



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 336

Date Received

29-MAY-2002

Od_or

rt_dt

od_rt

ip_lr

Reference No.

8010649

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)		Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
2FMDA5143WBB47526		FORD TRUCK	WINDSTAR	1998	
Purchase Date	Dealer's Name _____		Engine Size (CID/CC/L _____)	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection	
☐ New ☒ Used	City _____ State _____ Zip Code _____		No Cylinders _____		
Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type
☐ Manual ☐ Automatic	☐ Yes ☐ No	☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Bel	☐ Yes ☐ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☒ Van ☐ Minivan ☐ Other
				☐ Sport Utl ☐ Truck ☐ Motorcycle	Body Style
					☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 08140000 08230000	Part Name(s) ELECTRICAL SYSTEM:BATTERY:OTHER PART ELECTRICAL SYSTEM:STARTER	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure	Dates of Failure(s) 29-MAY-2001	Failed Part(s)	NHTSA Previously
	Mileage at Failure(s) 87000	☐ Yes ☐ No	☐ Yes ☐ No
	Vehicle Speed at Failure(s)		

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies) on the back of this form)

Crash	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damag	Reported to Police
☐ Yes ☐ No	☐ Yes ☐ No				☐ Yes ☐ No

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

VEHICLE WOULD NOT START, TOOK VEHICLE TO FIRESTONE AND THEY REPLACED THE STARTER. 5 DAYS LATER, VEHICLE WOULD NOT START. FIRESTONE STATED IT WAS THE PIN SWITCH THAT DRAINED THE BATTERY. PLEASE PROVIDE ANY FURTHER INFORMATION.*AK

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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.



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 335

Date Received

29 MAY 2002

OFFICE
DEFECTS INVESTIGATION
 Od or
rt dt
od rt
up ltr

Reference No.

8010649

OWNER INFORMATION (Type or Print)

756204

WILMINGTON

MA

Work Number

Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?

☒ YES☐ NO

In the absence of an authorized signature, please sign as the vehicle manufacturer.

Signature of Owner

Date 6/24/02

Vehicle Ident. No. (VIN)

(Location is front of windshield on driver's side)

Vehicle Make

Vehicle Model

Vehicle Year

Current Odometer Reading

2FMDA5143WBB47526

FORD TRUCK

WINDSTAR

1998

Purchase Date

Dealer's Name

Engine Siz
(CID/CC/L)
☐ Turbo
☐ Diesel
☐ Gas
☐ Fuel Injectio
☐ New ☒ Used

City

State

Zip Code

No Cylinders

Transmission Type

Antilock Brakes

Restraint System

Cruise Control

Drive Train

Vehicle Type

Body Style

☐ Manual☐ Yes☐ 3-Point Belt☐ Motorbelt☐ Yes☐ Front☒ Car☐ Sport Ult☐ 2-Door☐ Automatic☐ No☐ Driverside Airbag☐ 2-Point Bel☐ No☐ Rear☐ Minivan☐ Motorcycle☐ 4-Door☐ Passengerside Airbag☐ 4-Wheel☐ Other☐ Stationwagon☐ Pick Up☐ Truck

FAILED COMPONENT(S)/PART(S) INFORMATION

Component

08140000
08230000

Part Name(s)

ELECTRICAL SYSTEM: BATTERY; OTHER PART
ELECTRICAL SYSTEM: STARTER

Location

☐ Left
☐ Front☐ Right
☐ Rear

Failed Part(s)

☐ Original
☐ Replacement

No of Failures

Date(s) of Failure(s)

29 MAY 2001

Mileage at Failure(s)

87000

Vehicle Speed at Failure(s)

20 MPH

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

Fire

Number of Persons Injured

Number of Fatalities

Estimated Property Damage

Reported to Police

☐ Yes ☐ No☐ Yes ☐ No☐ Yes ☐ No☐ Yes ☐ No☐ Yes ☐ No☐ Yes ☐ No

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

VEHICLE WOULD NOT START, TOOK VEHICLE TO FIRESTONE AND THEY REPLACED THE STARTER. 5 DAYS LATER, VEHICLE WOULD NOT START. FIRESTONE STATED IT WAS THE PIN SWITCH THAT DRAINED THE BATTERY. PLEASE PROVIDE ANY FURTHER INFORMATION. *AK

CONTINUE ON BACK IF NEEDED

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Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

at 81,000 miles, transmission failed & had to
be rebuilt at a cost of \$1800.00.
Only 6,000 miles out of warranty, I find
the warranty to be inadequate after numerous
phone calls & letters. I got nowhere
with Ford Customer Service.
I know many people now with Ford
issues, especially transmissions and
head gaskets.
Please look into these issues - Thanks

ATTACH ADDITIONAL SHEETS IF NECESSARY

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



BUSINESS REPLY MAIL

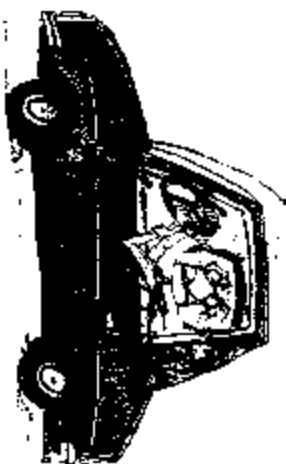
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U.S. Department of Transportation
National Highway Traffic Safety Administration
DOT Auto Safety Hotline, NSA-10.1
400 7th Street, SW
Washington, DC 20590



20590+0001



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<http://www.nhtsa.dot.gov/hotline>



DOT Auto Safety Hotline
(DASH) 2 DOT

1-888-DASH-2-DOT
1-888-327-4236

and dial toll free at

DASH2DOT

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DOT AUTO SAFETY HOTLINE

**VEHICLE
OWNER'S
QUESTIONNAIRE**