

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

24-JUL-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

725944

 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)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
2FMDA5144TBA87557	FORD TRUCK	WINDSTAR	1996	

Purchase Date 01-JUL-1996	Dealer's Name _____	Engine Size (CID/CC/L) 3.8L	☐ 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 05150021 05100000 12420000	Part Name(s) ENGINE:GASKETS:VALVE COVER ENGINE INTERIOR SYSTEMS:INSTRUMENT PANEL:GAUGE:INDICATOR	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 25	Date(s) of Failure(s) 06-JAN-2000 Mileage at Failure(s) 86951 Vehicle Speed at Failure(s) 2	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)

ENGINE LIGHT COMES ON, STAYS ON ENGINE RUNS ROUGH. THIS CONTINUED FROM JANUARY TO JULY WITH VEHICAL GOING IN TO SHOP AS MUCH AS 5 TIMES IN ONE DAY. SAYVILLE FORD ON LAST ARRIVAL SAID HEAD GASKET FALURE AS IN ALL WINDSTARS FROM 1995 AND 96. THEY SAID THIS IN JANUARY AND EVERY VIST AFTER THAT UNTIL THE LAST ONE WHEN WHITE SMOKE CAME OUT OF EXHAUST. THEN THEY SAID REPLACE HEAD GASKETS. AT THIS TIME THEY FOUND THE NUMBER 1 CYLINDER ROD BENT AND I WOULD NEED A NEW ENGINE. THEY STILL HAVE THE VEHICAL AND WANT ME TO PAY FOR DAMAGES I WILL NOT SEEING THEY SHOULD HAVE FIXED IT IN THE BEGINING. I CALLED FORD MOTOR COMPANY AND THEY WOULD NOT STEP IN SAYING THE DELERSHIP AND THE CAR IS MY PROBLEM. I EVEN ASKED FOR THE FACTORY REP TO LOOK INTO THIS PROBLEM AND WAS T

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.