



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 798

Date Received

18-JAN-2002

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

8002490

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 frame) N/A	Vehicle Make FORD TRUCK	Vehicle Model WINDSTAR	Vehicle Year 1998	Current Odometer Reading
Purchase Date ☐ New ☒ Used	Dealer's Name _____ City _____ State _____ 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 ☐ 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 09013000	Part Name(s) LIGHTING:GENERAL OR UNKNOWN COMPONENT:COURTESY LK	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure	Dates of Failure(s) 01-JAN-2002 Mileage at Failure(s) 62705 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	Number of Fatalities	Estimated Property Damag	Reported to Police ☐ Yes ☐ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

COURTESY LIGHTS WILL INTERMITTENTLY WORK. THEY WILL COME ON WHEN DRIVING AT NIGHT, OR SOMETIMES THEY WILL NOT COME ON AT ALL. PLEASE PROVIDE MORE INFORMATION.*AK

COPIES OF THIS FORM ARE:

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.

 DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 798 Date Received: <u>10 JAN 2002</u> Defects Investigation Office	
OWNER INFORMATION (Type or Print) [Redacted] 734754		Od_or _____ ri_dt _____ od_rt _____ up_tr _____ Reference No. 8002490	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer. Signature of Owner: [Redacted]		YES ☒ NO ☐ Date <u>2/11/02</u>	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN)	Vehicle Make	Vehicle Model	Year
N/A	FORD TRUCK	WINDSTAR	1998
Purchase Date	Dealer's Name	Engine Size	Current Odometer Reading
	LARRY MILLER	1000/CC/L	
☐ New ☒ Used	City	State	Zip Code
	CALDWELL	Idaho	83605
Transmission Type	Antilock Brakes	Restraint System	Cruise Control
☐ Manual ☐ Automatic	☐ Yes ☐ No	☒ 3-Point Belt ☐ Motorbelt ☐ 2-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag	☐ Yes ☐ No
Vehicle Type	Body Style	Drive Train	Engine Type
☒ Car ☐ Sport Ut ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other	☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up ☐ Truck	☐ Front ☐ Rear ☐ 4-Wheel	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component	Part Name(s)	Location	Failed Part(s)
09013000	LIGHTING: GENERAL OR UNKNOWN COMPONENT: COURTESY LI	☐ Left ☐ Right ☐ Front ☐ Rear	☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s)	Mileage at Failure(s)	Vehicle Speed at Failure(s)
	01-JAN-2002	62705	
APPLICATION INCIDENT INFORMATION			
(Please describe in detail the incident(s), failure(s), crash(es), and injury(s) on the back of this form)			
Crash	Fire	Number of Persons Injured	Number of Fatalities
☐ Yes ☐ No	☐ Yes ☐ No		
Estimated Property Damage		Reported to Police	
☐ Yes ☐ No		☐ Yes ☐ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
COURTESY LIGHTS WILL INTERMITTENTLY WORK. THEY WILL COME ON WHEN DRIVING AT NIGHT, OR SOMETIMES THEY WILL NOT COME ON AT ALL. PLEASE PROVIDE MORE INFORMATION. *AK			
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.			

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 8 2 1 5 7 0 2 1 5 9 7

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)

- The van (vehicle) that I purchased here the first couple of days of January has the following defects:
- ①:- Reverse lights will sometimes go on and sometimes they will not
 - ②:- Door lock: Automatic door lock will not work at all.
 - ③:- Interior light: will not go on, even when the door is opened.
 - ④:- Engine check light: light is always on (check engine).
 - ⑤:- Door check light: light sometimes will go on when all the doors are closed, and sometimes will not go on when doors are opened.
 - ⑥:- loose parts: seat belt is loose middle seat on passenger side, arm rest as well missing parts. Passenger side arm rest completely loose, I am almost broke my arm after leaning weight on it).
 - ⑦:- Window wiper (back): will not work sometimes on.
 - ⑧:- Engine: makes too much noise (makes loose belt).
 - ⑨:- Signal lights: will sometimes go on and sometimes they will not.
 - ⑩:- El volante cuando pasa las 80 millas en el freeway, comienza a vibrar muy feo (pareciera que se va a volcar el carro). -
(Yo creo que no es normal para ser carro casi nuevo).

U.S. G.P.O. 1982-623-887/6006

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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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
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Washington, DC 20590