

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

 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 SEP 13 2011		Repository ☐	
		16-AUG-2011		Reference No. 10419680	
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address					
City	State	Zip Code	Evening Telephone Number		
BENTON HARBOR	MI				
<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		Make	Model	Model Year	
1FALP6534SK		FORD	CONTOUR	1995	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
			No: Cylinders		
Original Owner ☐	Dealer's City	State	Zip Code	Reg. unlicensed	
Transmission Type	☒ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
Stick	☒ Cruise Control			31-MAR-2011	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 060000 ENGINE AND ENGINE COOLING			Failure Mileage	Failure Speed	
			100000	Any	
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	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 1995 FORD CONTOUR. THE CONTACT STATED THAT WHILE PARKED, A BURNING ODOR BEGAN TO EMIT FROM THE VENTS. IN ADDITION, THE CHECK ENGINE LIGHT ILLUMINATED ON THE INSTRUMENT PANEL. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC FOR DIAGNOSTICS, WHERE THE MECHANIC STATED THAT THE INSULATION ON THE WIRING HARNESS MELTED. THE MECHANIC REPLACED THE THERMOSTAT, RADIATOR, OXYGEN SENSOR, FUEL PUMP AND FUEL FILTER. THE FAILURE CONTINUED. THERE WAS A RECALL UNDER NHTSA CAMPAIGN ID NUMBER 00V367000 (ENGINE AND ENGINE COOLING) THAT MAY BE RELATED TO THE FAILURE. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND STATED THAT THE VIN WAS NOT INCLUDED IN THE RECALL. THE VEHICLE WAS NOT REPAIRED A SECOND TIME. THE APPROXIMATE FAILURE MILEAGE WAS 100,000.					
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.					

X

5710599

QUAN.	CLASS	DESCRIPTION	PRICE	AMOUNT
1		RADIATOR		100.03
1		CORE		5.00
DATE 5-23-11		AUTHORIZATION		
REFERENCE NO.		REG./DEPT.	SUB TOTAL 105.03	
FOLIO/CHECK NO.		SERVER	CLERK	TAX 6.30
				TIPS MISC.
SALES SLIP				TOTAL 111.33

CUSTOMER COPY

IMPORTANT: RETAIN THIS COPY FOR YOUR RECORDS

ALL GOODS RETURNED MUST BE ACCOMPANIED BY THIS INVOICE

CHET NICHOLS INC
1904 S M 139 RD
BENTON HARBOR MI 49022

Phone: 925-1183

Machine Shop Service Available
Open 730-630 Mon-Fri 730-4 Saturday

User: rh
Loc #: 3
Page: 1

PREFERRED CUSTOMER

Cust: C2 10 CASH INVOICE: 33404
05/24/2011 8:43AM

Ph:

QUANTITY	LINE	PART NUMBER	DESCRIPTION	CORE	LIST EA.	YOUR COST	EXTENSION	TAX
4		DUC B28H	HOSE CLAMP		1.29	0.75	3.16	
		Cash	5.00					
		Change Due	-1.65					
					5.16		3.16	0.19
					LIST TOTAL	NON-TAXABLE	TAXABLE	TOTAL TAX
							3.35	

RECEIVED
BY: X

PAY THIS
AMOUNT

NAME [REDACTED]
ADDRESS [REDACTED]
CITY, STATE [REDACTED]
Benton Harbor, MI. [REDACTED]

CUSTOMER COPY

[illegible]

WE HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH THE
SEAR/STANLAW AIR SERVICE GRANT YOU AND/OR YOUR COMPANY THE PERMISSION TO DISPOSE OF THE CAR, TRUCK, OR VEHICLE OR ANY PARTS, ACCESSORIES,
ELECTRIC PLUMBING OR OTHERWISE FOR THE PURPOSE OF TESTING AND/OR
REPAIR ON AN EMPLOYEE'S OWN OR COMPANY OWNED CAR, TRUCK, OR VEHICLE OR
ON A CAR, TRUCK OR VEHICLE TO RESOLVE THE PROBLEM IN RECORDS SECTION.

YOU ARE ENTITLED TO A PRICE ESTIMATE. THE PRICE MAY BE LESS THAN THE ESTIMATE. YOUR SIGNATURE WILL CONFIRM YOUR ESTIMATE SELECTION.

TEARDOWN ESTIMATE - I UNDERSTAND THAT MY CAR WILL BE REASSEMBLED WITHIN
OF THE DATE SHOWN IF I CHOOSE NOT TO AUTHORIZE THE SERVICE RECOMMENDED

2. Please proceed with repairs, but call me before continuing if the price will exceed \$_____.

AUTO REPAIR ORDER

Walmart
Save money. Live better.

Save money. Live better.

MANAGER CARY MCCLENDON

(269) 927 - 6025

ST# 2062 OP# 00005572 TR# 22 TR# 05836

ANTI-FREEZE 068113179202 6-86 X

ANILFKEEZE
U681131/9202
CURTOM
b.06
1372

13.12	SUBTOTAL	6.00%	TAX 1
0.82			

MAX 1	0.000	%
TOTAL	14.54	

17.37	TOTAL
14.54	VTSA TEND
	██████████

10-17 11:15 AM

ACCOUNT # [REDACTED]

APPROVAL # 04497B

REF # 114400699810

TRANS ID - 0001144466968682

VALIDATION - H69C

PAYMENT SERVICE - E	0.00
QUANCE PUR	0.00

CHANGE DUE	0.00
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ITEMS TO DO

ITEMS SOLD 2

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Low prices. Every day. On everything.

Backed by our Ad Match Guarantee.

05/24/11 08:58:37

UNCLASSIFIED COPY 445

*****CUSTOMER COPY*****

