



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

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 258

Date Received

31-JAN-2001

Ord. or
rt. dt
pd. rt
up. ltr

Reference No.

740217

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) (Locate at bottom of windshield or driver's side door)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
2FMDA514XTBA03757	FORD TRUCK	WINDSTAR	1996	

Purchase Date 01-DEC-1995	Dealer's Name _____	Engine Size (CID/CC/L) <u>3.8</u>	☐ 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 ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No	Drive Train ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Util ☐ 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 02113000	Part Name(s) SUSPENSION:INDEPENDENT FRONT ATTACHING MECHANISMS:	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
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No of Failure 1	Date(s) of Failure(s) 01-APR-2000 70000 Mileage at Failure(s) 0	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No
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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 Damag 0	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

BOTH FRONT COIL SPRINGS BROKE WHILE THE CAR WAS PARKED. IT WAS LIKE A MIMNI=EXPLOSION. SEVERAL NEIGHBORS CAME OUT OF THEIR HOUSES TO CHECK. IN ADDITION, THE BREAKING OF THE SPRINGS ALSO BROKE THE DRIVER'S SIDE CYLINDER FOR THE ABS BREAKING SYSTEM. THE BREAKING OF THE COILS SPRINGS ALSO GOUGED VERY BADLY THE DRIVER'S SIDE FRONT TIRE. I REPLACED IT. THE BILL FOR THE WORK AND PARTS AND TIRE AMOUNTED TO OVER 500 DOLLARS. I CONTACTED FORD MOTOR COMPANY ON OR ABOUT APRIL 1, 2000. THEIR REP SAID "WE'RE VERY SORRY BUT CAN'T DO ANYTHING ABOUT IT." IT HAPPENED IN WESLACO, TEXAS, WHERE I SPEND THE WINTERS. I LIVE IN VIRGINIA, MN. TELEPHONE HERE IN TX IS 956.447.1044. ADDRESS IS WAYNE MOEN, 802 S INT'L BLVD #113, WESLACO, TX 78596. I'M SENDING THIS TO YOU BECAUSE I READ AN ARTICLE IN THIS MORNING'S

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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.