



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 241

Date Rec'd

02-AUG-2002

OFFICE

EFFECTS INVESTIGATION

Od or

rt dt

od rt

up tr

Reference No.

8015373

OWNER INFORMATION (Type or Print)

DENISON

IA

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

and address to the vehicle manufacturer.

Signature of Owner

Date 12/12/02

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) (Located at bottom of

windshield on driver's side)

2FMDA5145TBA92380

Vehicle Make

FORD TRUCK

Vehicle Model

WINDSTAR

Vehicle Year

1996

Current Odometer Reading

113000

Purchase Date

8-97

Dealer's Name

Anderson Ford

Engine Size

CID/CC/L 3.5

☐ Turbo☐ Diesel☐ Gas☒ Fuel Injection☐ New ☒ Used

City

M. Valley

State

IA

Zip Code

No Cylinders

6

Transmission Type

☐ Manual☒ Automatic

Antilock Brakes

☒ Yes☐ No

Restraint System

☒ 3-Point Belt☐ Motorbelt☐ Driverside Airbag☐ 2-Point Belt☐ Passengerside Airbag

Cruise Control

☒ Yes☐ No

Drive Train

☒ Front☒ Rear☐ 4-Wheel

Vehicle Type

☐ Car☐ Van☐ Minivan☐ Other☐ Sport Ut☐ Truck☐ Motorcycle

Body Style

☐ 2-Door☐ 4-Door☐ Stationwagon☐ Pick Up☒ Truck

FAILED COMPONENT(S)/PART(S) INFORMATION

Component
05150000

Part Name(s)

ENGINE: OTHER PARTS

Location

☐ Left☐ Front☐ Right☐ Rear

Failed Part(s)

☒ Original☐ Replacement

No of Failures

Date(s) of Failure(s) 15-AUG-2001

Mileage at Failure(s) 113000

Vehicle Speed at Failure(s) parked!!!

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)

ENGINE BLEW A ROD WHILE CRANKING VEHICLE ON. DEALER AND THE MANUFACTURER HAS BEEN NOTIFIED. FEEL FREE TO PROVIDE ANY FURTHER INFORMATION.*AK

We have made many calls on our van. NO help. Manufacture date on car is 95 of Dec. no one tells us what is done different from 95 to 96. Our van blew a rod & we have had a terrible time getting someone to even fix it!!! Motor we got was 1st wrong one. I now do not recommend Ford vehicles to anyone. NO one wants to help us with this problem. I am still making payments on a van not running.

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.

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

No one even wants to work on this Van! This has been a night mare!!
 Recalls need to be put on this 71c as was 74-75. Same problems!!
 I have a family member in the auto business - has looked for a
 motor for four years. Want to find because of being blown
 already on them want a fortune for the two we did
 find. Ford need to stand behind their product better
 than this!!! Ford in Denison TX looked at Van 2 wks before
 blew up & didn't figure out why Van was so buggy - after almost
 \$400 later my Van was still not right!!!

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

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
DOT Auto Safety Hotline, NSA-10.1
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

20590+0091

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1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT

DASH2DOT

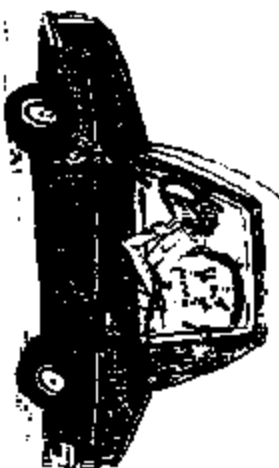
and dial toll free at

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DOT AUTO SAFETY HOTLINE

QUESTIONNAIRE

**VEHICLE
OWNER'S**



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