



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 436

Date Received

09-FEB-2001

Od\_or \_\_\_\_\_  
R\_dt \_\_\_\_\_  
Pd\_rt \_\_\_\_\_  
Ip\_ltr \_\_\_\_\_

Reference No.

880241

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) <small>(Located at bottom of windshield on driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1FALP653XSK236652	FORD	CONTOUR	1995	

Purchase Date <input type="checkbox"/> New <input checked="" type="checkbox"/> Used	Dealer's Name _____ City _____ State _____ Zip Code _____	Engine Size (CID/CCL) _____ No. Cylinders _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
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Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbelt <input type="checkbox"/> 2-Point Belt	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____ <input type="checkbox"/> Sport Util Truck <input type="checkbox"/> Motorcycle	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____
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### FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05150024 05240000	Part Name(s) ENGINE-GASKETS:VALVE COVER ENGINE COOLING SYSTEM:FAN	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failures	Date(s) of Failure(s) 10-JUL-2000 Mileage at Failure(s) 85000 Vehicle Speed at Failure(s)	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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### NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

HEAD GASKET BLEWOUT, CAUSING VEHICLE TO OVERHEAT AND SMOKE. THERE WERE NO SIGNS OR WARNING LIGHT INDICATOR. VEHICLE HAD REQUIRED LARGE AMOUNTS OF ANTIFREEZE AND OIL. CONSUMER RECEIVED A RECALL ON COOLING FAN. QUESTIONED DEALER IF RECALL HAD ANYTHING TO DO WITH GASKET BLOWING. DEALER SAID THEY WERE NOT AWARE OF ANY RELATIONSHIP. \*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.

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>	<p>DOT Auto Safety Hotline</p> <h2>Vehicle Owner's Questionnaire (VOQ)</h2> <p>NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline</p>		<p><b>FOR AGENCY USE ONLY 436</b></p>	
	<p>OWNER INFORMATION (Type or Print)</p> <p>[REDACTED] 673728</p>		<p>Date Received FEB 28 PM 3:27 09-FEB-2001 OFFICE DEFECT INVESTIGATION</p>	<p>Od. or ht. dt od. rt up. hr Reference No. 880241</p>
<p>Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.</p> <p>Signature of Owner [REDACTED] Date <u>2/22/2001</u></p>		<p>Work Number [REDACTED] Home Number [REDACTED]</p>		

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?  
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner [REDACTED] Date 2/22/2001

VEHICLE INFORMATION						
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading		
1FALP653X8K236652	FORD	CONTOUR	1996	85000 Mile		
Purchase Date 10-14-1995	Dealer's Name <u>HAWKINSON FORD</u>		Engine Size (CID/CCL) <u>25.6</u>	<input type="checkbox"/> Turbo Diesel Gas Fuel Injection		
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City <u>PAHLAWAN</u> State <u>IL</u> Zip Code <u>60453</u>	No Cylinders <u>4</u>				
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbelt <input type="checkbox"/> 2-Point Belt	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other <input type="checkbox"/> Sport Util Truck <input type="checkbox"/> Motorcycle	Body Style <input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other

FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 05160021 05240000	Part Name(s) ENGINE:GASKETS:VALVE COVER ENGINE COOLING SYSTEM:FAN	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failures	Date(s) of Failure(s) <u>10-JUL-2000</u> Mileage at Failure(s) <u>85000</u> Vehicle Speed at Failure(s)	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)
<p>HEAD GASKET BLEWOUT, CAUSING VEHICLE TO OVERHEAT AND SMOKE. THERE WERE NO SIGNS OR WARNING LIGHT INDICATOR. VEHICLE HAD REQUIRED LARGE AMOUNTS OF ANTIFREEZE AND OIL. CONSUMER RECEIVED A RECALL ON COOLING FAN. QUESTIONED DEALER IF RECALL HAD ANYTHING TO DO WITH GASKET BLOWING. DEALER SAID THEY WERE NOT AWARE OF ANY RELATIONSHIP. *AK</p>

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Copy of Recent Recall For Cooling System



Ford Motor Company  
P.O. Box 1904  
Dearborn, Michigan 48121-1904  
1-800-392-3673  
[www.ownerconnection.com](http://www.ownerconnection.com)

9380

1995 Contour  
Vehicle ID #: 1FALP653XSK236652 00S44/00M13

February, 2001



This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect that relates to motor vehicle safety exists in the engine cooling fan of certain 1995 and 1996 Contour and Mystique vehicles. In addition, we are extending the limited warranty coverage on the engine fan.

We apologize for this situation and want to assure you that with your assistance we will correct this condition. Our commitment, together with Ford dealers, is to provide you with the highest level of service and support possible.

#### **Safety Recall Program 00S44 – Engine Cooling Fan Electronic Fuse Installation**

**What the safety issue is...** In some of the affected vehicles it is possible for the engine cooling fan bearing to seize, causing excessive heat generation and/or melting of the electrical connectors. Under certain high temperature circumstances, the cooling fan motor brush card may ignite potentially resulting in an underhood fire.

**What Ford Motor Company and your dealer will do for the safety program...** Ford Motor Company will inspect the engine cooling fan assembly and install an electronic fuse. If the cooling fan is inoperative the fan and motor will be replaced free of charge.

**What we are asking you to do for the safety program...** Call your dealer without delay. Ask for a service date for Safety Recall Program 00S44. If inspection reveals that the cooling fan is inoperative, your dealer may need to order a replacement fan assembly. If a cooling fan replacement is required, your dealer is authorized to provide a free rental vehicle (except for fuel).

When you bring your vehicle in, show the dealer this letter. If you misplace this letter, your dealer will still do the work, free of charge.

#### **Owner Notification Program 00M13 – Engine Cooling Fan Warranty Extension**

**Reason for the warranty extension...** In the interest of customer satisfaction, Ford Motor Company is extending the limited warranty on the engine cooling fan assembly to a total of 8 years or 100,000 miles from the warranty start date, whichever occurs first. If your vehicle already has more than 100,000 miles, this coverage will last until July 31, 2001.

This coverage exceeds the provisions of your car's original vehicle warranty coverage.

*Gasket Head cylinder = 1 Year Maint Warranty Coverage PARTS + LABOR*  
 4253176 7/21/00 TO 7/21/2001



**HAWKINSON FORD**  
 6100 West 95th Street  
 Oak Lawn, IL 60453  
 708-599-6000

*Soaring above the rest in quality, service and savings.*

\*INVOICE\*  
 DUPLICATE 1  
 PAGE 1  
 # 2698

ASSISTANT SERVICE MANAGER: 7711 TIM JURGOVAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
ELECTRIC R	95	FORD CONTOUR	1FALP653XSK236652		75543/75543	T9362	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
14OCT1995	30JUN95		12:00 24JUL00			SEN	21JUL2000
RO. OPENED		READY	OPTIONS: STK:54323 DLR:41001				
13JUL00		21JUL00	ENG:2.0 EFI DOHC ZETEC TRN:CD4E AUTO AXL:1A				
1) START DATE 10/14/1995 HAS ESP PREMIUMC (More...)							

LINE	OPCODE	TECH	TYPE	HOURS	PRICE	NET	TOTAL
A VEHICLE WILL NOT START CRANKS							
DIAG DIAGNOSE VEHICLE							
	1567	CDC				84.00	84.00
	4	AZFS*22P*P	SPARK PLUG ASSEMBLY - AZFS22PP		8.24	7.00	28.00
ENG HEADGASKETS							
	1567	CGC				739.50	739.50
	1	F5RZ*6L293*A	SCREW MTX46 EXTR LOB PTL 10		11.72	11.72	11.72
	16	YS4Z*6571*CA	SEAL-VALVE STEM INTAKE		2.36	2.36	37.76
	1	F5RZ*6079*B	GASKET SET ENG VLV GRIND		169.26	169.26	169.26
	1	F5RZ*6051*A	GASKET-CYLINDER HEAD		49.11	49.11	49.11
	1	F5RZ*9439*D	GASKET INT MANIFOLD		63.34	63.34	63.34
	1	F5RZ*9E936*B	GASKET - THROTTLE HOUSING		3.58	3.58	3.58
	1	F5RZ*9448*AA	GSRT-EXH MANIF		10.94	10.94	10.94
	10	F5RZ*6065*A	CYLINDER HEAD BOLT		3.14	3.14	31.40
	1	POPZ*9229*A	O RING KIT- FUEL INJECTOR		11.64	11.64	11.64
	1	F5RZ*8575*A	THERMOSTAT ASY.-WATER		11.08	11.08	11.08
	1	F5RZ*6584*A	GASKET VALVE COVER		20.46	20.46	20.46
	1	*W700319*S300	RING SE 56X6.5 RBR		2.50	2.50	2.50
	8	E2PZ*19549*AA	FLUID-COOLANT		2.75	2.48	19.84
	1	D9AZ*19554*CA	ADHESIVE AND SEALER		6.40	6.40	6.40
ENG TIMING BELT							
	1567	CGC				87.00	87.00
	1	F5RZ*6268*A	BELT TIMING		64.58	64.58	64.58
SPARK SPARK PLUG WIRE(S)							
	1567	CAC				0.00	0.00
	1	F6RZ*12259*AD	WIRE ASY-COIL TO SPARK PLUGS		44.84	44.84	44.84
SUBL REPAIR HEAD							
	PO#51738						
	CDC					320.00	320.00
PARTS:	586.45	LABOR:	910.50	OTHER:	320.00	TOTAL LINE A:	1816.95

75543 INSPECT VEHICLE CRANKS NO START. REMOVE SPARK PLU NUMBER 2 AND 3  
 FULL OF ANTI-FREEZE. NEEDS HEAD GASKET POSSIBLE HEAD. REMOVE HEAD  
 ASSY.DISSEMBLE HEAD. SEND OUT TO BE CHECKED REPLACE TIMING

See posted warranty in Service Dept. for completed details on FORD parts warranty.

**DISCLAIMER OF WARRANTIES**

There are no warranties which extend beyond the description on the face hereof. Any warranties on the product sold, including parts, hereby are those made by the manufacturer. Hawkinson Ford hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Hawkinson Ford neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of any product.

*Have we earned your recommendation and the opportunity to serve your automotive needs in the future?*

*We have been creating the best automotive ownership experience in our market for over 35 years. If you are not completely satisfied, please allow us the opportunity to assist you. Our family measures our success one customer at a time. Your satisfaction is our only goal... you are our future.*

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS ADJUSTMENT /DISCOUNT	
SALES TAX	

# ESTIMATE OF REPAIRS

## HAWKINSON FORD

6100 West 95th Street  
 Oak Lawn, Illinois 60453  
 708 599-6000 Fax 708 599-1887  
 Soaring above the rest in quality, service and savings

CUSTOMER



Page 1 of 1

COLOR	YEAR	MAKE/MODEL	VIN	MILEAGE IN/OUT
	95	Ford Contour	1FA1P653XSX2366D	75,513
LICENSE	PROD. DATE	REPAIR ORDER NO.	PROMISED DATE OF DELIVERY	TAG NO.
		390786	DATE 07 12 00	4362
DATE ESTIMATE PREPARED		THIS ESTIMATE VALID UNTIL		
DATE 07 12 00		DATE 08 12 00		

REPAIR A	OP CODE	LABOR	PARTS	TOTAL
<input checked="" type="checkbox"/> REQUIRED <input type="checkbox"/> SUGGESTED Dias Head Gaskets Replacement Sublet Head Bilster Disassembly and Reassembly Charges (If Necessary)	10 8.56 9	84 <sup>00</sup> 739 <sup>50</sup>	 163 <sup>16</sup> 160 <sup>00</sup> 118 <sup>15</sup>	 84 <sup>00</sup> 902 <sup>66</sup> 160 <sup>00</sup> 118 <sup>15</sup>
Customer questioned if manufacturing problem No signs or indicators Oil & Antifreeze Full				PARTS _____ LABOR _____ TAX _____ TOTAL _____
REPAIR B <input checked="" type="checkbox"/> REQUIRED <input type="checkbox"/> SUGGESTED Timing Belt Spark Plugs Spark plug wires Repair Cylinder Head Disassembly and Reassembly Charges (If Necessary)	1.06	87 <sup>00</sup> 320 <sup>00</sup>	64 <sup>58</sup> 28 <sup>00</sup> 51 <sup>57</sup>	151 <sup>58</sup> 28 <sup>00</sup> 51 <sup>57</sup> 320 <sup>00</sup>
Called left message 7-13-00 Customer will call back will give an estimate			165 <sup>00</sup> 1102 <sup>50</sup>	PARTS 586 <sup>26</sup> LABOR 910 <sup>50</sup> TAX 16 <sup>00</sup> TOTAL 1513 <sup>76</sup>

Estimate Approved By: ABOUKHA Date: 07 13 00 Time: 9 10 m ASM 7711 Fax or Phone No. Called: 708 599 2394 Estimate Total \$: 1513

Revised Estimate Approved By: ABOUKHA Date: 7 17 00 Time: 11 00 m ASM 7711 Fax or Phone No. Called: 708 599 2394 Estimate Total \$: 320

Additional Service Request Approved By: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_ m ASM \_\_\_\_\_ Fax or Phone No. Called: \_\_\_\_\_ Estimate Total \$: \_\_\_\_\_

Total Estimate \$ \_\_\_\_\_  
 Customer Pays (Deductible) \$ \_\_\_\_\_



Quality is Job 1.

STANDARD EQUIPMENT INCLUDED AT NO EXTRA CHARGE

- SAFETY/SECURITY
  - DRIVER/PASSENGER AIR BAGS
  - \*SAFETY CELL™ STRUCTURE
  - ANTI-SUBMARINE SEATS
  - 5 MPH FRONT/REAR BUMPERS
  - HEIGHT ADJUST. SEAT BELT
  - CHILDPROOF REAR DOOR LOCKS
  - DRIVER'S SEAT BELT GRABBER
- FUNCTIONAL
  - POWER RACK/PINION STEERING
  - POWER FRONT DISC AND REAR DRUM BRAKES
  - 4-WHEEL INDEP. SUSPENSION WITH QUADRALINK REAR
  - ELECTRONIC ENGINE CONTROLS
  - P185/70XR14 TIRES
  - FRONT/REAR STABILIZER BARS
  - FRONT WHEEL DRIVE
  - GLOVE BOX UTILITY HOOK
- EXTERIOR
  - 16" DELUXE WHEEL COVERS
  - SOLAR TINTED GLASS
  - DUAL REMOTE MIRRORS
  - INTERVAL WIPERS
  - COLOR-KEYED SIDE MOLDINGS
  - LOW LIFTOVER TRUNK ACCESS
- INTERIOR
  - MICRONAIR FILTRATION
  - ERGONOMIC INSTRUMENTATION
  - REAR SEAT HEAT DUCTS
  - SIDE WINDOW DEMISTERS
  - FLOOR CONSOLE/CUPHOLDER
  - ILLUMINATED CONTROLS
  - REMOTE DECKLID RELEASE
  - ELECTRONIC AM/FM STEREO
- WARRANTY
  - 3 YR/36,000 MI BUMPR-BUMPR
  - 24-HOUR ROADSIDE ASSIST.

Compare this vehicle to others in the FREE GAS INLEAGE GUIDE available at the dealer.



16V V6

Information

FUEL INJECTION

TRANSMISSION

City 16.10 16.31 mpg city  
Highway 16.10 16.90 mpg highway

PRICE INFORMATION

STANDARD VEHICLE PRICE **\$13,310.00**

OPTIONAL EQUIPMENT  
 PREFERRED EQUIPMENT PKG. 236A 1,810.00  
 .FULL LENGTH CONSOLE  
 .AM/FM STEREO RADIO W/CASSETTE  
 .MAN CONTRL AIR CONDITIONING  
 .REAR WINDOW DEFROSTER  
 .POWER HEATED MIRRORS  
 .LIGHT GROUP  
 .POWER DOOR LOCKS  
 .SPEED CONTROL  
 .AUTO OVERDRIVE TRANSMISSION 815.00  
 .FRONT LICENSE PLATE BRACKET NO CHARGE  
 .POWER SIDE WINDOWS 340.00

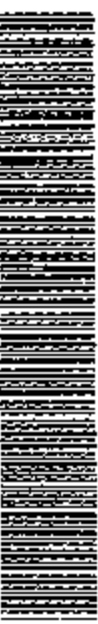
TOTAL VEHICLE & OPTIONS 16,275.00  
 DESTINATION & DELIVERY 510.00

TOTAL BEFORE DISCOUNTS 16,785.00

OPTION PACKAGE SAVINGS  
 COMPARED WITH BUYING  
 THESE OPTIONS SEPARATELY  
**500.00**

TOTAL **\$16,285.00**

1FALP653XSK236652





# HAWKINSON FORD

## Service Department

PHONE 708-599-6000

MARK HALLEN - PARTS & SERVICE DIRECTOR

### FOR YOUR REFERENCE & CONVENIENCE:

Please Remember Your Claim Number:

Please Ask For Your Assistant Service Manager By Name:

T3968  
45103

### SURVEY OF DAMAGE



### WARNING OF VALUABLES

Although Hawkinson Ford Values Both Your Service Business & Satisfaction,  
We Cannot Offer Or Accept Responsibility For Your Valuables.

**PLEASE REMOVE ALL VALUABLE PERSONAL PROPERTY  
FROM YOUR VEHICLE, INTERIOR, TRUNK & STORAGE AREAS**

Including:

Radar Detectors • Removable Stereo Systems & Components • Money, Credit Cards  
& Identification • Cassette Tapes & Compact Discs • Jewelry • Sunglasses & Other  
Eyewear • Garage Door Openers • Mobile & Cellular Telephones • Citizen Band  
Radios • Tools • Commercial Property • Etc.



**PLEASE PROVIDE US WITH YOUR IGNITION & TRUNK KEYS ONLY!**

*Mark Hallen*