

U.S. Department
of TransportationNational 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

 Od_or _____
 r_drt _____
 od_rlt _____
 up_ltr _____

Reference No.

10048683

2003 NOV 25 PM 4:24

OWNER INFORMATION (Type or Print)

 Name _____
 Street No. _____ Apt. No. _____
 City _____ State _____ Zip Code _____
 SAN DIEGO CA 92101

Daytime 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 10/10/03

PRODUCT INFORMATION

Vehicle Identification No. (VIN) (17 Digits) 3FAFP66XXXXM1A11439		Make FORD	Model CONTOUR	Year 1999
Purchased Date 3/15/01	Dealer's Name COLLEGE FORD		Engine Size (displacement) 2.5	☐ Turbo
☒ New ☐ Used	Dealer's City LEMON GROVE	State CA	No. Cylinders 6	☐ Diesel
Manufacture Date (on driver's door or pillar) 9/98	Transmission Type ☒ Manual ☐ Automatic	Restraint System ☒ Driver's Side Air Bag ☐ Motorized ☒ Passenger's Side Air Bag ☐ 2-Point Belt ☒ 3-Point Belt	Cruise Control ☒ Yes ☐ No	☐ Gas ☒ Fuel Injection
		Drivetrain ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☒ Car ☐ Sport Utility ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other	Body Style ☐ 2-Door ☒ 4-Door ☐ Station Wagon ☐ Pick Up Truck ☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s) DASHBOARD	Location ☐ Left ☐ Right ☒ Front ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement	Handicap Adaptive Equip ☐ Yes ☒ No
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TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand	Tire Name
Complete Tire Size	DOT No.
No. of Failures	Date(s) of Failure(s) _____
	Mileage at Failure(s) _____
	Vehicle Speed at Failure(s): _____
Failed Part(s) Available?	NHTSA Previously Contacted?
☐ Yes ☐ No	☐ Yes ☐ No

APPLICABLE INCIDENT INFORMATION

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

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Fatalities 0	Reported to Manufacturer ☒ Yes ☐ No
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Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).

THE DASHBOARD IS SO CURLED UP THAT THE AIR VENT HAS POPPED OUT. THE WINDOWS DO NOT PROPERLY DEFROST BECAUSE THE AIR CONDITIONING FORCES THE WINDOW BECAUSE THE DASHBOARD HAS CURLED TO THE POINT IT TOUCHES THE WINDSHIELD. I AM CONCERNED THAT THIS CURLING WILL AFFECT DEPLOYMENT OF THE PASSENGER AIRBAG. I AM CONCERNED THAT IT MAY DEPLOY ACCIDENTLY DUE TO THE CURLING AND/OR NOT DEPLOY PROPERLY IN AN ACCIDENT WHICH MIGHT INJURE THE PASSENGER OR NOT PREVENT THEM FROM INJURY.

Continue on back

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If 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.

Mail postage free or fax to 202-368-7882