



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 336

Date Received

22-MAR-2001

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

883796

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) (Location at bottom of windshield and driver's side door)		Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
2FMDA5147TBD49310		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	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type
☐ Manual ☐ Automatic	☐ Yes ☒ No	☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Bel	☐ Yes ☒ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Van ☐ Minivan ☐ Other _____ ☐ Sport Util ☐ Truck ☐ Motorcycle
				Body Style	
				☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____	

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05150021	Part Name(s) ENGINE:GASKETS:VALVE COVER	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure 0	Date(s) of Failure(s) 22-FEB-2001 Failure(s) 89000 Mileage at Failure(s) 0	Failed Part(s) ☐ Yes ☐ No	NHTSA 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 0	Number of Fatalities 0	Estimated Property Damag	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CONSUMER WAS LOSING ANTIFREEZE. TOOK VEHICLE TO DEALER, AND THEY SAID CONSUMER NEEDS A NEW HEAD GASKET. CONSUMER WAS SCARED THAT ENGINE GASKET MAY BLOW ON HIGHWAY WITH CHILDREN PRESENT.*AK

COPIES OF REPORTS - 1000-1000

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.

 DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration NATIONALWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 335 Date Received: 21 APR 2001 22-MAR-2001 Reference No.: 883796 Work Number: [REDACTED] Home Number: [REDACTED]	
OWNER INFORMATION (Type or Print) [REDACTED] 881786			
Do you authorize NHTSA to release information to the manufacturer of your vehicle? ☒ YES ☐ NO In the absence of an authorized representative, you will not provide your name and address to the vehicle manufacturer. Signature of Owner: <u>[Signature]</u> Date: <u>4/16/01</u>			
VEHICLE INFORMATION			
Vehicle Identification No. (VIN) (Located at bottom of windshield on driver's side) 2FMDA5147TBD49310		Vehicle Make: FORD TRUCK Vehicle Model: WINDSTAR Vehicle Year: 1996 Current Odometer Reading: 89300	
Purchase Date: _____ ☐ New ☒ Used		Dealer's Name: <u>Admiral Ford</u> City: <u>Hammonton</u> State: <u>NJ</u> Zip Code: _____ Engine Size (CID/CC/L): <u>3.8</u> No. Cylinders: <u>6</u> ☐ Turbo ☐ Diesel ☒ Gas ☐ Fuel Injection	
Transmission Type: ☒ Manual ☐ Automatic	Antilock Brakes: ☒ Yes ☒ No <u>incorrect</u>	Restraint System: ☒ 3-Point Belt ☐ Motorbelt ☒ Driverside Airbag ☐ 2-Point Belt ☒ Passengerside Airbag	Cruise Control: ☒ Yes ☒ No <u>incorrect</u> Drive Train: ☒ Front ☐ Rear ☐ 4-Wheel
Vehicle Type: ☐ Car ☐ Sport Ut ☐ Van ☐ Truck ☒ Minivan ☐ Motorcycle ☐ Other		Body Style: ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component: 05150021	Part Name(s): ENGINE:GASKETS:VALVE COVER	Location: ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s): ☒ Original ☐ Replacement
No. of Failures: 0	Date(s) of Failure(s): <u>22-FEB-2001</u> Mileage at Failure(s): <u>89000</u> Vehicle Speed at Failure(s): <u>0</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: _____		Reported to Police: ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES) CONSUMER WAS LOSING ANTIFREEZE. TOOK VEHICLE TO DEALR, AND THEY SAID CONSUMER NEEDS A NEW HEAD GASKET. CONSUMER WAS SCARED THAT ENGINE GASKET MAY BLOW ON HIGHWAY WITH CHILDREN PRESENT.*AK			
CONTINUE ON BACK IF NEEDED			
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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)

Ford has already admitted that this engine is faulty, by extending the warranty on the 94-95 models. How can Ford decide to fix only some of the cars with the defect? I now have a car that needs antifreeze almost weekly and is running worse everyday. I am also running a risk driving my family around in a van that can break down at any time. Also, while checking the complaints from other owners I noticed that many other vans have a speedometer that does not work properly, as mine does not either. When talking to Ford personnel, I was told that their position is not to fix the gaskets and they would not answer any questions as to why. I guess they don't have an answer!

★ U.S. G.P.O.: 1982-623-897/6008

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

400 Seventh St., S.W.
Washington, D.C. 20590

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Penalty for Private Use \$300

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U.S. Department of Transportation
National Highway Traffic Safety Administration
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Washington, DC 20590

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