



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

28-FEB-2001

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

741687

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)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
2FMDA5146WBB95280	FORD TRUCK	WINDSTAR	1998	

Purchase Date 01-APR-2098	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	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
☐ Manual ☐ Automatic	☒ Yes ☐ No	☒ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	☒ Yes ☐ No	☒ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Sport Util ☒ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05100000	Part Name(s) ENGINE	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
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No of Failure 5	Date(s) of Failure(s) <u>13-NOV-2000</u> Mileage at Failure(s) <u>31130</u> <u>1</u>	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	Number of Fatalities	Estimated Property Damag	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

FIRST INCIDENT 11-13-00. ENGINE STALLED MAKING LEFT TURN AGAINST ONCOMING TRAFFIC. VAN SERVICED AT FORD COUNTRY, HENDERSON, NV AND ALTERNATOR CHANGED. FOUR MORE OF SAME TYPE INCIDENTS IN FEBRUARY. CAR RETURNED TO FORD COUNTRY IN HENDERSON FOR THIS COMPLAINT. MILEAGE 35024. THEY PERFORMED TSB 982506. SENT LETTER AND CALLED FORD CUSTOMER SERVICE. ANDREA INSISTED THAT THE CAR BE LOOKED AT ONCE MORE AT COLORADO RIVER FORD IN KINGMAN, AZ. SHE SAID SHE MADE APPOINTMENT AND ARRANGED FOR A LOANER VAN OR LARGE CAR. CONTACT WAS STEVE. WE DROVE 40 MILES FOR THE APPOINTMENT.. ON THE WAY WE HAD ANOTHER STALLING INCIDENT. WE ARRIVED FOR THE APPOINTMENT, STEVE DID NOT HAVE A LOANER CAR. WE HAD TO LEAVE AND WHEN AT HOME CALLED FORD AGAIN. WE WERE PROMISED A CAL

COPIES OF THIS FORM ARE:

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.