

U.S. Department
of TransportationNational 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 758

Date Received

27-NOV-2000

 Od_or _____
 rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

875501

 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 on drivers side) 1FAFT6636WK303877	Vehicle Make FORD	Vehicle Model CONTOUR	Vehicle Year 1998	Current Odometer Reading
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Purchase Date	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 ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
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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 Failures 8	Date(s) of Failure(s) _____ Mileage at Failure(s) 25000 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
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

AIR CONDITIONER EMITS BAD SMELL WHEN RUNNING. ALSO WHEN HEATER IS RUNNING. TOOK VEHICLE TO DEALER 8 TIMES. DEALER COULD NOT FIX PROBLEM. DEALER STATED CONTOURS HAVE THAT PROBLEM. *AK

CONTINUED ON BACK (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.

FOR AGENCY USE ONLY		DATE RECEIVED		OFFICE		REFERENCE NO.	
758		27-NOV-2000		875501		875501	
DOT Auto Safety Hotline		NATIONWIDE 1-888-DASH-2-DOT		1-888-327-4236		www.nhtsa.dot.gov/hotline	
Vehicle Owner's Questionnaire (VOQ)		OWNER INFORMATION (Type or Print)		57512		[Redacted]	
U.S. Department of Transportation		National Highway Traffic Safety Administration		[Redacted]		[Redacted]	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?		YES ☐ NO ☐		[Redacted]		[Redacted]	
In the absence of a signature of owner		[Redacted]		[Redacted]		[Redacted]	
Signature of Owner		[Redacted]		[Redacted]		[Redacted]	
Date 12/5/00		[Redacted]		[Redacted]		[Redacted]	
Home Number		[Redacted]		[Redacted]		[Redacted]	
Work Number		[Redacted]		[Redacted]		[Redacted]	
Vehicle Identification No. (VIN)		1FAFT663WVK303877		FORD		CONTOUR	
Vehicle Year		1998		34905		Current Odometer Reading	
Purchase Date		11-98		New ☒ Used ☐		City: ALBANY State: N.Y. Zip Code: 12201	
Dealer's Name		H & L Ford		Engine Size (CID/CC/L)		No Cylinders 4	
Fuel Injection		Turbo ☐ Diesel ☐ Gas ☒		Vehicle Type		Car ☒ Van ☐ Minivan ☐ Other ☐	
Body Style		2-Door ☒ 4-Door ☐ Station Wagon ☐ Pick Up Truck ☐ Other ☐		Cruise Control		Front ☒ Rear ☐ 4-Wheel ☐	
Transmission Type		Automatic ☒ Manual ☐		Restraint System		3-Point Belt ☒ Driver Side Airbag ☒ Passenger Side Airbag ☒	
Antilock Brakes		Yes ☒ No ☐		Location		Left ☐ Right ☐	
Part Name(s)		HEATER, DEFROSTER, DEFOGGER AND VENTILATION		Failed Part(s)		Original ☒ Replacement ☐	
Component		110000000		Location		Left ☐ Right ☐	
No of Failures		1		Failed Part(s)		Available? ☒ Yes ☐ No ☐	
Dates of Failure(s)		01-NOV-1998		NHTSA Previously Contacted?		Yes ☐ No ☒	
Mileage at Failure(s)		25000		Vehicle Speed at Failure(s)			
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)							
AIR CONDITIONER EMITS BAD SMELL WHEN RUNNING. ALSO WHEN HEATER IS RUNNING. TOOK VEHICLE TO DEALER 8 TIMES. DEALER COULD NOT FIX PROBLEM. DEALER STATED CONTOURS HAVE THAT PROBLEM. *AK							