



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
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

2005 SEP 27 AM 3:58
01-JUL-2005

Reference No.
10127264

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City POMPTON PLAINS State NJ Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Evening Telephone Number [REDACTED]

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 [REDACTED] Date 9/12/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1FAFP6 [REDACTED] Make FORD Model CONTIUR SVT Model Year 1999
Date Purchased 01-DEC-04 Dealer's Name and Telephone Number PRIVATE SALE Engine: No. Cylinders 6 Fuel Type: Gas
Original Owner ☐ Dealer's City State Zip Code
Transmission Type ☒ Antilock Brakes Powertrain Vehicle Component Code
MANUAL ☒ Cruise Control FRONT WHEEL DRIVE 160000 STRUCTURE
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 01-JUL-2005 Failure Mileage 82000 Failure Speed DASHBOARD (INSTRUMENT COVER)

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: DOTM1BABC036) ☐ 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).

DT: CONSUMER OWNED 1999 FORD CONTIUR. DASHBOARD WAS WARPED AND IT GOT WORSE. IT BLOCKED DEFOGGER/DEFROSTER.. HE KNEW OTHER PEOPLE WITH THE SAME PROBLEM. CONSUMER BOUGHT THE VEHICLE SIX MONTHS AGO. *AK

DASHBOARD (INSTRUMENT COVER) IS WARPED AND BLOCKS DEFOGGER/DEFROST OF THE WINDSHIELD. SEE ATTACHED PHOTOGRAPHS.
DEALER (WAYNE FORD IN WAYNE, NJ) ADVISED ME THAT THIS IS A KNOWN PROBLEM BUT WILL NOT REPAIR CAR BECAUSE SERVICE WAS LIMITED TIME TO GET IT REPAIRED.

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-578) 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)

SEE ATTACHED PHOTOGRAPHS - DASHBOARD COVER HAS PULLED AWAY AND IS CURVED UP TOWARDS WINDSHIELD BLOCKING DEFROSTER/DEFROST VENT. THIS IS A SAFETY HAZARD BECAUSE WINDSHIELD WILL NOT DEFROST/DEFOG PROPERLY AND BLOCKS DRIVER'S VISION. I HAVE ATTACHED AN ESTIMATE FROM RIEL AUTO BODY FOR COST OF REPAIR. THIS COST IS \$1,029.86 WHICH I SHOULD NOT BE RESPONSIBLE FOR SINCE THIS IS CLEARLY A MANUFACTURER'S DEFECT. THERE IS ANOTHER VEHICLE THE SAME AS MINE AT THE PLACE WHERE I WORK THAT HAS THE SAME PROBLEM WITH THE DASHBOARD.

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

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

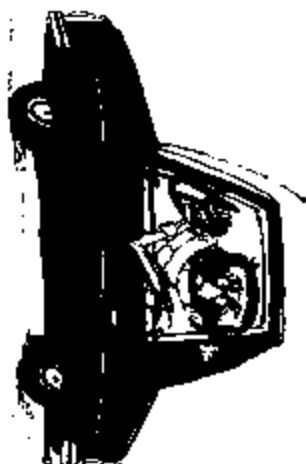
DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT

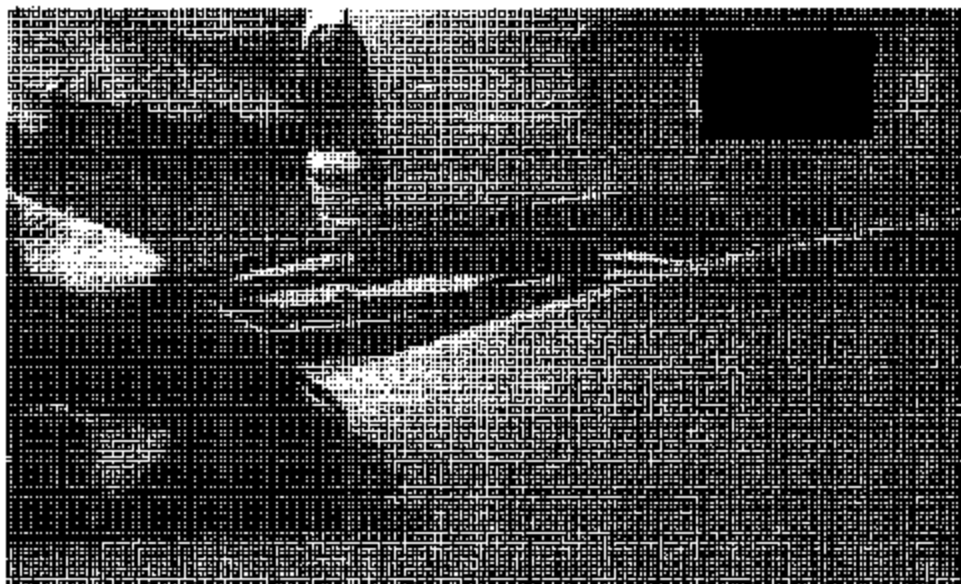
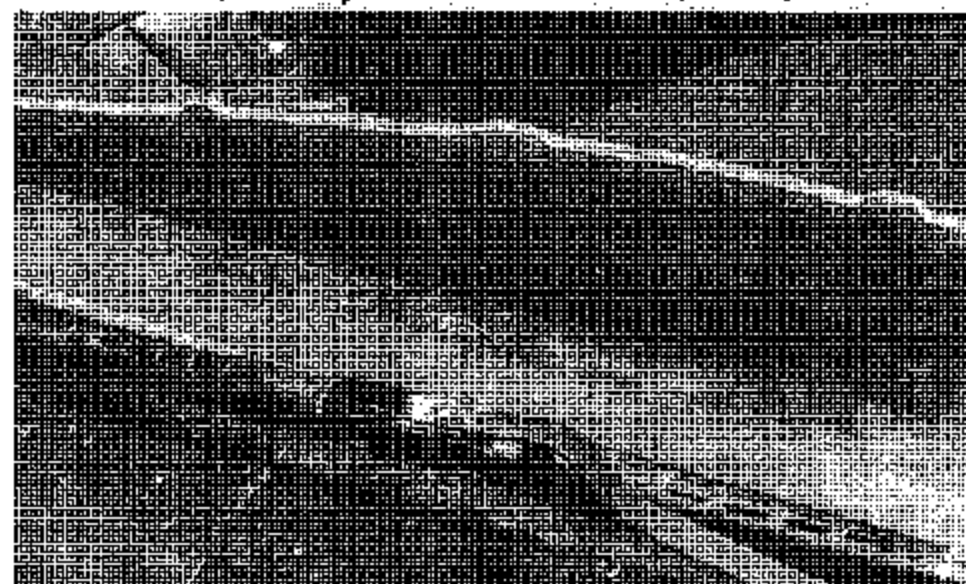


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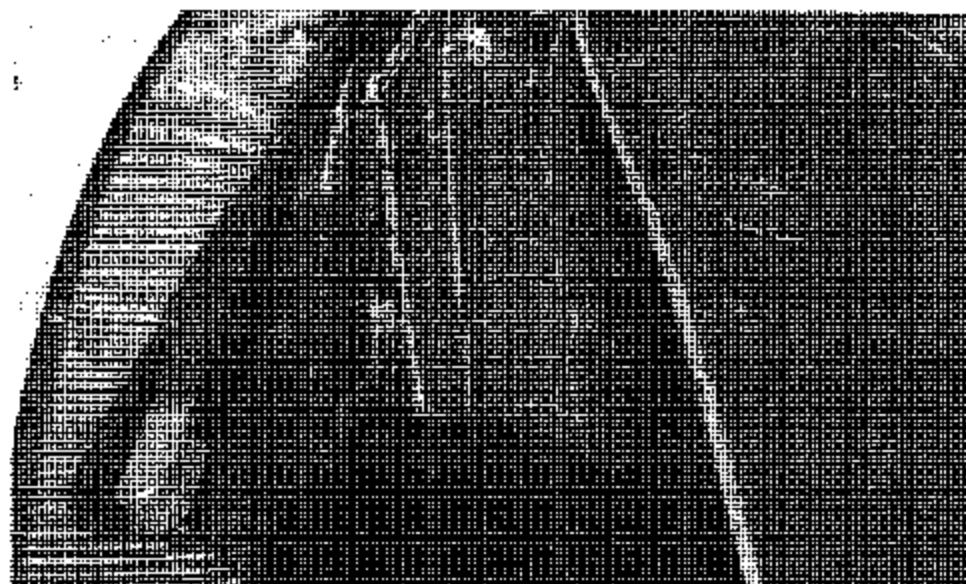
VIEW FROM INSIDE - DRIVER'S SIDE



VIEW FROM OUTSIDE FRONT

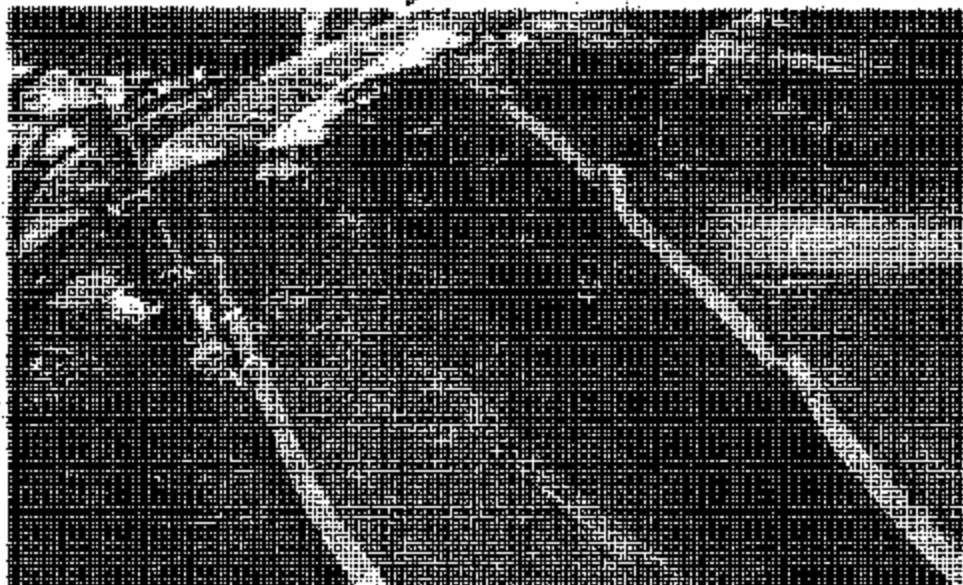


VIEW FROM INSIDE, HAND PUSHING
DOWN PART THAT IS CURLED UP.

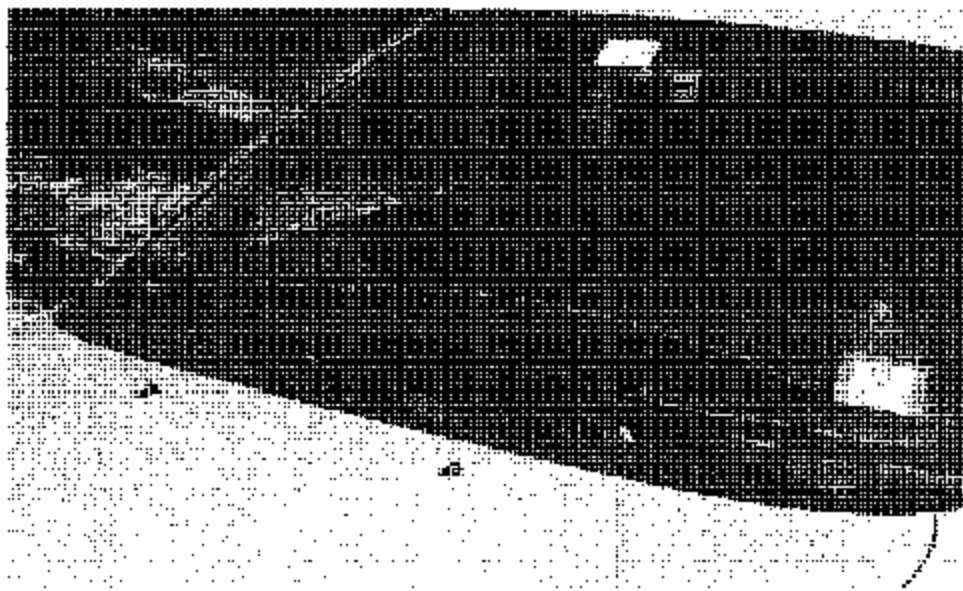
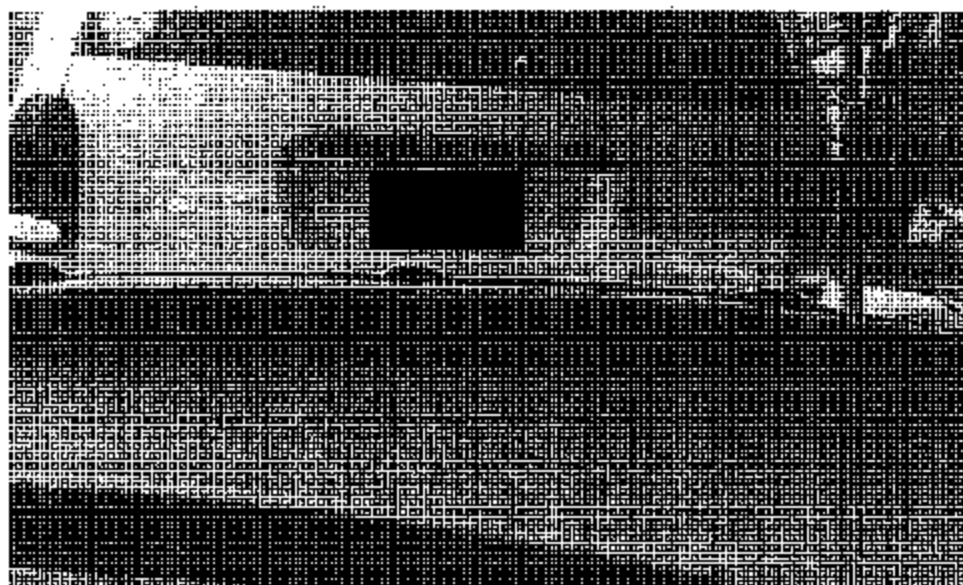


VIEW FROM OUTSIDE - DRIVER'S SIDE

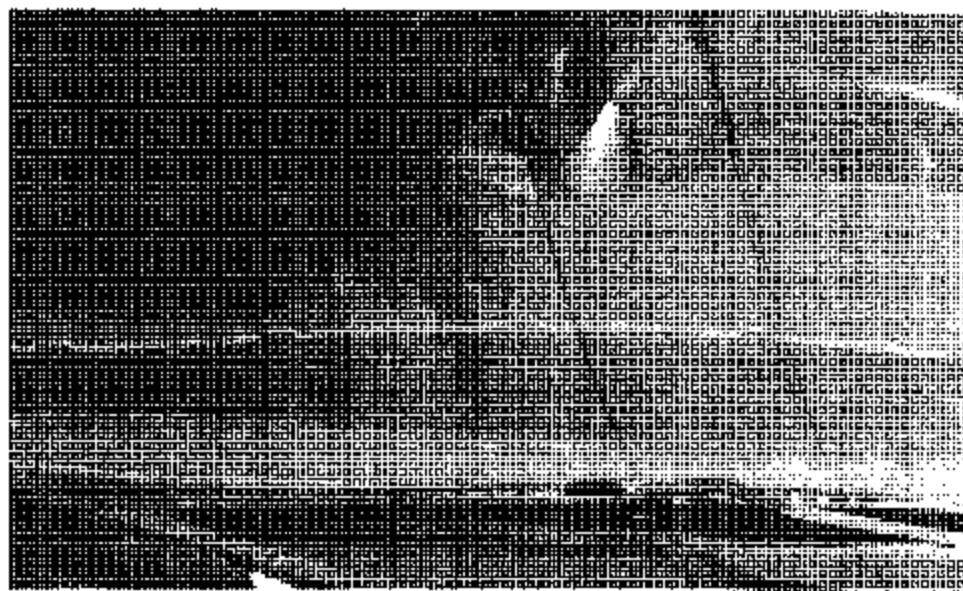
VIEW FROM OUTSIDE, FROM DRIVER'S SIDE.



VIEW FROM INSIDE CAR



VIEW FROM OUTSIDE - FRONT



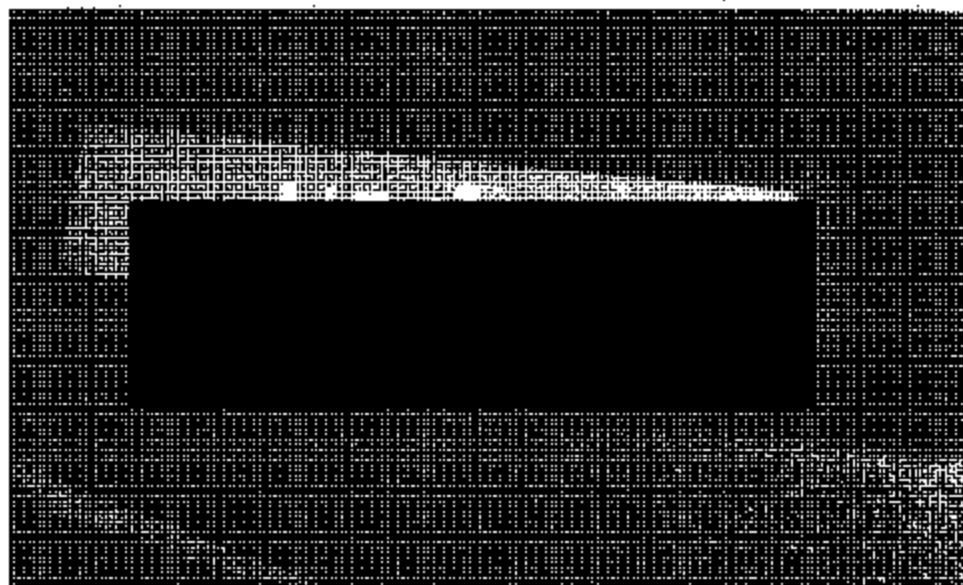
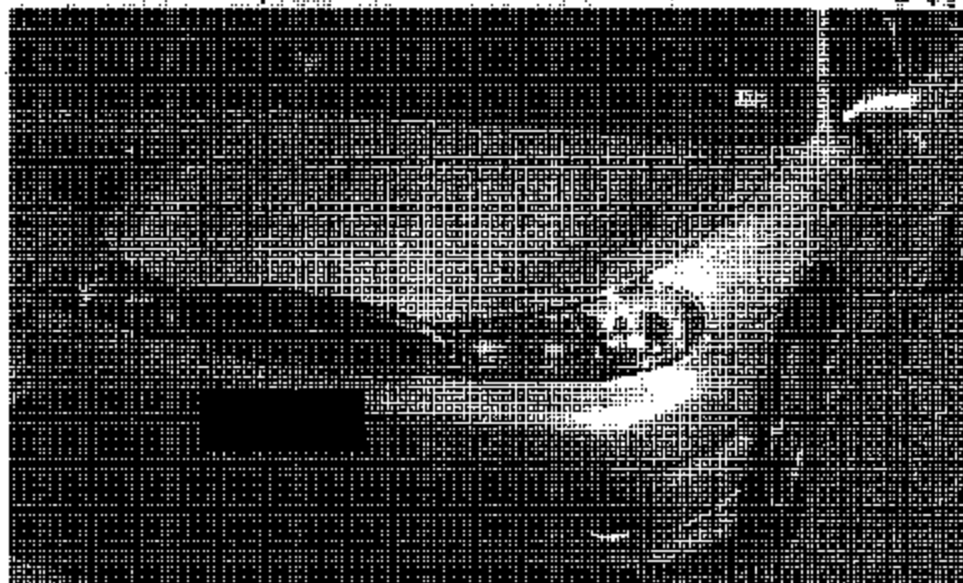
VIEW FROM OUTSIDE - FRONT

VIEW FROM INSIDE PASSENGER SEAT.

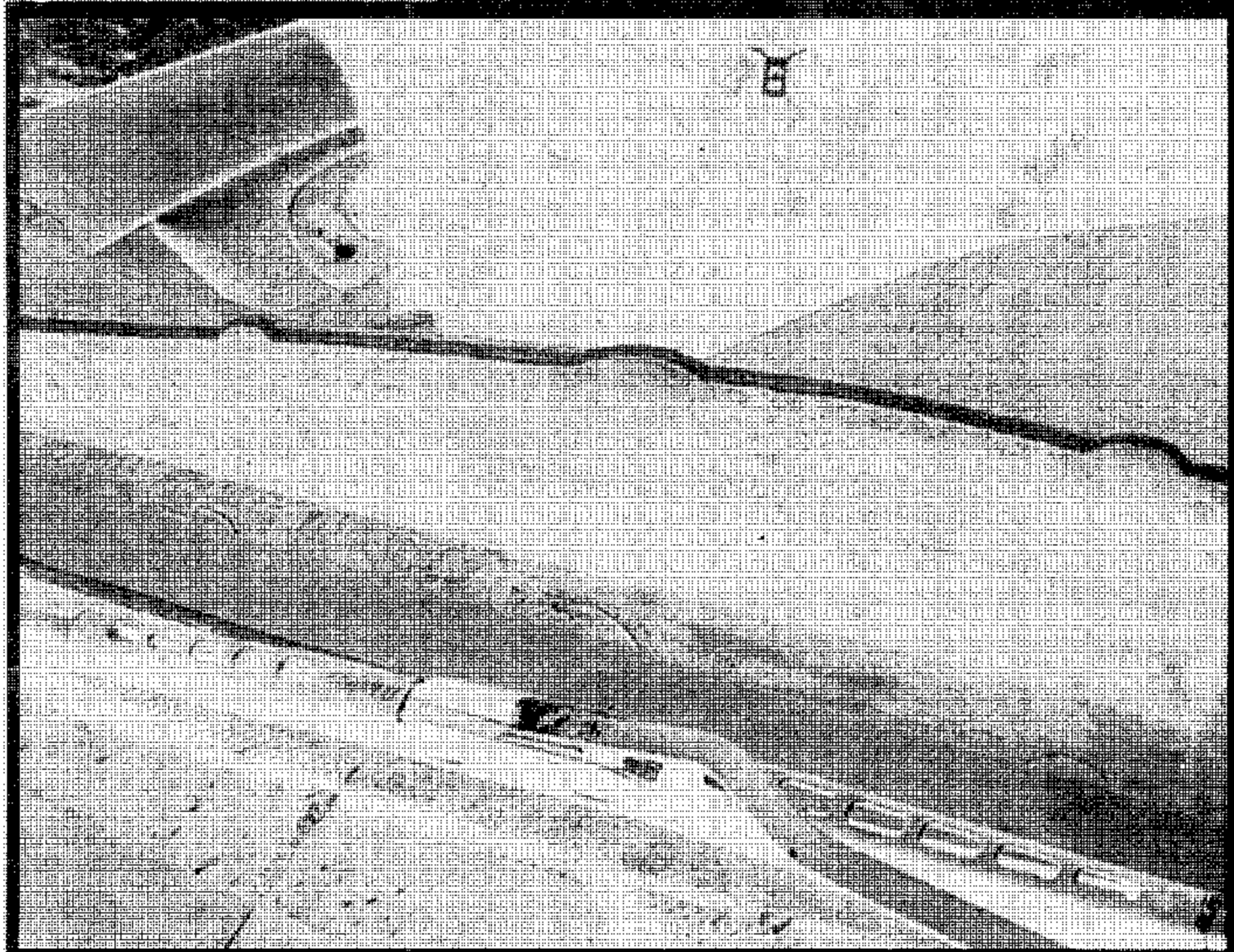


VIEW FROM OUTSIDE - CRACKER HAS CURLED
UP AND ALMOST TOUCHED WINDSHIELD, WHICH
IS BLOCKING DRIVER'S/FRONT OPERATION.

PICTURE OF CAR - 1949 FORD CROWN
SVT



VIN NUMBER FOR CAR



Te (973) 838-9786

Fax (973) 838-3562

**Silverbay Family
Operated**

RIEL AUTO BODY INC.

276 HAMBURG TURNPIKE • LICENSE NO. 00029A • RIVERDALE, NJ 07457

ESTIMATE OF REPAIRS

276 HAMBURG TURNPIKE • LICENSE NO. 502204		DATE 9/7/05	
MAKE OF VEHICLE Ford. Conton.		YEAR 99	TYPE 4DR.
VIN 1FAFP6		FAIR: ()	RELEASE ()
PHONE # HOME: ()		OTHER INFO.	
PHONE # WORK: ()		PARTS AMOUNT	LABOR AMOUNT
PAINT AMOUNT		SUBLET	

[illegible]

"The Customer has the right to inspect replaced parts and components of this repair work within forty-eight (48) hours from the time that the customer has been informed by the Auto Body Repair Facility that repairs to the vehicle have been completed."

"The customer has the right to receive replaced parts if the customer makes a written request for such return."

"The customer or the insurer has the right to inspect the repaired vehicle before paying for repair work. This inspection shall be in addition to the inspection of repaired parts."

TOTAL	971	57
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TAX	58.29
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TOTAL ESTIMATE	102986
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X

CUSTOMER'S AUTHORIZATION FOR ORDER