

DOT Auto Safety Hotline		FOR AGENCY USE ONLY 335	
 U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-STOP 1-888-327-4236 www.nhtsa.dot.gov/hotline	
OWNER INFORMATION (Type or Print) MIAMI FL		Date Received AN 18 DEC 2001	
Do you authorize NHTSA to contact the manufacturer of your vehicle? In the absence of an authorized signature, your name and address to the vehicle manufacturer. Signature of Owner		Reference No. 8001084	
VEHICLE INFORMATION		Work Number Home Number	
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 2FMZA61YXWBD98862		Vehicle Make FORD TRUCK	
Vehicle Model WINDSTAR		Vehicle Year 1998	
Purchase Date ☐ New ☒ Used		Current Odometer Reading 32,025	
Dealer's Name METRO FORD City MIAMI State FL Zip Code 33150		Engine Size (CID/CCL) 3.0L No Cylinders 6	
Transmission Type ☐ Manual ☒ Automatic		☐ Turbo Diesel Fuel Injection	
Antilock Brakes ☒ Yes ☐ No		Restraint System ☒ 3-Point Belt ☐ Motorbelt ☐ 2-Point Belt ☐ Driver's Side Airbag ☐ Passenger's Side Airbag	
Cruise Control ☒ Yes ☐ No		Drive Train ☒ Front ☐ Rear ☐ 4-Wheel	
Vehicle Type ☒ Car ☐ Van ☐ Minivan ☐ Other		Body Style ☒ 2-Door ☐ 4-Door ☐ Station Wagon ☐ Pick Up ☐ Truck	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 06110000		Part Name(s) ENGINE MOUNTS BOLTS OR BOLT HEADS HOLDING SUPPORT BEAM	
No. of Failures		Location ☒ Left Front ☐ Right Rear	
Date(s) of Failure(s) 17-DEC-2001 Mileage at Failure(s) 36000 Vehicle Speed at Failure(s) 37,000		Failed Part(s) ☒ Original ☐ Replacement	
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 Damage \$2000		Reported to Police ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES) WHILE DRIVING ENGINE FELL OUT TO THE GROUND. DEALER SAID SOMEONE REMOVED ENGINE BOLTS. PLEASE PROVIDE ANY FURTHER INFORMATION.*AK AT ISSUE ARE BOLTS HOLDING ENGINE SUPPORT. WHEN INSPECTED BY USAA ADJUSTOR, NO BOLTS WERE EXISTING AND RECEIVING NUTS WERE CLEAN. STORY FROM FORD WAS THAT SOMEONE REMOVED			
The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in U.S. National Highway Traffic Safety Administration 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 responses, or a statistical summary thereof, may be used in support of the agency's action.			

Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) IF APPLICABLE

TIRE IDENTIFICATION NO.*

D O T

MANUFACTURER/TIRE NAME

SIZE

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED) NOTE: VAN PURCHASED AT END OF LEASE - SOME DROVE

THE BOLTS ALLOWING ENGINE SUPPORT TO FALL.

CAR IS 100% SECURELY GARAGED EXCEPT WHEN DRIVEN.
DAY OF FAILURE CAR DRIVEN 20 MILES WITH FAILURE AT END
OF TRIP ON OFF RAMP OF INTERSTATE. MOST LIKELY CAUSE:

- HIT DOT HOLE IN 1999 CAUSING HEAD OF ONE BOLT TO
FAIL LEAVING ONE SET SUPPORTING ENGINE AFTER
INCIDENT CHECKED FRONT END ALIGNMENT AT DEALER
- SUBSEQUENT USE DOUBLED STRESS ON REMAINING BOLT
LEADING TO DEFINITE FAILURE WORSENERED BY "SPEED BUMP"
STRESS. ENGINE SUPPORT HELD IN PLACE BY FRICTION ON
THREADS UNTIL FINAL FAILURE WHILE BREAKING ON OFF RAMP
- REMAINING HEADLESS BOLTS REMOVED "MYSTERIOUSLY" BEFORE
INSURANCE INSPECTION.

IN SHORT - NO WAY SOMEONE WOULD DELIBERATELY REMOVE
BOLTS UNDER A CAR AND RISK LIFE TO STEAL BOLTS.
- SOLUTION IS REDESIGN OF BOLTS OR BOLTING SYSTEM.

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



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NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

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POSTAGE WILL BE PAID BY NATIONALLY TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA-10.01
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Washington, DC 20590