

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

258

Date Received

14-SEP-2000

Od_or

rt_dt

od_rt

up_ltr

Reference No.

731441

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
 In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner

Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located at front of windshield or driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
3FALP66LXTM120876	FORD	CONTOUR	1996	

Purchase Date

01-MAR-1997

Dealer's Name

Engine Size

(CID/CC/L)

☐ Turbo☐ Diesel☐ Gas☒ Fuel Injection☐ New ☒ Used

City _____ State _____ Zip Code _____

No. Cylinders

Transmission Type

☐ Manual☐ Automatic

Antilock Brakes

☒ Yes☐ No

Restraint System

☐ 3-Point Belt☐ Driverside Airbag☐ Passengerside Airbag☐ Motorbelt☐ 2-Point Belt

Cruise Control

☒ Yes☐ No

Drive Train

☒ Front☐ Rear☐ 4-Wheel

Vehicle Type

☐ Car☐ Van☐ Minivan☐ Other☐ Sport Vlt☐ Truck☐ Motorcycle

Body Style

☐ 2-Door☒ 4-Door☐ Stationwagon☐ Pick Up Truck☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Part Name(s)	Location	Failed Part(s)
08210000	ELECTRICAL SYSTEM:ALTERNATOR/GENERATOR	☐ Left ☐ Right	☐ Original
08100000	ELECTRICAL SYSTEM:BATTERY	☐ Front ☐ Rear	☐ Replacement
08230000	ELECTRICAL SYSTEM:STARTER		

No. of Failures

5

Date(s) of Failure(s) 03-AUG-2000

Mileage at Failure(s) 68250

Vehicle Speed at Failure(s)

Failed Part(s)

Available?

☐ Yes ☐ No

NHTSA Previously

Contacted?

☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)

Crash

☐ Yes ☐ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Fatalities

Estimated Property Damage

Reported to Police

☐ Yes ☒ No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

MY CAR WAS IN THE SHOP 5 TIMES IN ONE MONTH - ALL ELECTRICAL PROBLEMS. ALTERNATOR, BATTERY, STARTER, WIRING HARNESS, SPEED SENSOR AND OXYGEN SENSOR WERE ALL CHANGED. THE FORD DEALERSHIP DOES NOT UNDERSTAND WHY I AM HAVING ALL THESE PROBLEMS. IT WAS ALSO IN A GARAGE FIRE AT THE DEALERSHIP IN THIS TIME AND I HAD SMOKE DAMAGE TO MY CAR ON TOP OF THE ENGINE PROBLEMS. NEEDLESS TO SAY, I LOSS MONEY ON THE TRADE IN. THIS IS THE WORSE CAR I HAVE EVER OWNED AND WILL NEVER OWN ANOTHER FORD CAR OR TRUCK AGAIN. "AK

CONTINUE ON BACK IF NEEDED

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.