

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 252

Date Received

19-JUL-2000

 Od_or _____
 Rt_dt _____
 Od_rt _____
 Up_ltr _____

Reference No.

865676

 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 vehicle or on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
	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	Body Style ☐ Sport Vlt ☐ Truck ☐ Motorcycle ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07300000 08540000 08540100	Part Name(s) POWER TRAIN:TRANSMISSION:AUTOMATIC ELECTRICAL SYSTEM:IGNITION:ELECTRONIC CONTROL UNIT ELECTRICAL SYSTEM:IGNITION:SPARK CONTROL COMPUTER	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures 0	Date(s) of Failure(s) 13-JUL-2000 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 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CONSUMER WAS TRAVELING ABOUT 55MPH AND ENGINE CHECK LIGHT BLINKED ON AND OFF ON THE DASHBOARD. ALSO, TRANSMISSION SLIPPED OUT OF GEAR. COMPUTER CHIP WAS REPLACED, BUT PROBLEM STILL CONTINUED. ANTI-FREEZE WAS LEAKING FROM THE TRANSMISSION. IN ADDITION, SPARK PLUGS WERE REPLACED, AND HEAD GASKET NEEDED TO BE REPLACED. *AK

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.



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Date Received

00 AUG 22 PM 3:48
19-JUL-2000
OFFICE
DEFECTS INVESTIGATION

Reference No.

865676

OWNER INFORMATION (Type or Print)

621507

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 authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner

Date

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located in bottom of windshield or driver's side) 2FMDA5143TB383425
Vehicle Make FORD TRUCK
Vehicle Model WINDSTAR
Vehicle Year 1996
Current Odometer Reading 118002

Purchase Date
1/98

Dealer's Name JOSEPH'S AUTO SALES

Engine Size (CID/CC/L) 3.8L

☐ Turbo
☐ Diesel
☒ Gas
☒ Fuel Injection

☐ New ☒ Used

City MIDDLEBORO State MA Zip Code 02346

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 ☐ Sport Ut
☒ Van ☐ Truck ☐ Motorcycle
☒ Minivan ☐ Other
Body Style ☐ 2-Door ☐ 4-Door
☐ Stationwagon ☐ Pick Up Truck
☒ Other 3-DR

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 67300000
68640000
68640100
Part Name(s) POWER TRAIN:TRANSMISSION:AUTOMATIC
ELECTRICAL SYSTEM:IGNITION:ELECTRONIC CONTROL UNIT
ELECTRICAL SYSTEM:IGNITION:SPARK CONTROL COMPUTER
Location ☐ Left ☐ Right
☐ Front ☐ Rear
Failed Part(s) ☐ Original
☐ Replacement

No of Failures 0
Date(s) of Failure(s) 13-JUL-2000
Mileage at Failure(s)
Vehicle Speed at Failure(s) 0
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 0
Number of Fatalities 0
Estimated Property Damage
Reported to Police ☐ Yes ☒ No

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

CONSUMER WAS TRAVELING ABOUT 56MPH AND ENGINE CHECK LIGHT BLINKED ON AND OFF ON THE DASHBOARD. ALSO, TRANSMISSION SLIPPED OUT OF GEAR. COMPUTER CHIP WAS REPLACED, BUT PROBLEM STILL CONTINUED. ANTI-FREEZE WAS LEAKING FROM THE TRANSMISSION. IN ADDITION, SPARK PLUGS WERE REPLACED, AND HEAD GASKET NEEDED TO BE REPLACED. *AK THE ABOVE HAPPENED AT ABOUT 68,000 MILES. "CHECK ENGINE" LIGHT CAME ON AT ABOUT 72,000. WHEN CHECK BY COMPUTER INDICATED CYLINDER #4 MALFUNCTION. WAS TOLD A SIMPLE TUNE UP WOULD CORRECT PROBLEM. HAD TUNE UP DONE, BUT PROBLEM CONTINUED. TRANSMISSION FAILED AT THIS POINT AND THOUGHT PERHAPS THIS WAS THE ROOT OF THE CYL. #4 MALFUNCTION.

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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)

HAD TRANSMISSION DONE AT 101,000 MILES. CYLINDER #4 PROBLEM CONTINUED. AT 116,000
CONSUMER FOUND A MECHANIC WHO FINALLY FOUND THE PROBLEM TO BE A HEAD GASKET.

★ U.S. G.P.O.: 1992-623-857 / 62086

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



USE

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590

