



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

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

Date Received

Repository ☐

Reference No.
10002044

OWNER INFORMATION (Type or Print)

Name

Address

City

ROCHESTER

State NY

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date 1/17/03

VEHICLE INFORMATION

17 digit vehicle identification number located at bottom of dashboard on driver's side
1FAFP6634XK189640

Make
FORD

Model
CONTOUR

Model Year
1999

Date Purchased
7/23/00

Dealer's Name and Telephone Number (585) 586-4415
Rochester Auto Collection (New Fairport Ford)

Engine:
No. Cylinders

Fuel Type:
Unleaded

Original Owner
☐

Dealer's City
East Rochester

State NY Zip Code 14534

Transmission Type
Automatic

☒ Antilock Brakes
☒ Cruise Control

Powertrain

Vehicle Component Code
131000 VISIBILITY: WINDSHIELD

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
12-DEC-2001
Dec. 10, 2002

Failure Mileage

Failure Speed

55 MPH

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM15ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

0

0

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure, i.e., parts repaired or replaced (and if old part is available).

CONSUMER STATED THAT THE HOOD FLEW UP AND BROKE THE FRONT WINDSHIELD. PH

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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 responses 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 an administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

While traveling at a 55 MPH highway the hood of my car flew up shattering the windshield and damaging the roof of the car.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

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
DOT Auto Safety Hotline, NSA-10.1
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT
1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
<http://www.nhtsa.dot.gov/dotline>

[REDACTED]
Rochester, NY
[REDACTED]

January 5, 2003

Ford Motor Company
Detroit, MI

To Whom It May Concern:

I own a 1999 Ford Contour, 4 door sedan, serial number:

On December 10, 2002, at 7:05AM, in route to work, while traveling at the speed limit of a 55 mph highway, the hood of my vehicle suddenly flew up and shattered my windshield while I was still in motion.

Upon taking the vehicle for repairs at Sofia Collision Shop, I was advised that the hood latch and safety latch were seized open, which they attributed to a defect in the mechanism. Upon inquiry, I found that other Ford vehicles were recalled due to similar defects of this universal part; however, the Ford Contour was not one of them. I have contacted the Transportation Highway Commission and filed a safety claim with them (Claim No.).

Luckily there were no bodily injuries. I am seeking reimbursement of the \$500.00 deductible that I had to pay. I would appreciate resolution to this situation as soon as possible.

Sincerely,

[REDACTED]

Encl: Insurance Identification Card
Paid receipt for the deductible
Estimate of damages from Sofia Collision Shop
Transportation Safety Claim.

FS-20 NEW YORK STATE INSURANCE IDENTIFICATION CARD**011 Allstate Insurance Company**

Name & Address of Agency or Office issuing this Card:

Allstate Insurance Company

Laura Pallini Agcy

159 West Main Street

Webster NY 14580

(585) 872-1234

Applicable to the following Motor Vehicle:

YEAR/MAKE/MODEL

1999 Ford Contour

VEHICLE ID #

1FAFP334XK189840

POLICY NUMBER

1 03 104878 07/25

An authorized NEW YORK insurer has issued an Owner's
Policy of Liability Insurance complying with Article 6
(Motor Vehicle Financial Security Act) of the NEW YORK
Vehicle and Traffic Law to:

EFFECTIVE DATE(12:01 a.m.): 01/25/03

(Not acceptable to obtain registration after 45 days from effective date)

EXPIRATION DATE(12:01 a.m.): 07/25/03

Recheater NY 0000000000

**THIS ID CARD MUST BE CARRIED IN THE INSURED VEHICLE FOR PRODUCTION UPON DEMAND.**

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**