

 DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		AGENCY USE ONLY 252 Recd. by <u>6027</u> Date <u>01/23/02</u> Ref. No. <u>8002165</u> Work Number _____ Home No. _____	
OWNER INFORMATION (Type or Print) Name <u>[REDACTED]</u> VIN <u>733712</u>		Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of <u>[REDACTED]</u> ☒ YES ☐ NO Signature of Owner <u>[REDACTED]</u> Date <u>01/23/02</u>	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) <u>2FMCA5144WBC91009</u> (Located at bottom of windshield or on a label)		Vehicle Make <u>FORD TRUCK</u> Vehicle Mode <u>WINDSTAR</u> Vehicle Year <u>1998</u> Current Odometer Reading _____	
Purchase Date <u>07/02/01</u> ☐ New ☒ Used		Dealer's Name <u>DeVALL Ford</u> City <u>Clayton</u> State <u>GA</u> Zip Code _____ Engine Size (CID/CC/L) _____ No. Cylinders _____ ☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection	
Transmission Type ☐ Manual ☒ Automatic 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 Wheel ☐ Rear Wheel ☐ 4-Wheel	
Vehicle Type ☒ Car ☐ Sport Utility Truck ☐ Motorcyclist ☐ Van ☐ Minivan ☐ Other _____		Body Style ☐ 2-Door ☐ 4-Door ☐ Station Wagon ☐ Pick Up ☐ Truck	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component <u>07380000</u> Part Name(s) <u>POWER TRAIN: TRANSMISSION: AUTOMATIC: COOLING UNIT AND</u>		Location ☐ Left ☐ Right ☒ Front ☐ Rear Failed Part(s) ☒ Original ☐ Replacement	
No. of Failures <u>1</u> Date(s) of Failure(s) <u>01-JAN-2001</u> Mileage at Failure(s) <u>86500</u> Vehicle Speed at Failure(s) <u>0</u>		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 _____ Reported to Police ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
CONSUMER WAS TRAVELING ON HIGHWAY AND HEARD POPPING NOISE COMING FROM UNDERNEATH VEHICLE. HE PULLED OVER TO SHOULDER OF ROAD, AND LOOKED UNDERNEATH OF VEHICLE, AND NOTICED THAT TRANSMISSION FLUID WAS LEAKING. DEALERSHIP WAS AWARE OF PROBLEM. *AK <u>— Above vehicle was stopped at traffic light with noise like a bump (one pop).</u> <u>(continued)</u>			

CONTINUE ON BACK IF NEEDED

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.

INFORMATION ON THE FAILURE(S) (IF APPLICABLE)

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SIZE

NARRATIVE DESCRIPTION (CONTINUED)

- Vehicle was car-toted to Dealership where service and repairs were done.

- Enclosed Service Form Copy

- Enclosed Photograph of failure of mounting screw AND cover.

★ U.S.G.P.O.: 1982-523-247/80500

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NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL HWY TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590

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PROTECT UNWARRANTED INVASION OF
PERSONAL PRIVACY PURSUANT TO
EXEMPTION 6 OF THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6)**

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