



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 258

Date Received

29-MAY-2001

Ord. or
rt. dt
pd. rt
up. ltr

Reference No.

746094

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) (Locate at bottom of windshield or driver's side door)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1FALP6538TK214103	FORD	CONTOUR	1996	
Purchase Date 01-AUG-1998	Dealer's Name _____		Engine Size (CID/CC/L) 2.0	☐ 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 ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No	Drive Train ☒ Front ☐ Rear ☐ 4-Wheel
Vehicle Type ☐ Car ☐ Sport Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____		Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____		

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 11000000	Part Name(s) HEATER:DEFROSTER:DEFOGGER AND VENTILATION	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure 2	Date(s) of Failure(s) C1-JAN-2001 94000 Mileage at Failure(s) _____	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ 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 Damag	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

IN OCTOBER 1999 I HAD MY HEATER FAN FIXED BECAUSE OF A RECALL. WITHIN 12 MONTHS IT BROKE AGAIN AND THE COMPANY FIXED AGAIN ON 8/30/00. IN DECEMBER IT BROKE AGAIN WHICH IS LESS THAN 6 MONTHS. I CALLED BRUNSWICK FORD AND THEY SAID I WOULD HAVE TO PAY TO HAVE IT FIXED BECAUSE FORD MOTOR WOULDN'T COVER ONLY ONCE TO FIX THE ITEM. I CALLED FORD MOTOR AND COMPLAINED BECAUSE IT KEEPS BREAKING AND THEY SAID THAT IT WAS FIXED AND DIDN'T CARE THAT IT HAD BROKEN 2 TIMES AND LESS TIME BETWEEN EACH. THEY SAID THAT THE VEHICLE WAS OLDER AND SO MANY MILES THAT THAT PROBABLY WAS WHY IT KEPT BREAKING. I WAS VERY FRUSTRATED AND FELT THERE WAS NO WHERE TO TURN. ONCE THE RECALL IS FIXED IS THERE A TIME LIMIT OR MILEAGE LIMIT THAT SHOULD PERTAIN?

CONTINUE ON REVERSE

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.