

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

Data Received

22-JUL-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

725823

 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 driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
2FMDA5142TBA03669	FORD TRUCK	WINDSTAR	1996	

Purchase Date 01-SEP-1997	Dealer's Name _____	Engine Size (CID/CC/L) 3.8	☐ 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 03273000 02440000 01500000	Part Name(s) BRAKES:HYDRAULIC:DISC:ROTOR:DISC HUB SUSPENSION:SINGLE AXLE:REAR:SWAY BAR STEERING:LINKAGES	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) 05-JAN-2000 Mileage at Failure(s) 33134 Vehicle Speed at Failure(s) _____	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	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

I HAD MY FRONT BRAKES REPLACED JANUARY 7, 2000. I RECENTLY HEARD A LOUD "TUMPING" NOISE IN THE RIGHT FRONT WHEEL / AXLE ASSEMBLY. I TOOK THE VAN BACK TO THE DEALER FOR REPAIRS. THEY REPLACE THE "SWAY BAR / TIE RODS ON THE RIGHT SIDE AND DID A SUSPENSION ADJUSTMENT AND ASSURED ME THE PROBLEM WAS FIXED. I TOOK THE VAN OUT OF THE PARKING LOT ONLY TO RETURN IMMEDIATELY. I THEN TOOK THE "EXPERT" FRONT END MECHANIC FOR A TEST DRIVE. HE HEARD THE NOISE FOR THE "FIRST" TIME AND TOLD ME I NOW NEEDED STRUTS. THIS HE SAID WOULD SOLVE MY PROBLEM. I AM SCHEDULED TO HAVE THIS REPAIR DONE ON JULY 23, 2000. I DO NOT BELIEVE THIS TO BE MY PROBLEM. ALSO I AM CONCERNED THAT MY DEALER AS WELL AS FORD WILL NOT COVER ANY OF THESE REPAIRS BECAUSE THE 36 MONTHS ON MY WARRANTY HAS EXPIRED.

CONTINUED ON BACK (REVERSE)

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.