



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 1367

Date Received

2008 SEP 22 12:53

Repository

Reference No.
10034291

OWNER INFORMATION (Type or Print)

Name

Address

City

SCRANTON

State

PA

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 Signature of Owner _____ as to the vehicle manufacturer.

Signature of Owner

Date 09/01/08

17 Digit Vehicle Identification Number Located at bottom of windshield on driver's side

1FAFP6639YK117270

Make

FORD

Model

CONTOUR SE

Model Year

2000

Date Purchased

MAY 2001

Dealer's Name and Telephone Number

Champion Ford (Now Tom Messer Ford)

Engine:

No: Cylinders - 4

Fuel Type:

Unleaded.

Original Owner

NO

Dealer's City

SCRANTON PA

State

PA

Zip Code

18503

Transmission Type

Automatic

Antilock Brakes

Cruise Control

Powertrain

Vehicle Component Code

160000 STRUCTURE

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

8/03

Failure Mileage

26 = 38000

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: DOTM12ABC036)

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), cause(s), 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).

DASHBOARD IS SEPARATING FROM THE STRUCTURE AND LIFTING UPWARDS. DRIVER IS UNABLE TO SEE CLEARLY THROUGH THE WINDSHIELD. OBSTRUCTION IS CAUSING POOR VISIBILITY. CAUSE OF THE SEPARATION IS UNDETERMINED. *AK

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-502) 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.

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

Upon yearly inspection, our mechanic suggested contacting Ford directly about the dashboard situation. Upon contacting Ford motor Co. - they were aware of dashboard separation problems in some contour models. We were told that parking the car outside - and having heat hit the dash, causes the separation. They would not repair or replace it because the 2 year warranty was expired. our car was garage kept until July 03 when after purchasing a new auto, the contour was then moved to outside parking. Ford told us it would have been better if we didn't keep it in the garage, because if so, we would have had the problem before warranty expiration! We have extended warranty on this card but we were told this doesn't cover the dashboard. We argued with Ford that this is a defect and could cause vision obstruction. We were told they would not take any action because of the warranty issue.

Continued on next page.

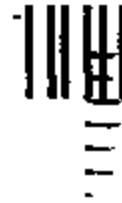
ATTACH ADDITIONAL SHEETS IF NECESSARY

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
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590



VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM AND MAIL IT
ON

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) & DOT



U.S. Department of Transportation
National Highway Traffic Safety Administration
http://www.nhtsa.gov/dot-questionnaire

Continuation of Narrative Description of Failure

VIN# 1FAPP66394K11270

Contour 2000

We approached the local dealer, Tom Hesser Ford, they told us Ford would do nothing but they would go 50/50 on repair/replacement. A copy of that estimate is enclosed. Also, repair and/or replacement only carries a 12 mon. or 12,000 mile warranty. Also, if not repaired/replaced dashboard situation would worsen. Our dissatisfaction is with Ford Motor Co. We have never heard of heat causing a dashboard to separate. We feel that this a defect Ford is aware of and should replace at no charge to us. As the dashboard will continue to raise, our vision will be more obstructed. This decreases safety to us and our children as we travel in it. Also, I wonder if it has any effect on the airbag? We have enclosed a photo of the dash.

Please advise us of the next step in this process.

**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).**