

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

284

Date Received

15-MAY-2000

Od_or

rt_dt

od_rt

up_ltr

Reference No.

861908

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.) <small>(located at front of vehicle or on driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
2FMDA514XTBA16850	FORD TRUCK	WINDSTAR	1996	

Purchase Date	Dealer's Name _____	Engine Size (CID/CCL) _____	☐ 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 ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other ☐ Sport Vlt ☐ Truck ☐ Motorcycle	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05150020	Part Name(s) ENGINE:GASKETS	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Dates of Failure(s) _____ Mileage at Failure(s) 72 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)

THE HEADGASKETS HAVE BLOWN CAUSING COOLANT TO LEAK ONTO THE ENGINE. THE DEALER HAS BEEN NOTIFIED.

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.

 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 284 RECEIVED 00 JUN -9 AM 9:30 15-MAY-2000 OFFICE DEFECTS INVESTIGATION	
OWNER INFORMATION (Type or Print) <div style="background-color: black; width: 100%; height: 40px;"></div>		Od or rt dt _____ od rt _____ up nr _____ Reference No. 861908 Work Number _____ Home Number _____	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of an authorized signature, your name and address to the vehicle manufacturer. Signature of Owner _____ Date 5/31/00			
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 2FMDA514XTBA16880		Vehicle Make FORD TRUCK	Vehicle Model WINDSTAR
		Vehicle Year 1996	Current Odometer Reading 73,410
Purchase Date 9/10/95 ☒ New ☐ Used	Dealer's Name KAYES FORD City BUTLUM State NJ Zip Code _____		Engine Size (CID/CC/L) 3.8 L No Cylinders 6 ☐ Turbo ☐ Diesel ☒ Gas ☐ Fuel Injection
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 ☐ Sport Utl ☐ Truck ☐ Motorcycle ☒ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 06150021	Part Name(s) ENGINE GASKETS: VALVE COVER HEAD GASKET	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement
No of Failures Date(s) of Failure(s) Mileage at Failure(s) 72,000 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
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
ENGINE HEAD GASKET HAS BLOWN OUT, CAUSING COOLANT TO LEAK ONTO THE ENGINE. DEALER HAS BEEN NOTIFIED. *AK ON 4/17/00 I HAD THE VEHICLE IN TO MACARINO FORD SERVICE FOR GENERAL WORK, AND MENTIONED THAT I HAD BEEN ADDING COOLANT REGULARLY EVERY WEEK. AT THAT TIME, NO PROBLEM WAS FOUND. ON 5/7/00, THE CHECK ENGINE LIGHT CAME ON. I TOOK THE VEHICLE IN AND			
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 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

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)

WAS TOLD THAT THE HEAD GASKET WAS BLOWN. AFTER AN \$1100. REPAIR WAS COMPLETED ON 5/12/00, THE VEHICLE WAS RETURNED AGAIN TO THE DEALER ~~FOR~~ ON 5/17/00, 5/19/00 & 5/26/00 FOR RELATED COMPONENT PROBLEMS. AFTER 50 MILES, THE CHECK ENGINE LIGHT CAME ON AGAIN ON 5/26, ASSUMABLY FOR THE SAME REASON. FORD HAS OFFERED WARRANTY EXTENSION COMPENSATION ON 1994 & 1995 MODEL 3.8 L ENGINES. MY VEHICLE WAS BUILT 8/31/95. NO ONE AT FORD CAN TELL ME THAT ANYTHING IS DIFFERENT BETWEEN MY 1996 ENGINE & THE 1994 & 1995'S THAT HAVE FAILED MISERABLY. FORD CONCEDES A \$500.00 CREDIT "GOOD WILL" WARRANTY ON THE HEAD GASKET REPAIR. THERE ARE WINDSPRAN COMPLAINTS ABOUT SIMILAR FAILURES ON 1996 MODELS AT CONSUMERS AFFAIRS.COM AND OTHER CONSUMER SITES.

★ U.S. G.P.O.: 1992-623-857/80098

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

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

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U.S. Department of Transportation
National Highway Traffic Safety Administration
Auto Safety Hotline, NEF-11 HL
400 7th Street, SW
Washington, DC 20590



May 26, 2000

[REDACTED]

Mr. Hank Kozak, Service Manager
Magarino Ford
375 Route 23 North
Sussex, NJ 07461

Dear Hank:

As you know, I had my 1996 Windstar in again today for service related to the recent head gasket replacement. I dropped the vehicle off with 73,431 miles. I wanted to send you this letter to "go on the record" stating that the check engine light came on yet again this evening at 73,495 miles, as I was pulling out of my driveway to gas up for a Memorial Day weekend trip. Given the recurrence of this symptom today, I believe I can reasonably assume it is yet another problem related to the 3.8 liter head gasket.

Needless to say, we have cancelled our plans for a trip that we have made annually for the past (10) years to upstate New York due to our lack of confidence in the vehicle, and we will be starting yet another week dealing with this problem. This will mark the sixth visit related to this condition in as many weeks. The vehicle has spent (8) work days at your facility over this time period. It has been an enormous disappointment and inconvenience to both our family and my job to dedicate this amount of time servicing a vehicle of this age and mileage.

While I believe that you and your department at Magarino Ford have been very congenial and helpful, I am thoroughly disgusted and dissatisfied with Ford Motor Company and their refusal to acknowledge the 3.8 liter head gasket problem on the 1996 engine. Having spent time researching this situation in the past few weeks, I have found the amount of public complaint regarding this condition on 1996 models to be overwhelming.

Final assembly of my vehicle was completed on 8/31/95. Despite numerous phone calls to Ford, no one is willing to tell me what is different between my engine and those used in the 1994 and 1995 models that would preclude the head gasket failure from being identical to the '94's and '95's. Wherein owners of 1994 and 1995 models have been offered reasonable recourse by Ford Motor, owners of 1996's have to this point been left "high and dry" to deal with this problem out of our own pockets. The fact that Ford willingly extended a 50 % Good Will Warranty on the head gasket replacement bill is in my mind confirmation that there indeed exists a similar problem with 1996 models.

I'll see you next week.

Sincerely,

[REDACTED]