



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

18-APR-2001

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

886224

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)		Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
2FMDA5144WBA21448		FORD TRUCK	WINDSTAR	1998	
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 01000000	Part Name(s) STEERING	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure	Date(s) of Failure(s) C1-JAN-2001 54000 Mileage at Failure(s)	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	Number of Fatalities	Estimated Property Damag	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHEN MAKING EITHER RIGHT OR LEFT HAND TURNS THERE IS A CLICKING SOUND FROM STEERING. TOOK VEHICLE TO DEALER,WHO INSISTED IT WAS A ROCK IN STEERING COLUMN. DID NOT REMEDY PROBLEM. *AK

COPIES OF THIS FORM ARE:

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 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline	
OWNER INFORMATION (Type or Print) [Redacted] 66637		Work Number [Redacted] Home Number 814 642 2916	
Date Received 18-APR-2001 Reference No. 886224		Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☒ YES ☐ NO	
Signature of Owner [Redacted] Date 05/28/01		Address to the vehicle manufacturer [Redacted]	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) 2FMDA5144WBA21448 (Located at bottom of windshield on driver's side)	Vehicle Make FORD TRUCK	Vehicle Model WINDSTAR	Vehicle Year 1998
Purchase Date [Redacted] Dealer's Name Kleiser Ford City Wellsville State NY Zip Code [Redacted]	Antilock Brakes ☒ Yes ☐ No Restraint System ☒ 3-Point Belt ☐ 2-Point Belt Driver's Side Airbag ☒ Passenger's Side 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
Fuel Injection ☐ Turbo ☐ Diesel ☐ Gas ☐	Engine Size [Redacted] (CID/CYL) No Cylinders [Redacted]	Fuel Injection ☐ Gas ☐ Diesel ☐ Turbo ☐	
Current Odometer Reading [Redacted]			
FOR AGENCY USE ONLY 758			

FAILED COMPONENT(S)/PART(S) INFORMATION	
Component 01000000 Part Name(s) STEERING	Location ☒ Left ☐ Right Failed Part(s) ☒ Original ☐ Replacement
No of Failures Date(s) of Failure(s) 01-JAN-2001 Mileage at Failure(s) 54000 Vehicle Speed at Failure(s) [Redacted]	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 Number of Persons Injured [Redacted] Number of Fatalities [Redacted] Estimated Property Damage [Redacted] Reported to Police ☐ Yes ☒ No	Narrative Description of Failure(s), Incident(s), Injury(ies) WHEN MAKING EITHER RIGHT OR LEFT HAND TURNS THERE IS A CLICKING SOUND FROM STEERING. TOOK VEHICLE TO DEALER WHO INSISTED IT WAS A ROCK IN STEERING COLUMN. DID NOT REMEDY PROBLEM. *AK

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CONTINUE ON BACK IF NEEDED

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)

I will never buy ford again. I
feel my childrens lives are at risk
in this van.

☆ U.S. G.P.O.: 1982-623-867 / 80086

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

400 Seventh St., S.W.
Washington, D.C. 20580

Official Business
Penalty for Private Use \$300

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

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