(s)

Mileage at Failure(s)

Vehicle Speed at Failure(s)

Failed Part(s)
Available?☐ Yes ☐ NoNHTSA 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

0

Number of Fatalities

0

Reported to Manufacturer

☒ Yes ☐ No

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

Vehicle has had repeated incidents of drivetrain
resulting in the vehicle lurching forward violently
stopped without the gas pedal being depressed and
incidents of the transmission or torque converter
slipping and failing to move the vehicle for several
minutes. Ford has repeatedly tried to find the problem
without success. The problem is intermittent making it
difficult to diagnose without a major tear-down which Ford

Continues on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 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.

Mail postage free or fax to 202-366-7882

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

has been unwilling to perform relying mainly on the on-board computer to ~~try~~ try to diagnose. This has failed due to a lack of memory storage in the computer and the incidents never happening in close proximity to the local dealer or due to a non-monitored part being the cause

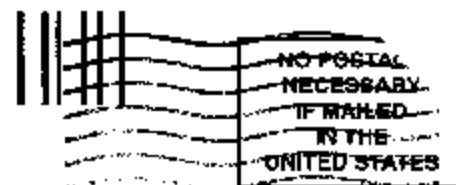
ATTACH ADDITIONAL SHEETS IF NEEDED

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 7375 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
(V00Q)**

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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