



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

25-MAR-2002

Od_or

rt_dt

od_rt

ip_lr

Reference No.

759805

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 and door side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
2FMDA514XTBA36869	FORD TRUCK	WINDSTAR	1996	

Purchase Date 01-MAR-1996	Dealer's Name _____	Engine Size (CID/CC/L) _____	☐ 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 05150000	Part Name(s) ENGINE:OTHER PARTS	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part's ☐ Original ☐ Replacement
No of Failure 1	Date(s) of Failure(s) 01-DEC-2001 Mileage at Failure(s) Vehicle Speed at Failure(s)	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 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)

NOTICED CHECK ENGINE LIGHT ON IN DECEMBER 2001. LOOKED IN MANUAL AND SAID NEEDED TO COMPLETE 3 COOLED COMPLETE CYCLES, BUT LIGHT DIDN'T GO OFF. STARTED LEAKING COOLANT AND TEMPERATURE GAUGE WOULD GO TO HOT. HEATER WOULD BLOW OUT COLD AIR. TOOK TO AN INDEPENDENT MECHANIC AND WAS TOLD IT HAD A CRACKED BLOCK AND THAT FORD HAS HAD THESE SAME PROBLEMS WITH PREVIOUS YEARS. CONTACTED DEALERSHIP AND THEY ARE UNWILLING TO DO ANYTHING TO HELP OUT. AM IN THE PROCESS OF CONTACTING FORD COMPANY TO SEE IF THEY WILL BE WILLING TO HELP. PLEASE FOLLOW UP WITH ANY INFORMATION. AT THIS POINT MY FAMILY OF 5 IS DRIVING AROUND IN A SMALL PICK UP TRUCK BEAUSE I AM UNABLE TO DRIVE THE VAN SINCE TOLD IT CO

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.



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rp_lr _____

Reference No.

759805

Work Number 614 263 2333

Home Number 614 523 0124

OWNER INFORMATION (Type or Print)

SHELLY ROTH 745396
998 NEWFIELDS LANE
WESTERVILLE OH 43081

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Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Location at bottom of windshield and driver's side door) 2FMDA514XTBA36869	Vehicle Make FORD TRUCK	Vehicle Model WINDSTAR	Vehicle Year 1996	Current Odometer Reading
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☒ New ☐ Used	City _____ State _____ Zip Code _____	No Cylinders _____	

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	Mileage at Failure(s)		
	Vehicle Speed at Failure(s)		

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