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

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 231	
Date Received: 31-JAN-2001	Od_or ____ ____ rt_dt ____ ____ od_rt ____ ____ ip_ltr ____ ____
	Reference No. 879478

[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
	FORD	CONTOUR	1996	

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 ☐ Motorbelt ☐ 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)
09202000	LIGHTING:LAMP OR SOCKET:HEAD LIGHTS	☐ 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?
		☐ 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)

HEADLIGHT COVER TURNED YELLOW IN COLOR, CAUSING POOR VISIBLILITY. PLEASE PROVIDE FURTHER INFORMATION. *AK

CONTINUE ON BACK IF NEEDED

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

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 231

Date Received
01 FEB 20 PM 2:
31-JAN-2001
OFFICE
DEFECTS INVESTIGATION

Od_or
rt_dt
od_rt
up_llr

Reference No.
879478

OWNER INFORMATION (Type or Print)

[redacted] 671742

Work Number
Home Nu[redacted]

Do you authorize NHTSA to provide a copy of your reply to the manufacturer of your vehicle? ☑ YES ☐ NO
In the absence of a [redacted] de your name and address to the vehicle manufacturer.
Signature of Owner [redacted] Date 2/10/01

VEHICLE INFORMATION

Vehicle Identif. No. (VIN.) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
3FALP6530TM113555	FORD	CONTOUR	1996	

Purchase Date: 10/96 ☐ New ☒ Used
Dealer's Name: GARY YEOMANS FORD
City: DAYTONA BCH State: FL Zip Code:
Engine Size (CID/CC/_): 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 ☐ Motorbelt ☑ 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)
09202000	LIGHTING:LAMP OR SOCKET:HEAD LIGHTS	☑ Left ☑ Right ☑ Front ☐ Rear	☑ Original ☐ Replacement

No of Failures:
Date(s) of Failure(s): PROGRESSIVE SINCE PURCHASE.
Mileage at Failure(s):
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	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)

HEADLIGHT COVER TURNED YELLOW IN COLOR, CAUSING POOR VISIBLILITY. PLEASE PROVIDE FURTHER INFORMATION. *AK CLEAR PLASTIC HEADLIGHT ENCLOSURE/LENS HAS GRADUALLY DISCOLORED OVER TIME AND HAS BECOME LESS TRANSPARENT CAUSING HEADLIGHTS TO BECOME DIM. I HAVE NOTICED THE SAME THING ON OTHER FORD CONTOURS AS WELL AS OTHER FORD AUTOMOBILES USING THIS TYPE OF HEADLIGHT. MY HEADLIGHTS HAVE BECOME SO DIM THAT WHEN OTHER CARS ARE BEHIND ME AT NIGHT MYRR CASTS A SHADOW IN THEIR LIGHTS AND MY LIGHTS ARENT BRIGHT ENOUGH TO OVERCOME IT.

CONTINUE ON BACK IF NEEDED