



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

23-JUN-2009

Repository

Reference No. 10274718

OWNER INFORMATION (Type or Print)

Name

Address

City TURNERS FALLS

State MA

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 an authorization, NHTSA will not provide your name or address to the vehicle manufacturer.

Signature of Owner Date 7/13/09

VEHICLE INFORMATION

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

1FALP6537SK

Make FORD

FORD

Model CONTOUR

CONTOUR

Model Year 1995

1995

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

01-JUN-2009

Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 060000 ENGINE AND ENGINE COOLING, 062200 ENGINE AND ENGINE COOLING: COOLING SYSTEM: FAN No

Failure Mileage

58109

Failure Speed

0

FAILED PART IS ELECTRONIC FUSE - RECALL PART

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: DOTM19ABC036)

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; ie, parts repaired or replaced (and if old part is available).

TL*THE CONTACT OWNS A 1995 FORD CONTOUR. THE CONTACT'S VEHICLE WAS REPAIRED ACCORDING TO NHTSA CAMPAIGN ID NUMBER 00V367000(ENGINE AND ENGINE COOLING) IN 2004. FIVE YEARS LATER, THE FAN MOTORS HAVE OVERHEATED AND CAUSED THE ELECTRICAL COMPONENTS TO MELT. THE DEALER AND MANUFACTURER STATED THAT THEY WOULD NOT ASSUME RESPONSIBILITY FOR ANY REPAIRS BECAUSE THE VEHICLE WAS PREVIOUSLY REPAIRED ACCORDING TO THE RECALL. THE CONTACT IS IN THE PROCESS OF HAVING THE VEHICLE REPAIRED. THE FAILURE AND CURRENT MILEAGES WERE 58,109.

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.

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

SAFETY RECALL PROGRAM 0544 - ENGINE COOLING
ELECTRONIC FUSE PROVIDED FOR FIRE PROTECTION
MELTED AT CONNECTOR NO DAMAGE TO FAN
MOTOR OR FAN CONNECTOR PLUG AND NO SIGN
OF HEAT EXCEPT ELECTRONIC FUSE

I DO NOT THINK I SHOULD HAVE TO PAY FOR A
RECALL PART TO PROTECT A ENGINEERING FAULT?

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

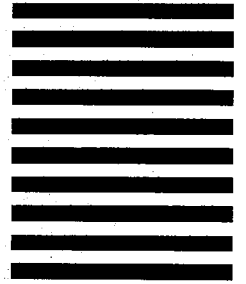


NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

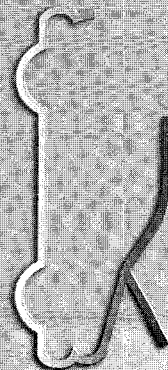
BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

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





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

0071

1995 Contour
 Vehicle ID #: 1FALP6537SK [REDACTED] 00S44/00M13

February, 2001

[REDACTED]
 [REDACTED]
 TURNERS FALLS, MA [REDACTED]



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 limited warranty coverage on the engine fan.

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 limited warranty on the engine cooling fan assembly to a total of 8 years 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.

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) 392-3673
(800) 232-5952 (TDD for the Hearing Impaired)

Office Hours: (Eastern Standard Time)
Monday-Friday: 8am - 11pm
Saturday: 9am - 6pm

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 1-800-424-9393 (residents of Washington D.C. must call 1-888-327-4236).

Quality Care service is there for you all year round.

QualityCare
at your service

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 committed with our dealers to assist you with all of your automotive service needs. With our nationwide dealer network, we are here to ensure you receive Quality Care service so that your vehicle maintains peak performance throughout your ownership experience.

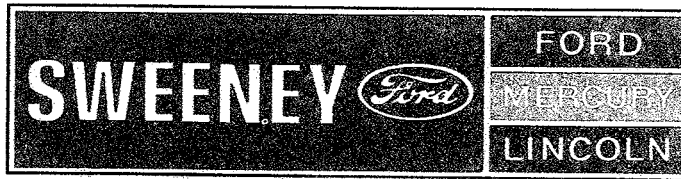
We pride ourselves on becoming the world's leading consumer company for automotive products and services. Thank you for your attention to this important matter.

Sincerely,



Ann O'Neill
Director
Vehicle Service and Programs

SERVICE
 1 MAIN STREET
 P.O. BOX 1515
 GREENFIELD, MASS. 01302-1515
 TELEPHONE (413) 773-5455
 www.sweeneyford.com



BODY SHOP
 38 HOPE STREET
 GREENFIELD, MASS. 01301
 TELEPHONE (413) 774-3101

CUSTOMER NO.	ADVISOR SUZANNE SMITH	TAG NO. 3935	INVOICE DATE 09/01/04	INVOICE NO. FOCS197578
	LABOR RATE 65.00	LICENSE NO.	MILEAGE 40,882	COLOR RED/
NEWFANE, VT	YEAR / MAKE / MODEL 95/FORD/CONTOUR/4 DOOR SEDAN		DELIVERY DATE 03/10/98	DELIVERY MILES 23,664
	VEHICLE I.D. NO. 1 F A L P 6 5 3 7 S K		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 08/30/04	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS E# 3.8L CFI 2V ENG		

LABOR & PARTS
 # 1 30FOZ1 MISC E & S RECALLS HOURS: 0.40 TECH(S):6487 WARRANTY
 RECALL 99M06
 HEATER BLOWER SWITCH
 99M06B .4
 THE TECHNICIAN REPLACED THE COOLING FAN CURCUIT
 BREAKER.WORKS GOOD

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	YS2Z-14526-CA	WIR ASY 1		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

TOTALS

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG....	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

 * [] CASH [] CHECK CK NO. [] *
 * [] VISA [] MASTERCARD [] DISCOVER *
 * [] AMER XPRESS [] OTHER [] CHARGE *
 * THANK YOU FOR YOUR BUSINESS!! *

 IMPORTANT!
 FORD MOTOR COMPANY MAY BE SENDING YOU A SURVEY IN THE MAIL.
 YOUR "COMPLETE SATISFACTION" IS OUR GOAL. IF FOR ANY
 REASON YOU CANNOT INDICATE "COMPLETELY SATISFIED" PLEASE
 LET ME KNOW.
 CHET KOLODZIEJ SERVICE DIRECTOR

*Thank You
 We Appreciate
 Your Business*

Service Hours
 7:00 a.m. - 11:00 p.m.
 Monday through
 Thursday
 Friday
 7:00 a.m. to 5:00 p.m.
 Saturday
 8:00 a.m. - 4:00 p.m.
Body Shop Hours
 8:00 a.m. - 5:00 p.m.
 Monday through Friday



CUSTOMER SIGNATURE
THIS IS FAILED PART

Copyright © 1999 The Reynolds and Reynolds Company EPAINTS14E CC815605 (11/02)

THIS IS REPLACEMENT FOR FAILED PART

FORD LINCOLN MERCURY
OF GREENFIELD

1 MAIN ST. • P.O. BOX 1515
GREENFIELD, MASS. 01302-1515
DIRECT PARTS LINES:
(413) 774-3437
(413) 773-0942
www.fordofgreenfield.com



LINCOLN
Mercury

CUST NO.	TAX EXEMPT NUMBER	CUST. P. O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE NO.
17433				CASH	GORDY HARDY	06/22/09	103582

B
L
L
T
O

NEWFAE SERVICE CENTER
ROUTE 30
NEWFAE, VT 05345

S
H
I
P

FOR

SHIP QTY	B. O. QTY	PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT
1	0	YS2Z-14526-CA WIRE AS	SP-ORD	89.00	46.06	46.06
SUBTOTAL						46.06
TAX						1.81
OWNR ADV CRD						-10.00
FREIGHT						0.00
PAY THIS AMOUNT						37.87

PAID
JUN 22 2009
BY: _____

NO RETURN ON ELECTRICAL OR SPECIAL ORDER PARTS. A 15% HANDLING CHARGE WILL BE APPLIED TO ALL RETURNED MERCHANDISE. NO REFUNDS WITHOUT THIS INVOICE.

X RECEIVED BY _____

Motorcraft



M.V.P.
MAINTENANCE
VALUE
PROTECTION

Parts Department
Monday - Friday
7:30 AM - 5:00 PM

CUSTOMER COPY



PARTS INVOICE