



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-NOV-2001

Od_or _____
rt_dt _____
od_rt _____
ip_lr _____

Reference No.

898618

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 and/or driver's door side)		Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
2FMZA5143WBD88010		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 ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	☒ Yes ☐ No	☒ Front ☐ Rear ☐ 4-Wheel	☐ 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 01400000	Part Name(s) STEERING:GEAR:RACK AND PINION	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure	Dates of Failure(s) 18-OCT-2001	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No
	Mileage at Failure(s) 42000		
	Vehicle Speed at Failure(s)		

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)

IT WAS HARD TO STEER VEHICLE, AND IT WAS NOISY. CONSUMER WENT TO AN INDEPENDENT MECHANIC WHO FOUND THAT FLUID IN RACK AND PINION WAS VERY DIRTY. SHAFT BEARINGS AND GEARS WERE DAMAGED BY FLUID AGAIN AFTER THEY TEST DROVE VEHICLE. CONSUMER CONTACTED FORD REGARDING RECALL 97V165000/MANUFACTURER'S RECALL 97S85. BUT THIS VEHICLE WAS NOT INCLUDED. DUE TO VIN.*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) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 436 Date Received <u>01-NOV-2001</u> Od_or _____ rt_dt _____ od_rt _____ up_ltr _____ Reference No. 898618 Work Number _____ Home _____	
OWNER INFORMATION (Type or Print) [Redacted] 724140		Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of a signature, please print name and address to the vehicle manufacturer. ☒ YES ☐ NO Signature of Owner [Redacted] Date <u>12/3/01</u>	

Vehicle Ident. No. (VIN) <u>2FMZA5143WBD88010</u> (Located in bottom left corner of windshield on driver's side)		Vehicle Make <u>FORD TRUCK</u>	Vehicle Model <u>WINDSTAR</u>	Vehicle Year <u>1998</u>	Current Odometer Reading _____
Purchase Date _____ ☒ New ☐ Used	Dealer's Name _____ City _____ State _____ Zip Code _____		Engine Size _____ (CID/CC/L)	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection	No Cylinders _____
Transmission Type ☐ Manual ☒ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☐ 3-Point Belt ☐ Drivers-side Airbag ☐ Passengers-side Airbag ☐ Motorbelt ☐ 2-Point Belt	Cruise Control ☒ Yes ☐ No	Drive Train ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☒ Car ☐ Van ☐ Minivan ☐ Other ☐ Sport Ult ☐ Truck ☐ Motorcycle
Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up ☐ Truck					

FAILED COMPONENT(S)/PART(S) INFORMATION					
Component <u>01400000</u>	Part Name(s) <u>STEERING:GEAR:RACK AND PINION</u>	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement		
No of Failures _____	Date(s) of Failure(s) <u>8-OCT-2001</u> Mileage at Failure(s) <u>42000</u> Vehicle Speed 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 Damage _____	Reported to Police ☐ Yes ☒ No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES) IT WAS HARD TO STEER VEHICLE, AND IT WAS NOISY. CONSUMER WENT TO AN INDEPENDENT MECHANIC WHO FOUND THAT FLUID IN RACK AND PINION WAS VERY DIRTY. SHAFT BEARINGS AND GEARS WERE DAMAGED BY FLUID AGAIN AFTER THEY TEST DROVE VEHICLE. CONSUMER CONTACTED FORD REGARDING RECALL 97V165000/MANUFACTURER'S RECALL 97S85. BUT THIS VEHICLE WAS NOT INCLUDED. DUE TO VIN.*AK 3					
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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)

When turning the steering wheel: loud hissing noise was heard. Sometimes difficult to steer. I went to our regular mechanic, who I trust, and he found this error. He called regarding the recall on other, but same, vehicles and said our VIN# did not qualify for recall. Replaced the parts at my cost.



★ U.S. G.P.O.: 1992-625-887/8006

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

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

Official Business
Penalty for Private Use \$300



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IF
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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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PROTECT UNWARRANTED INVASION OF
PERSONAL PRIVACY PURSUANT TO
EXEMPTION 6 OF THE FREEDOM OF
INFORMATION ACT, 5 U.S.C. 552(b)(6)**

(Page 1 through Page 6)



