



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 100148

Date Received

27-FEB-2009

Repository ☐

Reference No.

10260197

OWNER INFORMATION (Type or Print)

Name

Address

City

VAN COUVER

State

WA

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? ☐ YES ☒ NO

In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date

VEHICLE INFORMATION

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

1FALP6538TK

Make

FORD

Model

CONTOUR

Model Year

1996

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

State

Zip Code

4

Reg. Cal.

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

24-FEB-2009

Sep. Man.

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM

Failure Mileage

109688

Failure Speed

55

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: DOTM9ABC036)

☐ 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

0

Number of Deaths

0

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).

TL*THE CONTACT OWNS A 1996 FORD CONTOUR. WHILE DRIVING 55 MPH, THE CONTACT SMELLED A BURNING ODOR AND NOTICED SMOKE EMANATING FROM THE INSTRUMENT PANEL. AFTER CLOSE INSPECTION, HE NOTICED THAT THE BLOWER SWITCH AND ALL ASSOCIATED WIRING WERE MELTED. THE DEALER WOULD NOT ASSUME RESPONSIBILITY BECAUSE THE VIN WAS EXCLUDED FROM NHTSA CAMPAIGN ID NUMBER 01V230000 (ELECTRICAL SYSTEM). THE MANUFACTURER WOULD NOT ASSIST AND THE VEHICLE HAS NOT BEEN REPAIRED. THE FAILURE AND CURRENT MILEAGES WERE 109,688.

Ford refused to repair, stated to me my car was diagnosed before leaving the factory as new and had the new parts installed. This is not possible since the recall started with 96 contours through 2000. How many other contours is Ford denying - This could have been life threatening.

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 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)

Ford is in demand -
Lets save a life and have ALL the Contours that Ford
Exempted from recall - 01522 / 01V-230
cust. satisfaction program - 01M07
Added to this recall -
My situation could have injured or killed people -
Thank you: [REDACTED]

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

PORTLAND OR 972

25 MAR 2009 PM 13

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

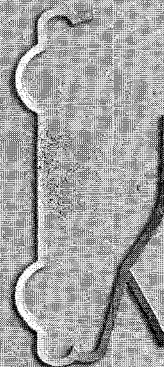
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration





**A FIVE STAR
FORD DEALER**

FORD/HYUNDAI

P.O. Box 6069, 6801 N.E. 40th Street
Vancouver, Washington 98668
360/694-8500 * 503/230-1450
www.vancouverford.com

WATS 800/872-0852

FAX 360/694-3189

OPEN 7:00 a.m. - 10:00 p.m. WEEKDAYS
8:00 a.m. - 10:00 p.m. SATURDAY

THE SELLER, VANCOUVER FORD INC., HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ALL IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR THE PARTICULAR PURPOSE, AND VANCOUVER FORD INC., NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS AND/OR ACCESSORIES.

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	JMB	2693
02 MAR 09		02 MAR 09	02 MAR 09		

SOLD TO

JOHN

ACCOUNT NO. 100

PAGE 1 OF 1

INVOICE DATE
MAR 09 02 MAR 09 TIME
PAID
SHIP
RETAIL CASH
CASH CARD CHECK #
02 2009

SHIP VIA		SLSM.		B/L NO.		TERMS		F.O.B.	
WILL CALL		157		12:45		CASH		VANCOUVER, WA	
ORD.	SHIP	E.O.	PART NUMBER		DESCRIPTION	LIST	NET	AMOUNT	
1	1	116	F5RZ*14A411*AA		WIRE ASY	42.25	25.65	25.65	
WE HAVE A FULL LINE OF ACCESSORIES! GUARANTEE LOWEST PRICE ON TIRES! ASK US ABOUT DAILY PARTS DELIVERY! WE HAVE A \$1,000,000 INVENTORY! VISIT US AT VANCOUVERFORD.COM!						PARTS		25.65	
						SUBLET			
						FREIGHT		0.00	
						SALES TAX		2.10	
						TOTAL		\$27.75	

CUSTOMER | COPY

COST LESS AUTO PARTS 697956
10507 NE 53RD STREET
VANCOUVER, WA 98662
360-254-5710 FAX 360-254-9753

1 CASH/TAXABLE SA 01:02 03/02/09

1 MTC*YH1722	18.99	18.99
RESISTOR		
Cash		21.00
DISPLAY # 83		
Subtotal	18.99	
Core		
Tax		1.56
Total		20.55

TENDER 21.00 CHANGE 0.45-

SAVE THIS RECEIPT. SEE RETURN
POLICY SIGN IN STORE FOR DETAILS

COST LESS AUTO PARTS 696349
10507 NE 53RD STREET
VANCOUVER, WA 98662
360-254-5710 FAX 360-254-9753

1 CASH/TAXABLE RV 03:36 02/27/09

* 1996 FORD	CONTOUR
4-121 2.0L DOHC	
1 WLSJW3291	15.99 15.99 T
Cash	20.00
DISPLAY # 82	
	Subtotal 15.99
Labor	Core
Freight	Tax 1.31
Disc	Total 17.30

TENDER 20.00 CHANGE 2.70-

SAVE THIS RECEIPT, SEE RETURN
POLICY SIGN IN STORE FOR DETAILS

ALL OEM
Parts