



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY

436

Date Received

01-FEB-2001

Od_or _____
rt_dt _____
pd_rt _____
ip_ltr _____

Reference No.

879558

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 bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
2FMDA5413WBB28071	FORD TRUCK	WINDSTAR	1998	

Purchase Date ☐ New ☒ Used	Dealer's Name _____ City _____ State _____ Zip Code _____	Engine Size _____ (CID/CCL) _____ No Cylinders _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
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 Util ☒ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____	

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02413000	Part Name(s) SUSPENSION:INDEPENDENT FRONT ATTACHING MECHANISMS:SI	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Date(s) of Failure(s) 12-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	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CONSUMER WAS RIDING FOR A PERIOD OF TIME AND STOPPED TO REST. CONSUMER WAS HEADING BACK ON ROAD, AND 5 MINUTES FROM WHERE HE WAS FRONT OF VEHICLE WENT DOWN. CONSUMER THOUGHT IT WAS A FLAT TIRE. A TOW TRUCK CAME AND FOUND COIL SPRING HAD BROKEN. WOULD HAVE TO GO TO A FORD DEALERSHIP TO BE REPAIRED. CONSUMER WANTED MANUFACTURER TO COVER REPAIRS. A LETTER WAS SENT, BUT RESPONSE FROM THEM WAS THEY COULDN'T DO ANYTHING FOR CONSUMER. *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.



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

Vehicle Owner's Questionnaire (VOQ)
NATIONWIDE 1-888-DASH-2-DOT
1-888-327-4236
www.nhtsa.dot.gov/hotline

OWNER INFORMATION (Type or Print)

Reference No.
8795558

DATE RECEIVED
01-FEB-2001

WORK NUMBER
674884

Home
[Redacted]
Work Number
[Redacted]

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.
Date: 2/14/01

VEHICLE INFORMATION

Vehicle Identification No. (VIN) [Redacted]
windsor at nhtsa.gov

Vehicle Make FORD TRUCK

Vehicle Model WINDSTAR

Vehicle Year 1998

Current Odometer Reading 111785

Purchase Date 7/21/97

Dealer Name Arlen Krantz Ford, Inc.

319 North Main St., P.O. Box 39

City Sandstone Sale MN Zip code 55072

Engine Size CID/CC/L No Cylinders 6

Fuel Injection Turbo Diesel Gas

Transmission Type Automatic

Antilock Brakes Yes

Restraint System 3-Point Belt

Motorist 2-Point Belt

Driver's Side Airbag Passenger's Side Airbag

Yes

Location Front

Left

Right

Failed Part(s) Original Replacement

Failed Part(s) Available?

Failed Part(s) NHTSA Previously Contacted?

Vehicle Speed at Failure(s) 5 MPH

Mileage at Failure(s) 95,307

Dates of Failure(s) 12-JUL-2000 and May 8, 1900

No of Failures 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02113000

SUSPENSION: INDEPENDENT FRONT ATTACHING MECHANISMS:3

Location Front

Left

Right

Failed Part(s) Original Replacement

Failed Part(s) Available?

Failed Part(s) NHTSA Previously Contacted?

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7.14.2000
Ford Motor Co.
Customer Assistance Center
300 Renaissance Center
P.O. Box 43360
Detroit, MI 48243

RE: 1998 Ford Windstar
VIN2FMDA5143W9828070
Class 6HJF502
Purchased 7/97
Mileage 95887

Dear Customer Assistance Person:

Three months after I purchased my vehicle I noticed a strange noise in the front end. It sounded like a metal cable being stretched to its limit. I mentioned this to Arlen Krantz Ford in Sandstone, Mn. most every time I took it in for service and they inspected the front end extensively and found nothing wrong. Then, on May 8, 2000, at the 90,000 mile checkup they found a crack in the left front spring. They tried to order a new one but they were back-ordered. They were able to find a used one and installed it. Mr. Krantz informed me I had complained a long time and he felt he had finally found the problem and would not charge me anything for the service.

Unfortunately, the noise was back the next morning so I called Arlen Krantz Ford and told them about it. They told me to keep listening and if it gets worse to bring it to them. In the meantime he would check with the Ford people to see if there's a re-call. I feel Arlen Krantz Ford and I have a great rapport and they did what they could to solve this problem.

I continued to drive the vehicle and on July 12, 2000 I was in St. Paul pulling away from the curb parking spot and my wife and I heard this terrible explosion and the right front of the vehicle dropped to the ground. I thought the front axle broke. After inspecting I found the tire was flat. I pulled back next to the curb and out of the traffic lane. Called AAA. After they jacked it up and removed the wheel we saw that the spring was broken and tore into the tire and I wouldn't be able to drive the vehicle anywhere. Triple A towed us to Saxon Ford in St. Paul, Mn. because we were about 85 miles from Arlen Krantz Ford in Sandstone. They were very considerate also. The service mgr. immediately got on the phone to get two new springs because he said if I had one new and one used it may cause the vehicle to sag on one side. That sounded reasonable to me and I told him to go ahead and order two new ones. They contacted a rental car business for us to obtain a vehicle to drive home.

The next day we talked to the service department at Saxon Ford and they were unable to get the new springs due to back-order. They were able to locate two used springs. We agreed and picked up the vehicle on July 14, 2000. So far I haven't heard the noise up front.

Now, for the life of me it's hard to believe that both springs were defective when I received the vehicle but it's very possible because of the strange noise I noticed and when left at Arlen Krantz Ford overnight

they noticed it as well.

Of all the automobiles, trucks and vans I have owned starting with a 1941 Ford I purchased used while in the U.S. Navy. I have never had a spring break or even heard of spring breaking except for an over loaded vehicle. My wife and I are reasonably concerned now because if this spring would have broken on the freeway doing freeway speeds we probably wouldn't be here to write about it as well as maybe causing a more serious accident with others involved.

NEW SUBJECT:

After spending \$25,000.00 for a new vehicle I was very surprised and disappointed to find out there were plastic hub covers on the wheels. I've had three blowouts and ruined three hub covers, one on the previous mentioned front spring break. The little plastic clips inside the cover are not able to handle the repeated wear and tear of removing and re-installing these hub covers for flats and normal rotation. Do you have a solution to this problem? The covers cost \$25.00 to \$30.00 each and should last longer than 2 years. Enclosed is one of the bills we paid. As you can see it doesn't include rental car, hub caps and towing.

I would appreciate an extended warranty adjustment. Thank you for your consideration.

Sincerely,



cc: Arlen Krantz Ford, Sandstone, MN
Saxon Ford, St. Paul, MN

SAXON



225 UNIVERSITY AVE. • ST. PAUL, MINNESOTA 55103 • PHONE: 612-222-0511
A FAMILY DEALERSHIP SERVING THE TWIN CITIES FOR OVER 40 YEARS

CUSTOMER NO. 45732	ADVISOR BETTY 808	TAG NO. 6360	INVOICE DATE 07/14/00	INVOICE NO. FOCS278647
	LABOR RATE	LICENSE NO. KV2415	COLO. BEIGE	STOCK NO.
		MILEAGE 95887	DELIVERY DATE	DELIVERY MILES
	YEAR MAKE MODEL 98/FORD TRUCK/WINDSTAR WAGON/FWD MIN			PRODUCTION DATE
	VEHICLE ID NO. 2FMDA5143WB828071		SELLING DEALER NO.	
	P. O. NO.		P. O. DATE 07/12/00	
	TESS PHONE	COMMENTS		

LABOR & PARTS-----
JOB # 1 03F02 STEERING & SUSPENSIO TECH(S):63 246.00
REPLACE BOTH SPRINGS NEW IVD BOTH SPRINGS
CUSTOMER TO HANDLE TIRE REPLACEMENT
REPLACE 2 FRONT SPRINGS

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	2			FRT. COIL SPRINGS #16379	45.00
					90.00
JOB # 1 TOTAL PARTS					90.00
JOB # 1 TOTAL LABOR & PARTS					336.00

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	SS	SHOP SUPPLIES	
			24.60
TOTAL - MISC			24.60

COMMENTS-----
JOE 320-358-3504

TECHNICIAN CERTIFICATION-----
63 MICHAEL DEAN BAKER 7831

TOTALS-----

WE APPRECIATE YOUR PRESENT AND FUTURE BUSINESS FROM YOUR FRIENDS AT SAXON FORD	TOTAL LABOR...	246.00
	TOTAL PARTS...	90.00
	TOTAL SUBLET...	0.00
	TOTAL G.D.G...	0.00
	TOTAL MISC CHG...	24.60
	TOTAL MISC DISC...	0.00
	TOTAL TAX...	8.32
	TOTAL INVOICE \$	368.92

CUSTOMER SIGNATURE

NAME	DATE	INITIALS
JOE 320-358-3504	07/14/00	AM

any warranties on the products sold hereon
are those made by the manufacturer. The
seller (above named dealership) hereby expressly
disclaims all warranties, either express
implied, including any implied warranty
merchantability or fitness for a particular
purpose, and neither assumes nor endorses
any other person to assume for any liability
connection with the sale of said products.

SALES CODE 58008	PARTS CODE 09569-2
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Motorcraft

ALL PARTS NEW ORIGINAL
EQUIPMENT UNLESS
OTHERWISE SPECIFIED.

THANK-YOU

ENTERPRISE LEASING COMPANY
395 EAST 7TH STREET
ST PAUL MN 55101-2450

651-225-9766

MO 7:30A- 6:00P TU 7:30A- 6:00P
WE 7:30A- 6:00P TH 7:30A- 6:00P
FR 7:30A- 6:00P SA 9:00A- 1:00P
1994 SU CLOSED

24 HOUR
DAY

YEAR		RENTAL	SOURCE #		LD #	RENTAL		NO.	
N		TYPE D	310113		999	AGREEMENT		D 854605	
YEAR		MILES							
2 95		.25							
START CHANGED IF DIFFERENT		150 MI FREE P/DAY							
ORIGINAL VEHICLE		HOURS @ 10.00							
COLOR		DAYS @ 20.00							
LICENSE NO.		MILEAGE							
38195		IN OUT							
MODEL		DRIVEN							
1-NS175		CONDITION AGREED TO							
2110		RENTER							
DRIVER'S LICENSE		BILL TO							
5100 441 195		N COMPANY							
STATE		SAXON FORD**							
MN		ADDRESS							
2-30-34		225 UNIVERSITY AVE. W							
WEIGHT		CITY							
200		ST PAUL							
SOCIAL SECURITY #		STATE							
EMPLOYER		MN 55105							
PHONE		FAX							
612-222-0511		RENTER AGREES							
RENTER		RENTER							
DAMAGE		DAMAGE							
RESPONSIBILITY		RESPONSIBILITY							
RENTER DECLINES		RENTER							
ACCIDENT INSURANCE		ACCIDENT INSURANCE							
RENTER UNLAWFUL		RENTER							
OFFICIAL SUPERVISOR		OFFICIAL SUPERVISOR							
LIABILITY PROTECTION		LIABILITY PROTECTION							
ADDITIONAL DRIVER		ADDITIONAL DRIVER							
NONE PERMITTED		NONE PERMITTED							
NO OTHER DRIVER PERMITTED		NO OTHER DRIVER PERMITTED							
REPLACEMENT		REPLACEMENT							
COLOR		COLOR							
LICENSE NO.		LICENSE NO.							
MODEL		MODEL							
MILEAGE		MILEAGE							
IN OUT		IN OUT							
DRIVEN		DRIVEN							
CONDITION AGREED TO		CONDITION AGREED TO							
RENTER		RENTER							
DATE		DATE							
0/00/00		0/00/00							
BPL		BPL							
64160		64160							
AMOUNT DUE		AMOUNT DUE							
PAID BY		PAID BY							
CASH		CASH							
CHECK		CHECK							
CR CARD		CR CARD							
CHARGE		CHARGE							
IN RECEIPT FOR CASH REFUND		IN RECEIPT FOR CASH REFUND							
DATE		DATE							
RECEIVED BY		RECEIVED BY							
POLICE		POLICE							
CHARGE		CHARGE							
JURY		JURY							
LOSS		LOSS							
PHONE		PHONE							
612-222-0511		612-222-0511							
REPAIR SHOP		REPAIR SHOP							
SAXON FORD**		SAXON FORD**							
TYPE CAR		TYPE CAR							
1994		1994							

Under Minnesota law, a personal automobile insurance policy leased in Minnesota must cover the rental of this motor vehicle against damage to the vehicle and against loss of use of the vehicle. Therefore, purchase of any collision damage waiver or similar insurance effected in this rental contract is not necessary if your policy was issued in Minnesota.

AIRBAGS CAN CAUSE DEATH OR INJURY IF MANUFACTURER'S RECOMMENDATIONS ARE NOT FOLLOWED.

PLEASE USE SEAT BELTS

CUSTOMER COPY - ADDITIONAL STIPULATIONS ON REVERSE SIDE