

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

798

Date Received

10-JAN-2001

Od_or
rt_dt
od_rt
up_ltr

Reference No.

877910

Work Number

Home Number

OWNER INFORMATION (Type or Print)

666093

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 INFORMATIONVehicle Ident. No. (VIN) (Located at bottom of
windshield on driver's side)

2FMZA5144WBC70225

Vehicle Make

FORD TRUCK

Vehicle Model

WINDSTAR

Vehicle Year

1998

Current Odometer Reading

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

Cruise Control

☐ Yes
☒ No

Drive Train

☐ Front
☐ Rear
☐ 4-Wheel

Vehicle Type

☐ Car ☐ Sport Utility
☒ Van ☐ Truck
☐ Minivan ☐ Motorcycle
☐ Other

Body Style

☐ 2-Door
☐ 4-Door
☐ Stationwagon
☐ Pick Up
☐ Truck
FAILED COMPONENT(S)/PART(S) INFORMATIONComponent
01100000

Part Name(s)

STEERING:WHEEL AND COLUMN

Location

☐ Left ☐ Right
☐ Front ☐ Rear

Failed Part(s)

☐ Original
☐ Replacement

No. of Failures

Date(s) of Failure(s) 01-DEC-2000

Mileage at Failure(s)

Vehicle Speed at Failure(s)

Failed
Part(s)☐ Yes ☐ NoNHTSA
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)**

RACKET AND STEERING ASSEMBLY WAS NOT WORKING PROPERLY. WHEN TURNING TO LEFT OR RIGHT THERE WAS LOUD GRINDING NOISE. CONTACTED DEALER, AND DEALER ORDERED A NEW PART, PROBLEM WAS REMEDIED.*AK

CONTINUE ON BACK IF NEEDED

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to a 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.

 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 798 Date Received <u>10 JAN 2001</u> Office of Defects Investigation Reference No. <u>877910</u> Work Number _____ Home Number _____	
OWNER INFORMATION (Type or Print)			
		666093	
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 <u>01/13/01</u>	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 2FMZA5144WBC70225	Vehicle Make FORD TRUCK	Vehicle Model WINDSTAR	Vehicle Year 1998
			Current Odometer Reading 56647
Purchase Date SEP 1998	Dealer's Name <u>BEAL PARKWAY LINCOLN MERCURY</u>		Engine Size (CID/CC/L) <u>3.8L</u>
☒ New ☒ Used	City <u>FT WALTER BEACH</u> State <u>FL</u> Zip Code <u>32548</u>		No Cylinders <u>6</u>
Transmission Type ☐ Manual ☒ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☐ 3-Point Belt ☒ Driveside Airbag ☒ Passengerside Airbag	Cruise Control ☒ Yes ☐ No
		Drive Train ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☒ Car ☐ Van ☐ Minivan ☐ Other
		Body Style ☒ 2-Door ☐ 4-Door ☐ Station Wagon ☐ Pick Up Truck ☐ Other	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 01100000	Part Name(s) STEERING: WHEEL AND COLUMN RACK & PINION ASSEMBLY	Location ☐ Left ☒ Front	Failed Part(s) ☒ Original ☐ Replacement
No of Failures 1	Date(s) of Failure(s) <u>01-DEC-2000</u> Mileage at Failure(s) <u>56000</u> Vehicle Speed at Failure(s) <u>N/A</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 0	Number of Fatalities 0
Estimated Property Damage 0		Reported to Police ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
RACK & PINION RACK AND STEERING ASSEMBLY WAS NOT WORKING PROPERLY. WHEN TURNING TO LEFT OR RIGHT THERE WAS LOUD GRINDING NOISE. CONTACTED DEALER, AND DEALER ORDERED A NEW PART, PROBLEM WAS REMEDIED. *AK ORIGINAL EQUIPMENT FAILED AFTER ONLY 2 YRS / 56000 ON VAN. INADEQUATE POOR DESIGN MORE THAN LIKELY. IN SEVERE CASE STEERING ASSEMBLY COULD HAVE SEIZED OR BROKEN CAUSING LOSS OF STEERING. BELIEVE A RECALL / REIMBURSEMENT IS CALLED FOR. GARAGE PERSONNEL STATE THEY HAVE REPLACED NUMEROUS RACK & PINION ASSEMBLIES IN FORD PRODUCTS THIS YEAR. REPAIR TICKET ATTACHED.			
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.			

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Holmes AUTO REPAIR TOWING & RECOVERY

15 Robinwood S.W.
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01/09/01 3:00p

- original -

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INVOICE 46023 REFERENCING REPAIR ORDER 53428

LIC/ST: EN003M FL COLOR: SILVER
1998 FORD TRUCK WINDSTAR V6 232CID 3.8L
ODOMETER IN/OUT: 55578/ 55586
EVE PHONE: (850) 651-7047 x

VIN NO: 2FMZA5144NBC70225

CUSTOMER ID: 1472

VEHICLE ID: 15873

ORIGINATED: 01/04/01 2:23p

COMPLETED: 01/09/01 2:59p

INVOICED: 01/09/01

		LABOR	
TECH/CERT. NO.	DESCRIPTION		PRICE
20	CUSTOMER STATED PROBLEM NOISE IN POWER STEERING		0.00
	*****ALSO INSPECT FOR CAR STALLING OUT WHEN TRAVELING VERY SLOW AND MAKING A RIGHT OR LEFT HAND TURN (OR IF STOPPED AND THEN TAKES OFF TO MAKE A RIGHT OR LEFT HAND TURN.)		
250	M STEERING GEAR (COMPLETE) - R&I		195.00
	INCLUDES: ADJUST TOE-IN ON RACK & PINION TYPE GEARS. DOES NOT INCLUDE TRANSFER PARTS OR ALIGNMENT.		

Note: M - Labor Database, Copyright, Mitchell International, All Rights Reserved.

		PARTS			
LN	PART NO.	MFG.	DESCRIPTION	CONDITION	PRICE
KEN	ATF		DEXRON FLUID	NEW	5.44
NRP	22235		PWR RACK & PIN-COMPL	REBUILT	300.66
TOTAL					

LABOR..... 195.00
PARTS..... 306.10
SUPPLY/WASTE DISPOSAL FEE..... 5.85
SALES TAX: 0% 506.95 (6.000 %)..... 30.42

TOTAL DUE 537.37

RECEIVED BY _____ DATE _____