



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-MAY-2001

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Reference No.

746020

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)<br><small>(Locate at bottom of<br/>windshield or driver's side<br/>door)</small> | Vehicle Make | Vehicle Model | Vehicle Year | Current Odometer Reading |
| 2FMZA514XWBC83755                                                                                         | FORD TRUCK   | WINDSTAR      | 1998         |                          |

|                                                                       |                                       |                                       |                                                                                                                                              |
|-----------------------------------------------------------------------|---------------------------------------|---------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|
| Purchase Date<br><b>01-APR-1998</b>                                   | Dealer's Name _____                   | Engine Size<br>(CID/CC/L) <u>3.8L</u> | <input type="checkbox"/> Turbo<br><input type="checkbox"/> Diesel<br><input type="checkbox"/> Gas<br><input type="checkbox"/> Fuel Injection |
| <input checked="" type="checkbox"/> New <input type="checkbox"/> Used | City _____ State _____ Zip Code _____ | No Cylinders _____                    |                                                                                                                                              |

|                                                                                  |                                                                        |                                                                                                                                                                                                               |                                                                        |                                                                                                                |                                                                                                                                                                                                                                                            |                                                                                                                                                                                               |
|----------------------------------------------------------------------------------|------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Transmission Type                                                                | Antilock Brakes                                                        | Restraint System                                                                                                                                                                                              | Cruise Control                                                         | Drive Train                                                                                                    | Vehicle Type                                                                                                                                                                                                                                               | Body Style                                                                                                                                                                                    |
| <input type="checkbox"/> Manual<br><input checked="" type="checkbox"/> Automatic | <input checked="" type="checkbox"/> Yes<br><input type="checkbox"/> No | <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt<br><input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt<br><input type="checkbox"/> Passengerside Airbag | <input checked="" type="checkbox"/> Yes<br><input type="checkbox"/> No | <input checked="" type="checkbox"/> Front<br><input type="checkbox"/> Rear<br><input type="checkbox"/> 4-Wheel | <input type="checkbox"/> Car <input type="checkbox"/> Sport Util<br><input checked="" type="checkbox"/> Van <input type="checkbox"/> Truck<br><input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle<br><input type="checkbox"/> Other _____ | <input type="checkbox"/> 2-Door<br><input type="checkbox"/> 4-Door<br><input type="checkbox"/> Stationwagon<br><input type="checkbox"/> Pick Up Truck<br><input type="checkbox"/> Other _____ |

## FAILED COMPONENT(S)/PART(S) INFORMATION

|                       |                                                                                |                                                                                                                                          |                                                                                             |
|-----------------------|--------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|
| Component<br>07300000 | Part Name(s)<br>POWER TRAIN:TRANSMISSION:AUTOMATIC                             | Location<br><input type="checkbox"/> Left <input type="checkbox"/> Right<br><input type="checkbox"/> Front <input type="checkbox"/> Rear | Failed Part(s)<br><input type="checkbox"/> Original<br><input type="checkbox"/> Replacement |
| No of Failure         | Date(s) of Failure(s) <u>20-MAY-2001</u><br>Mileage at Failure(s) <u>34900</u> | Failed Part(s)<br><input type="checkbox"/> Yes <input type="checkbox"/> No                                                               | NHTSA Previously<br><input type="checkbox"/> Yes <input type="checkbox"/> 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<br><input type="checkbox"/> Yes <input type="checkbox"/> No | Fire<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Number of Persons Injured | Number of Fatalities | Estimated Property Damage | Reported to Police<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
|-------------------------------------------------------------------|-----------------------------------------------------------------------------|---------------------------|----------------------|---------------------------|-------------------------------------------------------------------------------------------|

## NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

ON THE 20TH OF MAY I WAS DRIVING THE VAN WHEN IT FELT LIKE IT HESITATED(SLIPPED) AND THEN IT PROCEEDED TO DRIVE NORMALLY. WE WENT HALF A MILE THEN STOPPED THE VAN AND PARKED. ON RETURNING TO THE VAN AND STARTING IT, IT RAN VERY ROUGH(LOUD) AND WOULD NOT GO PAST 30MPH ON OUR WAY HOME. WE PROCEEDED TO TAKE IT TO THE DEALERSHIP IN THE NEXT WEEK AND FOUND OUT THE TRANSMISSION HAD GONE OUT AT ONLY 35000 MILES. OUR WARRANTY HAD EXPIRED ON 4/16/01. BARELY A MONTH OUT OF WARRANTY AND A POWERTRAIN ITEM HAD FAILED ON US. WE KNOW TWO OTHER FAMILY MEMBERS THAT HAVE OWNED WINDSTAR VANS THAT THE TRANSMISSION HAS GONE OUT WITH LOW MILEAGE. THE DEALERSHIP HAS OFFERED TO REPAIR IT FOR \$495. THIS WILL INCLUDE AN EXTENDED WARRANTY ON THE POWERTRAIN FOR 75,000 MILES. WE FEEL WITH SUCH

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.