

U.S. Department
of TransportationNational 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 119

Date Received

24-FEB-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

857493

 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) (Listed at front of windshield or drivers side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
2FMDA5143WBB71616	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 ☐ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 01400000	Part Name(s) STEERING:GEAR:RACK AND PINION	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ 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
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

RACK AND PINION STEERING BROKE WHEN TRAVELING, CAUSING POOR STEERING CONTROL.
 CONSUMER HAS CONTACTED DEALER. PLEASE PROVIDE ANY FURTHER DETAILS. *AK

CONTINUED ON BACK (11/99)

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.



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Date Received

02/22/2000

24-FEB-2000

02/22/2000

Od. or

Ref. No.

od. r

up. ltr

LOCATION

Reference No.

857493

OWNER INFORMATION (Type or Print)

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 _____ name and address to the vehicle manufacturer.

Signature of Owner _____ Date 3/15/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) (located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
2FMDA5143WBB71616	FORD TRUCK	WINDSTAR	1998	

Purchase Date <u>8-97</u>	Dealer's Name <u>McPHEE FORD, INC.</u>	Engine Size (CID/CC/L) <u>3.8 L</u>	☐ Turbo ☐ Diesel ☒ Gas ☐ Fuel Injection
☒ New ☐ Used	City <u>LEESVILLE</u> State <u>LA</u> Zip Code <u>71459</u>	No. Cylinders _____	

Transmission Type ☐ Manual ☒ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☐ 3-Point Belt ☒ Driverside Airbag ☐ Motorbelt ☐ 2-Point Belt ☒ Passengerside Airbag	Cruise Control ☒ Yes ☐ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☒ Minivan ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 01400000	Part Name(s) STEERING:GEAR:RACK AND PINION	Location ☒ Left ☒ Front ☐ Right ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement
No. of Failures <u>2</u>	Date(s) of Failure(s) <u>3/99</u> / <u>2/00</u> Mileage at Failure(s) <u>27080</u> Vehicle Speed at Failure(s) <u>55</u> <u>0-55</u>	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ 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
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

RACK AND PINION STEERING BROKE WHEN TRAVELING, CAUSING POOR STEERING CONTROL. CONSUMER HAS CONTACTED DEALER. PLEASE PROVIDE ANY FURTHER DETAILS. *AK

CONTINUE ON BACK IF NEEDED

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U.S. Department of Transportation
National Highway Traffic
Auto Safety Hotline, NE
400 7th Street, SW
Washington, DC 20590

POSTAGE WILL BE PAID BY NATIONALLY TRAFFIC SAFETY ADMIN

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

BUSINESS REPLY MAILOfficial Business
Penalty for Private Use \$300

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

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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

U.S. Government Printing Office: 1965 - 525-380

M/S

Abt 47

our back / Pulsion is going out causing driving
hard to steer and Recirc. speed 3/99 Almost
lost my whole front end due to tire rods
where bad. I was told if I didn't come
when I did I was in for a major wreck.
I think my problem had a Recall. B-T.
found out not my VIN# This car was
Banned new. I have children to thank

NARRATIVE DESCRIPTION (CONTINUED)

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.

MANUFACTURER/TIRE NAME

Size

TIRE IDENTIFICATION NO. *

INFORMATION ON THE FAILURE(S) (IF APPLICABLE)

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

152298

186780

CUTTER

INVOICE

FORD • ISUZU

RD - 2389

98-015 Kanehamo Hwy

Ala. HI 96701

(808) 487-3811

PAGE 1

BUS: 255-9239

SERVICE ADVISOR: 1102 FRANK YEE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MI/AGE IN/OUT	TAG
GREEN	1998	FORD WINDSTAR	2FMDA5143WBB71616		27080/27080	T5503
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
04AUG1997	03JUL97		13:00 06APR99			CASH

R.O. OPENED	READY	OPTIONS
17:54 05APR99	10:16 07APR99	DLR:07908 ENG:3.8L TRN:AX4S AXL:15

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A (N50) CUST STATES HEARS SQUEAKING R/F WHEEL WHEN TURNING STEERING WHEEL SIDE TO SIDE, AND BOUNCING R/F CORNER, ENGINE ON, VEH IN PARK

CAUSE: 27080 ROAD TEST VEHICLE. CHECK FRONT END SQUEAKS WHEN TURNING. INSPECT SUSPENSION. USE EAR CHASSIS. REMOVE FRONT TIRE. FOUND THAT OUTER TI

3130AS END ASSEMBLY (SPINDLE CONNECTING ROD) AND

OR LINK ASSEMBLY (STEERING DRAG)

(3A130/3A131/3364) - REPLACE TWO

1501 WF94 1.10 (N/C)

2 XF22*3A130*AA END - SPINDLE ROD CONNECTING (N/C)

15651E BODY / CHASSIS / ELECTRICAL DIAGNOSIS -

TEST

1501 WF94 0.30 (N/C)

FC: N50.42

PART#: XF22*3A130*AA

COUNT:

CLAIM TYPE:

AUTH CODE:

3545

27080 ROAD TEST VEHICLE. CHECK FRONT END SQUEAKS WHEN TURNING. INSPECT SUSPENSION. USE EAR CHASSIS. REMOVE FRONT TIRE. FOUND THAT OUTER TIE ROD MAKING NOISE. R&R BOTH OUTER TIE ROD. ADJUST FRONT TCG. RETEST O.K.

B PERFORM REPORT CARD

RC PERFORM REPORT CARD

1501 IF 0.30 (N/C)

BR10 10MM BRAKE LINING REMAINING

1501 IF 0.00 (N/C)

TIRE7 TIRE TREAD DEPTH 7/32"

1501 IF 0.00 (N/C)

27080 CDECLINE OIL AND OIL FILTER CHANGE PERFORM REPORT CARD.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER: The factory warranty constitutes all of the warranties with respect to the sale of this item/terms. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/terms.	DESCRIPTION	TOTAL
		LABOR AMOUNT	0.00
		PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	0.00
		LESS INSURANCE	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE