

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 156

Date Received

25-MAY-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

862543

 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) (located at front of windshield or driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
2FMDA514XTBA02303	FORD TRUCK	WINDSTAR	1996	

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 12310000	Part Name(s) INTERIOR SYSTEMS:SEAT TRACKS AND ANCHORS	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) 01-MAY-2000 Mileage at Failure(s) 65 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 DRIVER'S LEATHER POWER SEAT, ON THE LEFT SIDE VERTICAL SEAT FRAME FRAMES WHICH ENDS AT THE SEAT HAS A VERY SHARP EDGE WHICH CUT THRU THE SEAT'S PADDING AND LEATHER COVER WHICH CAUSE INJURIES TO THE DRIVER LEFT SIDE. PLEASE PROVIDE FURTHER INFORMATION.

CONTINUED ON BACK (REVERSE)

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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Reference No.

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 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) (located at front of windshield on drivers side) 2FMDA514XTBA02303	Vehicle Make FORD TRUCK	Vehicle Model WINDSTAR	Vehicle Year 1996	Current Odometer Reading
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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 12310000	Part Name(s) INTERIOR SYSTEMS:SEAT TRACKS AND ANCHORS	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) <u>01-MAY-2000</u> Mileage at Failure(s) <u>65</u> 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 DRIVER'S LEATHER POWER SEAT, ON THE LEFT SIDE VERTICAL SEAT FRAME FRAMES WHICH ENDS AT THE SEAT HAS A VERY SHARP EDGE WHICH CUT THRU THE SEAT'S PADDING AND LEATHER COVER WHICH CAUSE INJURIES TO THE DRIVER LEFT SIDE. PLEASE PROVIDE FURTHER INFORMATION.

CONTINUED ON BACK (REVERSE)

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FOR AGENCY USE ONLY 158

Date Received

20 JUN 16 AM 10:00

25-MAY-2000

OFFICE
DEFECTS INVESTIGATION

Od or

A dt

od rt

up Mr

IN

Reference No.

862543

OWNER INFORMATION (Type or Print)

Work Number 118

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

name and address to the vehicle manufacturer.

Signature of Owner

Date 6/18/2000

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
2FMDA514XTBA02303	FORD TRUCK	WINDSTAR	1996	65,300

Purchase Date	Dealer's Name	Engine Size (CID/CC/L)	☐ Turbo
☐ New ☒ Used	Serramonte Ford	6	☒ Diesel
	City Colma State CA Zip Code 94014	No Cylinders	☒ Gas
			☐ Fuel Injection

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
☐ Manual	☐ Yes	☒ 3-Point Belt	☒ Yes	☒ Front	☒ Car	☐ 2-Door
☒ Automatic	☒ No	☐ Motorbelt	☒ No	☐ Rear	☐ Sport Ut	☐ 4-Door
		☒ Driverside Airbag		☐ 4-Wheel	☐ Truck	☐ Stationwagon
		☒ Passengerside Airbag			☐ Minivan	☐ Pick Up Truck
					☐ Other	☒ Other 30K

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Part Name(s)	Location	Failed Part(s)
12312000	INTERIOR SYSTEMS: TRACKS AND ANCHORS: FRONT SEAT: POWER	☒ Left ☐ Right	☒ Original
		☐ Front ☐ Rear	☐ Replacement

No of Failures	Date(s) of Failure(s)	Failed Part(s) Available?	NHTSA Previously Contacted?
Repeated	01-MAY-2000	☒ Yes ☐ No	☐ Yes ☒ No
	Mileage at Failure(s) 65	MUST REMOVE ENTIRE SEAT.	
	Vehicle Speed at Failure(s) N/A		

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	1	0	\$ 320.00	☐ Yes ☒ No

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

DRIVER'S LEATHER POWER SEAT, ON THE LEFT SIDE VERTICAL SEAT FRAME WHICH ENDS AT THE SEAT, HAS A VERY SHARP EDGE, WHICH CUTS THROUGH THE SEAT'S PADDING/ LEATHER COVER. THIS COULD CAUSE INJURIES TO THE DRIVER'S LEFT SIDE. PLEASE PROVIDE FURTHER INFORMATION. *AK

CONTINUE ON BACK IF NEEDED

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Traffic Safety
Administration

POSTAGE WILL BE PAID BY NATIONAL HWY TRAFFIC SAFETY ADMIN.

BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

* U.S. GPO : 1968 - 70-251-701

Enclosure: "This is a serious matter".

1. Letter to 7 on your side
2. 5 pair pair of "cut" pants *

1945

#eadrest

Injuries - R. foot lacerations on both legs

FORM TO BE FILLED IN BY THE PERSONS WHOSE NAMES ARE ON THE LIST OF NAMES TO BE REMOVED FROM THE ROLL OF MEMBERS (TO BE FILLED IN BY THE PERSONS WHOSE NAMES ARE ON THE LIST OF NAMES TO BE REMOVED FROM THE ROLL OF MEMBERS)									
INFORMATION ON THE FAILURE(S) IF APPLICABLE									
THE 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)									

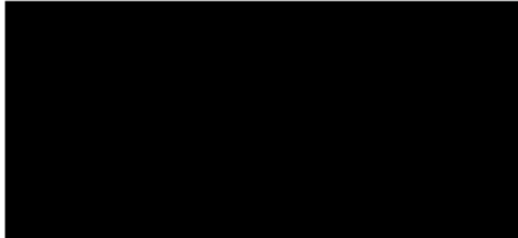
This is a serious matter.

I was lucky I was wearing heavy pants and always had my wallet in my left rear pocket.

Think of the occasions that someone will enter this model van and not be so lucky.



the



May 19, 2000

7 on Your Side
KGO-TV
900 Front Street
San Francisco, CA. 94111

Dear Michael:

How would you like it if you were exposed to a razor sharp knife protruding through your car seat? This is exactly my situation. The metal seat side frames in my 1996 Ford Windstar were manufactured this way. The point protrudes at the billfold line in a razor sharp point and edge. After repeated entry into the van, the metal wore through the foam rubber and eventually the leather seat and began tearing my pants. I had no idea where it came from. Originally, I blamed our Beagle puppy Casey who has been known to rip into my pants to get at my wallet. I changed my life style and started picking up my pants, but the tearing continued. Finally, I looked to the car and found the culprit.

I took the car to Serramonte Ford where I bought it and showed the Assistant Service Manager, Rich Aug the problem and let him feel the pointed steel itself. He said he could not repair the seat at no charge because the car was not under warranty. Reference is Rich Aug, Assistant Service Manager, 999 Serramonte Blvd, Colma, CA. 94014, 1-650-301-7052 at 1 p.m. on Friday, May 19, 2000. He gave me an 800 number to call at Ford Motor Company.

I called the Ford Motor Company at 2:15 p.m. on Friday, May 19, 2000 at this number: 1-800-392-3673. Violet, ID #2120, said that Ford will "not reimburse me for repair of the car" and will not reimburse me for damages to my pants". This disappointed me since Violet doesn't even drive a car, yet was speaking for Ford Motor Company. I asked her what she would do if I had a gas line leak.

She asked me if I had a gas line leak. I said no, but she said she could get my problem solved if I had a gas line leak. I asked her supervisor to get back to me and also asked for a reference number for the telephonic incident report. Michael, the nine digit reference number is [REDACTED] I am putting this in the mail today without having been called back by a supervisor.

My car ID is 2 F M D A 5 1 4 X T B A 02303, and is a 1999 Ford Windstar LX and has 65,310 miles.

Michael, thank you for your help. This is a safety problem also which is simply waiting there to cut people after years of wear and tear. There is no excuse for this type of manufacturing which makes an exposed part into a razor sharp steel instrument coming in contact with the driver/passengers. Surely not the same kind of hazard as a gas line leak, but a hazard nonetheless.

Sincerely,

[REDACTED]