



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

07-NOV-2001

Od_or _____
rt_dt _____
od_rt _____
ip_lr _____

Reference No.

754199

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 door)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
2FMDA5144TBA91897	FORD TRUCK	WINDSTAR	1996	

Purchase Date 01-JAN-1997	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 _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 12430000	Part Name(s) INTERIOR SYSTEMS:INSTRUMENT PANEL:SPEEDOMETER:ODOM	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure	Date(s) of Failure(s) <u>07-NOV-2001</u>	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No
	Mileage at Failure(s) <u>49424</u>		
	Vehicle Speed at Failure(s) <u>30</u>		

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
---	---	---------------------------	----------------------	--------------------------	---

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

THE SPEEDOMETER "BUZZES" AND SWINGS WIDELY AFTER ~ 30 MPH, INDICATING UP TO 100 MPH. THE VEHICLE HAD BEEN RETURNED, WHEN UNDER WARRANTY, TO THE DEALERSHIP TO FIND AND FIX A BUZZ IN THE DASHBOARD. THE PROBLEM TYPICALLY OCCURRED DURING COLD WEATHER, WHEN THE VEHICLE EXCEEDED 30-40 MPH, AND CAME FROM THE VICINITY OF THE SPEEDOMETER. THE DEALER WAS GIVEN THESE SYMPTOMS, BUT COULD NOT REPAIR THE CAUSE. THE PROBLEM WAS MADE WORSE BY THE FACT THAT IT OCCURRED SPORADICALLY. THE BUZZ NEVER WAS ELIMINATED BY THE DEALER. THE BUZZ NOW AUDIBLE WHEN THE SPEEDOMETER SWINGS WIDELY IS A MORE PRONOUNCED VERSION OF THAT SAME BUZZ. THE DEALER AND FORD REFUSED TO PAY TO REPAIR THE PROBLEM, EVEN THOUGH

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.