

Form Approved: O.M.B. No. 2127-0008



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-8393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

Use a No. 2 pencil or a blue
or black ink pen only.
CORRECT MARK:

FOR AGENCY USE ONLY

Date Received

07-10-02

Office

rtd

od-r

up-lr

Reference No.

OWNER INFORMATION (Type or Print)

DAYTIME TELEPHONE NUMBER

STREET NO.

Richmond

APT. NO.

In

CITY

STATE

ENTER ZIP CODE

ZIP CODE + 4

AREA CODE

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 and address to the vehicle manufacturer.

SIGNATURE OF OWNER

DATE

VEHICLE INFORMATION

VEHICLE IDENT. NO. (VIN Listed at bottom of windshield on driver's side)

2FMDA5140TB35801

VEHICLE MAKE

Windstar

VEHICLE MODEL

MANUFACTURE DATE

04/01/96

MODEL YEAR

1996

VEHICLE MANUFACTURER

☐ BMW ☒ Ford ☐ Honda ☐ Nissan ☐ Subaru ☐ Volvo ☐ Other
☐ Daimler/Chrysler ☐ General Motors ☐ Hyundai ☐ Saab ☐ Toyota ☐ VW

PURCHASE DATE

09/10/97

☒ New
☐ Used

DEALER'S NAME

Ford

CITY

Greenfield

STATE

Ind.

ZIP CODE

306140

ENGINE SIZE

(CID/CC/L) 3.8

NO. CYLINDERS

6

FUEL SYSTEM

☐ Turbo☒ Fuel Injection

FUEL TYPE

☐ Diesel☒ Gas

TRANSMISSION TYPE

☐ Manual☒ Automatic

ANTILOCK BRAKES

☒ Yes☐ No

RESTRAINT SYSTEM

☐ Driverside Airbag☐ Passengerside Airbag☐ 2-Point Belt☐ Motorbelt☐ 3-Point Belt

CRUISE CONTROL

☒ Yes☐ No

DRIVETRAIN

☒ Front☐ Rear☐ 4-Wheel

VEHICLE TYPE

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

DOORS

☐ 2-Door☒ 4-Door

BODY STYLE

☐ Hatchback☐ Pick Up Truck☐ Sedan☐ Stationwagon

FAILED COMPONENT(S)/PART(S) INFORMATION

COMPONENT

☐ Child Seat
☐ Electrical Lights & Alarms
☐ Engine & Cooling System
☐ Equipment
☐ Fuel System, Exhaust
☐ Heater, Defrost, Ventilation
☐ Interior
☐ Parking Brake
☐ Power Train
☐ Service Brakes
☐ Steering
☐ Structure
☐ Suspension
☐ Visual Systems
☐ Other

NO. OF FAILURES

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ 11 ☐ 12 ☐ 13 ☐ 14 ☐ 15 ☐ 16 ☐ 17 ☐ 18 ☐ 19 ☐ 20

INCIDENT DATE

MILEAGE AT INCIDENT

VEHICLE SPEED AT INCIDENT

FAILED PART(S)

☐ Original☐ Replacement

To report defective or failed tires provide the following: Tire
Brand, Tire Name, Tire Size (include all number and letters).

TIRE NAME

COMPLETE TIRE SIZE

TIRE BRAND

☐ BF Goodrich
☐ Cooper
☐ Firestone
☐ Goodyear
☐ Kelly Springfield
☐ Michelin
☐ Yokohama
☐ Other

HANDICAPPED ADAPTIVE

☐ Yes ☐ No

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(es) on
the back of
this form.

CRASH

☐ Yes☐ No

FIRE

☐ Yes☐ No

NUMBER OF PERSONS INJURED

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ 11 ☐ 12 ☐ 13 ☐ 14 ☐ 15 ☐ 16 ☐ 17 ☐ 18 ☐ 19 ☐ 20

NUMBER OF FATALITIES

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ 11 ☐ 12 ☐ 13 ☐ 14 ☐ 15 ☐ 16 ☐ 17 ☐ 18 ☐ 19 ☐ 20

CAUSE OF INCIDENT

☐ Wear/Corroded/Rust
☐ Weak/Poor Fit/Loose
☐ Cut/Torn
☐ Disconnect/Fall Off
☐ Erratic/Poor Performance
☐ Excessive Effort

☐ Nuts
☐ Leaks
☐ Short
☐ Locks/Sticks/Grabs
☐ Stability/Vibration
☐ Broken

RESULT OF INCIDENT

☐ Explosion/Fire
☐ Loss of Control
☐ Poor Visibility
☐ Inadvertent Start
☐ Rollover
☐ Stalls
☐ Sudden Acceleration

Narrative description of incident(s), failure(s), crash(es), location(s), and injury(ies). Include additional accidents if applicable.

Salt water rust
brake master cylinder rust
brake master cylinder rust
and anti-lock brake sensor.
Anti-lock brake sensor
brake sensor to ride
the hub also will
bring anti-lock dash
light on. Installation
could cause unsafe
initiation on the road.

Should have a bracket
that can't rust out.

I have been told that
Ford's first Ford was
wanted 39 to look at
the rear wheel. I didn't
let them work on it.
They want to change to
lid it. I already knew
the problem was. I didn't
want to pay for what Ford
didn't do. I still need

Continue on additional page if necessary.

Describe any additional incidents. (Include date)

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 administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

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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 MAIL PERMIT NO. 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NAT'L 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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



20590+0061

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



VEHICLE OWNER QUESTIONNAIRE (V)

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

DOT Auto Safety Hotline
(DASH) 2 DOT



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National Highway Traffic Safety
Administration

www.nhtsa.dot.gov/hotline

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DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**