



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

20-APR-2001

Od_or _____
rt_dt _____
od_rt _____
ip_lr _____

Reference No.

744314

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) (Location at bottom of windshield and driver's side) 1FCJE39H4LHA77797	Vehicle Make FORD TRUCK	Vehicle Model WINDSTAR	Vehicle Year 1990	Current Odometer Reading
Purchase Date 01-MAY-1990	Dealer's Name _____		Engine Size (CID/CC/L) 351	☐ 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 _____		

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07300000 06136000 08310000	Part Name(s) POWER TRAIN:TRANSMISSION:AUTOMATIC FUEL:FUEL PUMP ELECTRICAL SYSTEM:WIRING:HARNES:FRONT:UNDERHOOD	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure 100	Date(s) of Failure(s) 08-MAY-1990 Mileage at Failure(s) 600	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ 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 Damag	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

THIS TRUCK HAS ALWAYS HAD TROUBLE STARTING. WHEN DAMP OR COLD IT WONT START AT ALL. THE FUEL PUMP RELAY ALWAYS SHORTS OUT, COSTING ME \$17.35 EVERYTIME IT RAINS OR IS DAMP. THE TRUCK WILL FINALLY START AFTER DRYING OUT THEN THE TRANSMISSION WHEN PUT IN DRIVE WILL NOT MOVE UNTILL THE TRUCK IS WARM.REPLACED THE TRANS. AND IT STILL IS A PROBLEM. THE STARTER RELAY WENT BAD LAST WEEK COSTING ME 217 DOLLARS. THE TRUCK STALLS IN THE MIDDLE OF INTERSECTIONS AND YOU HAVE TO PUT IT IN NUETRAL AT STOP LIGHTS AND REV THE ENGINE TO KEEP IT FROM STALLING..ITS BEEN IN THE DEALERS SHOP TO MANY TIMES TO RECALL AND THEY JUST GAVE UP AS DID I . I HAD TO TAKE IT TO ACADEMY FORD IN LAUREL, MD BECAUSE THAT WAS THE ONLY FORD DEALER FOR MILES THAT COULD GET IT IN THEIR SHOP.. THIS TRUCK HASNT RUN RIGHT FROM DAY ONE

CONTINUE ON 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.