



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 335

Date Received

7 PM 12:45

08-JUL-2003

Repository ☐

Reference No.
10026795

OWNER INFORMATION (Type or Print)

Name

Address

City

CASTLE ROCK

State CO

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?

In the absence of an authorized signature, provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 7/21/2003

VEHICLE INFORMATION

Make

FORD

Model

CONTOUR

Model Year

1996

Date Purchased

Dealer's Name and Telephone Number

Engine:

No. Cylinders V6

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

AUTO

☐ Antilock Brakes

☐ Cruise Control

Powertrain

Vehicle Component Code

062200 ENGINE AND ENGINE COOLING: COOLING SYSTEM: FAN

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

6-23-03

Failure Mileage

103000

Failure Speed

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

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

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 STATES WHILE DRIVING COOLING FAN SEIZED AND CAUSED ELECTRICAL COMPONENTS TO MELT, WHICH COULD HAVE STARTED A FIRE. *AK

RECALL #080544 DESCRIBES THIS PROBLEM FOR THE 1996 CONTOUR. I CALLED THE LOCAL FORD DEALERSHIP AND WAS TOLD THAT MY VIN # WAS NOT INCLUDED IN THAT RECALL. SINCE I HAD THIS EXACT PROBLEM, PERHAPS THE SCOPE OF THE RECALL SHOULD BE EXPANDED TO INCLUDE VEHICLES MADE AT OTHER ASSEMBLY PLANTS. ATTACHED IS A COPY OF THE RECALL LETTER (FROM THE INTERNET, IT WAS NOT SENT TO ME) AND PHOTOS OF MELTED WIRING HARNESS, AND REPAIR BILL.

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 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.



BRIAN LEARY
1996 FORD COUPE
MELTED WRECKING HARVEY

REF # 10026795
VIN# 1FALP65L9TK203420

**Cooling System: All Technical Service Bulletins
Dealer Letter**



January 2001

To:
All Ford and Lincoln Mercury Dealers

Subject:
Safety Recall 00S44 - Certain 1995 and 1996 Model Year Contour and Mystique Vehicles - Engine Cooling Fan Electronic Fuse Installation

Reference:
Owner Notification Program 00M13 (to be announced week of 1/8/01): Additional Coverage Program for the Engine Cooling Fan

AFFECTED VEHICLES

The affected vehicles listed below were built at both the Cosuttian Assembly Plant and the Kansas City Assembly Plant:

- All 1995 model year 2.0L and 2.5L Contour and Mystique vehicles
- Certain 1996 model year 2.5L Contour and Mystique vehicles built from Job #1 through January 1, 1996

SAFETY CONCERN

In some of the affected vehicles it may be possible for the engine cooling fan bearing to seize, resulting in excessive heat and/or melting of electrical connectors. Under certain circumstances, the cooling fan motor brush card may ignite potentially resulting in an underhood fire.

SERVICE ACTION

The dealer will install an electronic fuse in-line with the cooling fan motor to eliminate the potential for fire. In the cases where the cooling fan does not operate, the fan and motor will be replaced.

Attachments

- **Attachment I**
 - Administrative Information
- **Attachment II**
 - Labor Allowances
 - Parts Ordering Information
- **Attachment III**
 - Technical Information

QUESTIONS?

Claims Information:.....1-800-423-8851

Other (Dealer Only) Recall Questions:..... -800-825-5621

Sincerely,

A handwritten signature in black ink, appearing to read "Ann O'Neill", written in a cursive style.

**Ann O'Neill
Director
Vehicle Service and Programs**

Cooling System: All Technical Service Bulletins Owner Letter

Ford Motor Company
P.O. Box 1904
Dearborn, Michigan 48121
1-800-392-3673

Ford Motor Company

January 2001

Safety Recall Program 00S44 - Engine Cooling Fan Electronic Fuse Installation Owner Notification Program
00M13 - Engine Cooling Fan Warranty Extension

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect that relates to motor vehicle safety exists in the engine cooling fan of certain 1995 and 1996 Contour and Mystique vehicles. In addition, we are extending the engine cooling fan warranty coverage.

We apologize for this situation and want to assure you that with your assistance we will correct this condition. Our commitment, together with Ford dealers, is to provide you with the highest level of service and support possible.

Safety Recall Program 00S44 - Engine Cooling Fan Electronic Fuse Installation

What the safety issue is...

In some of the affected vehicles it is possible for the engine cooling fan bearing to seize, causing excessive heat generation and/or melting of the electrical connectors. Under certain high temperature circumstances, the cooling fan motor brush card may ignite potentially resulting in an underhood fire.

What Ford Motor Company and your dealer will do for the safety program...

Ford Motor Company will inspect the engine cooling fan assembly and install an electronic fuse. If the cooling fan is inoperative the fan and motor will be replaced free of charge.

What we are asking you to do for the safety program...

Call your dealer without delay. Ask for a service date for Safety Recall Program 00S44. If inspection reveals that the cooling fan is inoperative, your dealer may need to order a replacement fan assembly. If a cooling fan replacement is required, your dealer is authorized to provide a free rental vehicle (except for fuel).

When you bring your vehicle in, show the dealer this letter. If you misplace this letter, your dealer will still do the work, free of charge.

Owner Notification Program 00M13 - Engine Cooling Fan Warranty Extension

Reason for the warranty extension...

In the interest of customer satisfaction, Ford Motor Company is extending the warranty on the engine cooling fan assembly to a total of 8 years of service or 100,000 miles from the warranty start date, whichever occurs first. If your vehicle already has more than 100,000 miles, this coverage will last until July 31, 2001.

This coverage exceeds the provisions of your car's original vehicle warranty coverage.

What Ford Motor Company and your dealer will do for the warranty extension...

If the engine cooling fan assembly fails during the coverage period noted above, your dealer will replace the assembly at no charge to you.

What we are asking you to do for the warranty extension...

Please keep this letter as a reminder. If your cooling fan becomes inoperable and your vehicle is within the indicated time/mileage limitations, contact your dealer for a service date. Your dealer will perform repairs for this condition at no charge to you.

When you bring your vehicle in, show the dealer this letter. If you misplace this letter, your dealer will still do the work, free of charge.

How long will either program take?

The time needed to repair your Contour or Mystique is less than one-half day. However, due to service scheduling issues, your dealer may need your vehicle for a longer period of time.

If you have already paid for this service...

If you paid to have this service done before the date of this letter, Ford is offering a full refund. For the refund, please give your paid original receipt to your dealer. To avoid delays, do not send receipts to Ford Motor Company.

If you have changed address or sold the vehicle...

Please fill out the enclosed prepaid postcard and mail it to us if you have changed address or sold the vehicle.

If you have concerns...

If you experience trouble having your vehicle repaired, please contact the Ford Motor Company Customer Relationship Center and one of our representatives will be happy to assist you:

CALL: (800) 362-3673
(800) 232-6962 (TDD for the Hearing Impaired)

Office Hours: (Eastern Standard Time)
Monday-Friday: 8am - 11pm
Saturday: 9am - 8pm

or you may contact us through the Internet at:
www.ownerconnection.com

Our current response time to Internet inquiries is three business days.

You also may send a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S. W., Washington, D. C. 20590 or call the toll free Auto Safety Hotline at 1-888-327-4236 or 1-800-424-6383 (residents of Washington D.C. must call 1-888-327-4236).

Quality Care service is there for you all year round.

Quality Care is the commitment of Ford Motor Company and its dealerships to provide you with a superior service and ownership experience. While we regret the inconvenience caused by this program, we stand

Cooling System: All Technical Service Bulletins Supplement # 1 - Attachment I OASIS

You must use OASIS to determine if a vehicle is eligible for this recall.

PROMPTLY CORRECT

Promptly correct all affected vehicles on your dealer VIN list which you will receive in the Ford Dealer Consolidated Communicator (FDCC). Also, correct other eligible vehicles that are brought to your dealership.

DEALER-OWNER CONTACT

Immediately contact any affected owner whose name is not on the list. Give the owner a copy of the Owner Letter and schedule a service date.

REGIONAL CONTACT

Advise regional office if an owner:

- ^ cannot be contacted.
- ^ does not make a service date.

CLAIMS PREPARATION AND SUBMISSION

- ^ Enter claims using DWE.
- ^ Refer to ACESII manual for claims preparation and submission information.

OWNER REFUNDS

Ford Motor Company will only refund owner-paid repairs made before the date of the Owner Letter (or after the date of the Owner Letter if an emergency repair was made away from the servicing dealer). Refer to

ACESII manual for refund information.

RENTAL CARS

If a cooling fan and motor replacement is necessary and parts must be ordered, Ford will pay for 3 days in a rental vehicle except for fuel, which will be at the owner's expense. If additional days are needed, you will need to call the Recall Hotline for approval. Follow Extended Service Plan (ESP) guidelines for rental dollar amounts. Enter the word "RENTAL" plus the number of days the vehicle was used in the Miscellaneous Expense area of the recall claim.

**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).**