



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

21-SEP-2001

Od\_or \_\_\_\_\_  
rt\_dt \_\_\_\_\_  
od\_rt \_\_\_\_\_  
ip\_lr \_\_\_\_\_

Reference No.

896634

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)<br><small>(Locate at bottom of windshield and door frame)</small>                                                                                                                                                                                 | Vehicle Make<br><b>FORD TRUCK</b>                                                         | Vehicle Model<br><b>WINDSTAR</b>                                                                                                                                                                                                 | Vehicle Year<br><b>1998</b>                                                              | Current Odometer Reading                                                                                                                     |
| Purchase Date<br><input type="checkbox"/> New <input checked="" type="checkbox"/> Used                                                                                                                                                                                     | Dealer's Name _____<br>City _____ State _____ Zip Code _____                              |                                                                                                                                                                                                                                  | Engine Size<br>(CID/CC/L) _____<br>No Cylinders _____                                    | <input type="checkbox"/> Turbo<br><input type="checkbox"/> Diesel<br><input type="checkbox"/> Gas<br><input type="checkbox"/> Fuel Injection |
| Transmission Type<br><input type="checkbox"/> Manual<br><input type="checkbox"/> Automatic                                                                                                                                                                                 | Antilock Brakes<br><input type="checkbox"/> Yes<br><input checked="" type="checkbox"/> No | Restraint System<br><input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt<br><input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Bel<br><input type="checkbox"/> Passengerside Airbag | Cruise Control<br><input type="checkbox"/> Yes<br><input checked="" type="checkbox"/> No | Drive Train<br><input type="checkbox"/> Front<br><input type="checkbox"/> Rear<br><input type="checkbox"/> 4-Wheel                           |
| Vehicle Type<br><input type="checkbox"/> Car <input type="checkbox"/> Sport Util<br><input checked="" type="checkbox"/> Van <input type="checkbox"/> Truck<br><input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle<br><input type="checkbox"/> Other _____ |                                                                                           | Body Style<br><input type="checkbox"/> 2-Door<br><input type="checkbox"/> 4-Door<br><input type="checkbox"/> Stationwagon<br><input type="checkbox"/> Pick Up Truck<br><input type="checkbox"/> Other _____                      |                                                                                          |                                                                                                                                              |

### FAILED COMPONENT(S)/PART(S) INFORMATION

|                              |                                                                         |                                                                                                                                          |                                                                                             |
|------------------------------|-------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|
| Component<br><b>05100000</b> | Part Name(s)<br><b>ENGINE</b>                                           | Location<br><input type="checkbox"/> Left <input type="checkbox"/> Right<br><input type="checkbox"/> Front <input type="checkbox"/> Rear | Failed Part(s)<br><input type="checkbox"/> Original<br><input type="checkbox"/> Replacement |
| No of Failure                | Date(s) of Failure(s) <b>21-SEP-2000</b><br>Mileage at Failure(s) _____ | Failed Part(s)<br><input type="checkbox"/> Yes <input type="checkbox"/> No                                                               | NHTSA Previously<br><input type="checkbox"/> Yes <input type="checkbox"/> 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<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Fire<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Number of Persons Injured | Number of Fatalities | Estimated Property Damag | Reported to Police<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
|------------------------------------------------------------------------------|-----------------------------------------------------------------------------|---------------------------|----------------------|--------------------------|-------------------------------------------------------------------------------------------|

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

**WHEN PROCEEDING THROUGH A LIGHT OR STOP SIGN AFTER A STOPPING VEHICLE WILL DIE. CONSUMER CAN RESTART IT AGAIN. PLEASE PROVIDE ANY FURTHER INFORMATION. \*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.

|                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                          |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  <b>DOT Auto Safety Hotline</b><br><b>Vehicle Owner's Questionnaire (VOQ)</b><br><b>NATIONWIDE 1-888-DASH-2-DOT</b><br><b>1-888-327-4236</b><br><b>www.nhtsa.dot.gov/hotline</b>                                                                                                                                                                              |                                                                                                                                   | <b>FOR AGENCY USE ONLY 335</b><br>Date Received: <u>21-SEP-2001</u><br>Ref: <u>896634</u><br>Work Number: <u>[REDACTED]</u><br>Home Number: <u>[REDACTED]</u>                                                                                                                                                                              |                                                                                                                                                                                                                                          |
| <b>OWNER INFORMATION (Type or Print)</b><br>[REDACTED] <b>716341</b>                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                   | Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO<br>In the absence of an authorized signature, NHTSA will NOT provide your name and address to the vehicle manufacturer.<br>Signature of Owner: [REDACTED] Date: <u>10/9/01</u> |                                                                                                                                                                                                                                          |
| <b>VEHICLE INFORMATION</b>                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                          |
| Vehicle Ident. No. (VIN) (Location: bottom windshield on driver's side)<br><u>2FMZA5148W8C12022</u>                                                                                                                                                                                                                                                                                                                                            | Vehicle Make<br><u>FORD TRUCK</u>                                                                                                 | Vehicle Model<br><u>WINDSTAR</u>                                                                                                                                                                                                                                                                                                           | Vehicle Year<br><u>1998</u>                                                                                                                                                                                                              |
| Purchase Date: <u>[REDACTED]</u><br><input type="checkbox"/> New <input checked="" type="checkbox"/> Used                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                   | Dealer's Name: <u>Palmetto Ford</u><br>City: <u>Charleston</u> State: <u>SC</u> Zip Code: <u>29</u>                                                                                                                                                                                                                                        | Current Odometer Reading: <u>060556</u><br>Engine Size (CID/CC/L): <u>6</u><br><input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injection |
| Transmission Type: <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic                                                                                                                                                                                                                                                                                                                                               | Anti-lock Brakes: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No                                             | Restraint System:<br><input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt<br><input checked="" type="checkbox"/> Driverside Airbag <input checked="" type="checkbox"/> 2-Point Belt<br><input checked="" type="checkbox"/> Passengerside Airbag                                                                        | Cruise Control: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No<br>Drive Train: <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel                             |
| Vehicle Type:<br><input checked="" type="checkbox"/> Car <input type="checkbox"/> Sport Utility Truck <input type="checkbox"/> Motorcycle<br><input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other                                                                                                                                                                                                      |                                                                                                                                   | Body Style:<br><input checked="" type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door<br><input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up <input type="checkbox"/> Truck                                                                                                                                         |                                                                                                                                                                                                                                          |
| <b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                          |
| Component: <u>05100000</u>                                                                                                                                                                                                                                                                                                                                                                                                                     | Part Name(s): <u>ENGINE / Ignition control system (?)</u>                                                                         | Location:<br><input type="checkbox"/> Left Front <input type="checkbox"/> Right Rear                                                                                                                                                                                                                                                       | Failed Part(s):<br><input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement                                                                                                                                     |
| No of Failures:<br><u>20-25</u>                                                                                                                                                                                                                                                                                                                                                                                                                | Date(s) of Failure(s): <u>21-SEP-2000</u><br>Mileage at Failure(s): <u>45,000</u><br>Vehicle Speed at Failure(s): <u>0-10 mph</u> | Failed Part(s):<br><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No                                                                                                                                                                                                                                                     | NHTSA Previously:<br><input type="checkbox"/> Yes <input type="checkbox"/> No                                                                                                                                                            |
| <b>APPLICATION INCIDENT INFORMATION</b><br>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)                                                                                                                                                                                                                                                                                        |                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                          |
| Crash:<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No                                                                                                                                                                                                                                                                                                                                                                  | Fire:<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No                                                      | Number of Persons Injured:                                                                                                                                                                                                                                                                                                                 | Number of Fatalities:                                                                                                                                                                                                                    |
| Estimated Property Damage:                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                   | Reported to Police:<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                          |
| <b>NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)</b><br>WHEN PROCEEDING THROUGH A LIGHT OR STOP SIGN AFTER A STOPPING VEHICLE WILL DIE. CONSUMER CAN RESTART IT AGAIN. PLEASE PROVIDE ANY FURTHER INFORMATION. *AK<br><u>I (Chris Hedges) owns brother, I drove the VAN to Dayton, OH 10 and it stalled on me a total of 15 to 20 times, this was on 10-15-01 in addition to the 20-25 times when it happened in the past.</u> |                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                          |

CONTINUE ON BACK IF NEEDED

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