



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 758

Date Received

15-FEB-2001

Od_or _____
rt_dt _____
pd_rt _____
ip_ltr _____

Reference No.

880610

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 dashboard on driver's side)	Vehicle Make FORD TRUCK	Vehicle Model WINDSTAR	Vehicle Year 1998	Current Odometer Reading
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Purchase Date ☒ New ☐ Used	Dealer's Name _____ City _____ State _____ Zip Code _____	Engine Size _____ (CID/CC/L) _____ No Cylinders _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
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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 _____
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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) 30-JAN-2001 Mileage at Failure(s) 65000 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)

AFTER STARTING VEHICLE CONSUMER HEARD GRINDING SOUND. FRONT COIL SPRING HAD BROKEN. *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 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 758

Date Received

01 MAR 2001

15-FEB-2001

DEFECTS INVESTIGATION

Od or

rft

od-ft

up_ltr

Reference No.

880610

Work Number

Home Number

OWNER INFORMATION (Type or Print)

674892

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 3/1/2001

VEHICLE INFORMATION

Vehicle Ident. No. (VIN)

(Located at bottom of
windshield on driver's side)

Vehicle Make

Vehicle Model

Vehicle Year

Current Odometer Reading

ADD 2FMDAS146WBR7860

FORD TRUCK

WINDSTAR

1998

62500

Purchase Date

5-97

Dealer's Name SPITZER FORD

Engine Size
(CID/CC/L)☐ Turbo
☐ Diesel
☐ Gas

No Cylinders

☐ Fuel Injection☒ New ☐ Used

City MENTON State FL Zip Code 34060

Transmission Type

Antilock Brakes

Restraint System

Cruise Control

Drive Train

Vehicle Type

Body Style

☐ Manual☒ Yes☐ 3-Point Belt☐ Motorbelt☒ Yes☐ Front☒ Car☐ Sport Utl☐ 2-Door☒ Automatic☐ No☐ Driverside Airbag☐ 2-Point Belt☐ No☐ Rear☐ Minivan☐ Truck☐ 4-Door☐ Passengerside Airbag☐ 4-Wheel☐ Other☐ Motorcycle☐ Stationwagon☐ Pick Up Truck☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component

02113000

Part Name(s)

SUSPENSION:INDEPENDENT FRONT ATTACHING MECHANISMS:S

Location

☒ Left☐ Right☒ Front☐ Rear

Failed Part(s)

☒ Original☐ Replacement

No of Failures

Date(s) of Failure(s) 30-JAN-2001

Mileage at Failure(s) 85000 40245

Vehicle Speed at Failure(s)

Failed Part(s)
Available?☐ Yes ☐ NoNHTSA 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

Fire

Number of Persons Injured

Number of Fatalities

Estimated Property Damage

Reported to Police

☐ Yes☒ No☐ Yes☒ No☐ Yes☒ No

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

AFTER STARTING VEHICLE CONSUMER HEARD GRINDING SOUND, FRONT COIL SPRING HAD
BROKEN. *AK

CONTINUE ON BACK IF NEEDED

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CAPE AMOCO INC.

1119 CAPE CORAL PKWY E.
CAPE CORAL, FL. 33904
Phone - 941-542-3254 Fax - 941-542-5519
A A A Towing and 24 Hour Wrecker Service

INVOICE

015313

MA-27149

01/23/2001

Print Date : 01/23/2001

INVOICE

1907 Marsh Lane

Palmetto, FL 34107

1998 Ford - Windstar

Odometer In :

Odometer Out : 60265

60265

Lic #

Unit #

Vin #

Has #

Ref #

Part Description / Number	Qty	List	Extended	Labor Description	Hours	Extended
COIL SPRING(SET)				CK FRONT END		
777	1.00	299.95	299.95	STRUT ASSEMBLY - R&L (E)	3.50	245.00
Shop Supplies		2.00	2.00	1993-99 Both		
				Hazardous Materials		2.00

Technicians : PARKS, BOBBY

Org. Estimate \$0.00 Revisions \$0.00 Current Estimate \$0.00 Additional Cost Revised Estimate

Labor:	\$247.00
Parts:	\$301.95
Sublet:	\$0.00
Sub:	\$548.95
Tax:	\$32.94
Total:	\$581.89

Payments -

A A A AUTHORIZED REPAIR FACILITY

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is 12 mos. or 12000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Date 1-23-01 Time