Form Approved: O.M.B. No. 2127-0038

U.S. Department of Transportation
National 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 436	
Date Received: 28-SEP-2000	Od_or ____ ____ rt_dt ____ ____ od_rt ____ ____ up_ltr ____ ____
	Reference No. 871538

[redacted]

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 bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1FAFP6631XK165344	FORD	CONTOUR	1999	

Purchase Date
☐ New ☒ Used

Dealer's Name _____
City _____ State _____ Zip Code _____

Engine Size (CID/CC/L) _____
No Cylinders _____
☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
☐ Manual ☐ Automatic	☐ Yes ☒ No	☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	☐ Yes ☒ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Van ☐ Minivan ☐ Other _____ ☐ Sport Utl ☐ Truck ☐ Motorcycle	☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Par. Name(s)	Location	Failed Part(s)
12250000	INTERIOR SYSTEMS:ACTIVE RESTRAINTS:BELT BUCKLES	☐ Left ☐ Right ☐ Front ☐ Rear	☐ Original ☐ Replacement

No of Failures	Date(s) of Failure(s) / Mileage at Failure(s) / Vehicle Speed at Failure(s)	Failed Part(s) Available?	NHTSA Previously Contacted?
	06-SEP-2000	☐ Yes ☐ No	☐ 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	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No				☐ Yes ☒ No

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

IN THE REAR SEAT THERE IS A BELT THAT DOESN'T RELEASE. THE BELT HAD TO BE CUT AFTER CONSUMER'S CHILD GOT HER HEAD CAUGHT IN THE BELT. IT LOCKED & THERE WAS NO WAY TO RELEASE IT. DEALER IS LOOKING TO SEE IF THIS IS A DEFECT PROBLEM. DEALER CAN FIX IT, BUT THE CONSUMER DOESN'T WASNT IT FIXED UNTIL THEY CAN FIND OUT HOW TO RELEASE THE BELT. *AK

CONTINUE ON BACK IF NEEDED

Form Approved O.M.B No. 2127-0008

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National Highway Traffic Safety Administration

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Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT
1-888-327-4236
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FOR AGENCY USE ONLY 436

Date Received: 26-SEP-2000
OFFICE OF DEFECTS INVESTIGATION

Odi_or
rt_dt
tod_rt
up_ltr

Reference No. 871538

OWNER INFORMATION (Type or Print)

[redacted] 642155

Work Number

Home Number [redacted]

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 [redacted] Date 10/17/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1FAFP6531XK166344	FORD	CONTOUR	1999	38,142

Purchase Date: 3-6-00 ☐ New ☒ Used

Dealer's Name: Schultz Ford
City: Wexford State: PA Zip Code:

Engine Size (CID/CC/L):
No Cylinders: 4
☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
☐ Manual ☒ Automatic	☐ Yes ☒ No	☒ 3-Point Belt ☐ Motorized ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	☒ Yes ☐ No	☐ Front ☐ Rear ☐ 4-Wheel	☒ Car ☐ Sport Utl ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other	☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Part Name(s)	Location	Failed Part(s)
12250000	INTERIOR SYSTEMS:ACTIVE RESTRAINTS:BELT BUCKLES	☒ Left ☐ Right ☐ Front ☒ Rear	☒ Original ☐ Replacement

No of Failures	Date(s) of Failure(s) / Mileage at Failure(s) / Vehicle Speed at Failure(s)	Failed Part(s) Available?	NHTSA Previously Contacted?
	06-SEP-2000 32,500 EST. 25 MPH	☐ Yes ☐ No	☒ 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	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	1			☐ Yes ☒ No

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

IN THE REAR SEAT THERE IS A BELT THAT DOESN'T RELEASE. THE BELT HAD TO BE CUT AFTER CONSUMER'S CHILD GOT HER HEAD CAUGHT IN THE BELT. IT LOCKED & THERE WAS NO WAY TO RELEASE IT. DEALER IS LOOKING TO SEE IF THIS IS A DEFECT PROBLEM. DEALER CAN FIX IT, BUT THE CONSUMER DOESN'T WASNT IT FIXED UNTIL THEY CAN FIND OUT HOW TO RELEASE THE BELT.
*AK

CONTINUE ON BACK IF NEEDED

Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*	MANUFACTURER/TIRE NAME	SIZE
D O T		

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

My 5 year old Girl Had Her Neck Caught in the Belt Strap. She was choking and had a very visible scar because of this. The total time elapsed from when the Belt was around her neck until I noticed the situation could not have been no more than 90 seconds at the very most. If I didn't have a knife available to cut the strap I feel the problem would have been much more severe. If I did not noticed the problem as soon as I did this could have been a fatal accident. I have talked to numerous Ford Reps. The last one I talked with blamed this on me for not watching my child properly & advised me that this is my problem and Ford is not responsible. I explained I will look into an attorney and she advised me to do so! (she was very Rude) Her name Michelle Hull (313-845-5539) Ford service Rep. Additional info available if needed

★ U.S. G.P.O.: 1992 - 623-867 / 30080

MOM'S HOUSE AWARD DINNER 152 ... 00 22:...

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

PITTSBURGH PA NOV 1 2000 USPS

U.S. Department of Transportation
National Highway Traffic Safety Administration
400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use $300

BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL HWY TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590