

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 258

Date Received

16-FEB-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

718862

Do you authorize NHTSA to provide a copy of 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) (located at front of windshield on drivers side) 2FMDA51UXWBA98356	Vehicle Make FORD TRUCK	Vehicle Model WINDSTAR	Vehicle Year 1998	Current Odometer Reading
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Purchase Date 01-MAY-1998	Dealer's Name _____	Engine Size (CID/CC/L) 100000	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
☐ New ☒ Used	City _____ State _____ Zip Code _____	No Cylinders _____	

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☒ 3-Point Belt ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No	Drive Train ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 06320000 09313000	Part Name(s) ELECTRICAL SYSTEM:WIRING:HARNESS:UNDER DASH LIGHTING:FUSE:COURTESY LIGHTS	Location ☐ Left ☐ Right ☐ Frnt ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 1	Date(s) of Failure(s) 15-JUL-1999 Mileage at Failure(s) 36000 Vehicle Speed at Failure(s) 0	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHEN I STOPPED MY VAN, THE INTERIOR LIGHTS WOULD NOT TURN OFF AND THE DASHBOARD SHOWED AN OPEN DOOR, THOUGH ALL DOORS WERE TIGHTLY CLOSED. THIS CONDITION PERSISTED EVEN WITH THE ENGINE RUNNING. WE HAD TO PULL THE INTERIOR FUSE SO WE COULD DRIVE AT NIGHT - A DANGEROUS SITUATION INDEED! THE SAN JOSE (CALIFORNIA) MERCURY NEWSPAPER HAS AN "ACTION LINE" COLUMN WHERE I SAW OTHERS WHO HAVE THE EXACT SAME PROBLEM AS MINE. I TOOK IN MY CAR TO A FORD DEALER, BUT THEY CHARGED ME \$85 FOR NOT EVEN FINDING THE PROBLEM. THEY SAID THEY COULD NOT DUPLICATE IT. I THINK FORD KNOWS ABOUT THIS BUT WON'T ISSUE A RECALL. PLEASE HELP! *AK

CONTINUED ON BACK (SEE)

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.