

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

02-AUG-2000

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Reference No.

726407

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 between front fenders)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
2FMDA5149WBA80933	FORD TRUCK	WINDSTAR	1998	

Purchase Date 01-JAN-1998	Dealer's Name _____	Engine Size (CID/CC/L) 302	☐ 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 ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	Cruise Control ☒ Yes ☐ No	Drive Train ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☒ Van ☐ Minivan ☐ Other	Body Style ☐ Sport Vlt ☐ Truck ☐ Motorcycle ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02100000	Part Name(s) SUSPENSION:INDEPENDENT FRONT	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures 1	Date(s) of Failure(s) 16-JUL-2000 Mileage at Failure(s) 68312 Vehicle Speed at Failure(s) 75	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)

SHOCK ABSORBER (STRUT) AND COIL SPRING BROKE ...NONE IN STOCK IN ALL OF USA! 2WEEKS HAVE GONE WITH NO REPAIRS BECAUSE OF LACK OF SPRING NATIONWIDE! DEALER IN MO (CAR STILL THERE) TOLD US PART WAS ON ORDER FOR 3 DAYS...AFTER MISSING WORK FOR 4 DAYS AND PAYING FOR HOTEL IN EUREKA, MO WE ENDED UP RENTING A CAR AND DRIVING BACK HOME TO MICHIGAN. WILL HAVE TO RENT ANOTHER CAR AND OVERNIGHT HOTEL BILL TO RETURN TO PICK UP VAN WHEN (IF) COMPLETED...ALL THE WHILE WE STILL ARE MAKING MO/PAYMENTS ON VEHICLE WE CAN'T EVEN DRIVE!!!

CONTINUE ON BACK IF NEEDED

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.