

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 31-MAY-2011	Repository ☐ Reference No. 10403780
OWNER INFORMATION (Type or Print) Name [REDACTED] Address [REDACTED] City HUTCHINSON State KS Zip Code [REDACTED]				Daytime Telephone Number [REDACTED]	E-mail Address [REDACTED]
				Evening Telephone Number	
<i>The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).</i>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1FAFP66L8W [REDACTED]			Make FORD	Model CONTOUR SE	Model Year 1998
Date Purchased 6-1-98	Dealer's Name and Telephone Number LUBBERS FORD			Engine: 2.5 LITER No: Cylinders VG	Fuel Type: GAS
Original Owner ☒	Dealer's City CHENEY	State KS	Zip Code 67025		
Transmission Type AUTO	☐ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 31-MAY-2011	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 103000 POWER TRAIN: AUTOMATIC TRANSMISSION				Failure Mileage 22000	Failure Speed 30
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					
<i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>					
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).					
TL* THE CONTACT OWNS A 1998 FORD CONTOUR. THE CONTACT WAS DRIVING 30 MPH WHEN THE VEHICLE SUDDENLY SHIFTED INTO FIRST GEAR. THE CONTACT REFERENCED NHTSA CAMPAIGN ID NUMBER: 98V233000 (POWER TRAIN:AUTOMATIC TRANSMISSION:LEVER AND LINKAGE:FLOOR SHIFT) BUT THE MANUFACTURER STATED THAT THE VEHICLE WAS NOT INCLUDED IN THE RECALL. THE CONTACT WAS CONCERNED THAT THE SUDDEN DOWNSHIFT COULD CAUSE A CRASH. THE FAILURE MILEAGE WAS 22,000.					
FAILURE OF THE ECM/PCM ENGINE CONTROL COMPUTER. HAS BEEN REPLACED WITH USED SALVAGE YARD PART, SINCE NO LONGER MADE. \$750.00 REPAIR					
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.					

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: Follow up to ODI Complaint: 10403780
Date: Thursday, June 09, 2011 2:07:15 PM
Attachments: [3741_001.pdf](#)



www.safercar.gov

From: Mattson, Ryan CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)
Sent: Thursday, June 09, 2011 1:40 PM
Complaint: 10403780

From: [REDACTED]
Sent: Thursday, June 09, 2011 1:17 PM
To: DataQuality, DataQuality (NHTSA)
Subject: FW: Follow up to ODI Complaint: 10403780

Transmission is electronically shifted by the ecm/pcm engine control computer, when mine failed it began to shift erratically through the gears on its own with no input from me. IF this was to occur at faster speeds there is no telling what kind of damage or injury might have resulted. Hope that changes to the ecm/pcm computers have been made to prevent this as there have been complaints before about this very issue!

From: [REDACTED]
Sent: Thursday, June 09, 2011 12:09 PM
To: 'dataquality@dot.gov'
Subject: Follow up to ODI Complaint: 10403780