



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 252

Date Received

26-JUN-2001

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

891331

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)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1FALT6534WK174719	FORD	CONTOUR	1998	

Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	☐ Turbo
☐ New ☒ Used	City _____ State _____ Zip Code _____	No Cylinders _____	☐ 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 Util ☐ Truck ☐ Motorcycle	☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 01300000	Part Name(s) STEERING POWER ASSIST	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
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No of Failure 0	Date(s) of Failure(s) 25-JUN-2001 47623 Mileage at Failure(s) 0	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No
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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 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CONSUMER WAS TRAVELING ABOUT 55MPH ON HIGHWAY AND VEHICLE VEERED INTO LEFT TO AVOID DEBRIS IN STREET. CONSUMER LOST CONTROL OF VEHICLE, STEERING WAS UNCONTROLLABLE, AND THEN VEHICLE STRAIGHTENED OUT ON ITS OWN. DEALERSHIP WAS AWARE OF PROBLEM.*AK

COPIES OF THIS FORM ARE:

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.



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 252

Date Received

26 JUN 2001

OFFICE
DEFECTS INVESTIGATION

Qd or
rt dt
pod rt
up ltr

Reference No.
891331

OWNER INFORMATION (Type or Print)

699339

Work Number

Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?

☒ YES

☐ NO

In the absence of your signature, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner

Date 7/9/01

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield or driver's side)

1FALP6534WK174719

Vehicle Make

FORD

Vehicle Model

CONTOUR

Vehicle Year

1998

Current Odometer Reading

48800

Purchase Date

10/23/97

Dealer's Name: MOTOR TWINNS NOW - DELBALSO FORD

Engine Size
(CID/CC/L)

2.0

☐ Turbo
☐ Diesel
☐ Gas

☒ Fuel Injection

☒ New ☒ Used

City KINGSTON State PA Zip Code 18704

No Cylinders

4

Transmission Type

☐ Manual

☒ Automatic

Antilock Brakes

☐ Yes

☒ No

Restraint System

☐ 3-Point Belt

☐ Motorbelt

☒ Driverside Airbag

☐ 2-Point Belt

☒ Passengerside Airbag

Cruise Control

☒ Yes

☒ No

Drive Train

☒ Front

☐ Rear

☐ 4-Wheel

Vehicle Type

☒ Car

☐ Sport Utv

☐ Van

☐ Truck

☐ Minivan

☐ Motorcycle

☐ Other

Body Style

☐ 2-Door

☒ 4-Door

☐ Stationwagon

☐ Pick Up Truck

☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component

01300000

Part Name(s)

STEERING POWER ASSIST

Location

☐ Left

☐ Right

☐ Front

☐ Rear

Failed Part(s)

☐ Original

☐ Replacement

No. of Failures

0

Date(s) of Failure(s)

25-JUN-2001

Mileage at Failure(s)

47623

Vehicle Speed at Failure(s)

0

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
POSSIBLE
☒ Yes ☐ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Fatalities

0

Estimated Property Damage

Reported to Police

☐ Yes ☒ No

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

CONSUMER WAS TRAVELING ABOUT 55MPH ON HIGHWAY AND VEHICLE VEERED INTO LEFT TO AVOID DEBRIS IN STREET. CONSUMER LOST CONTROL OF VEHICLE, STEERING WAS UNCONTROLLABLE, AND THEN VEHICLE STRAIGHTENED OUT ON ITS OWN. DEALERSHIP WAS AWARE OF PROBLEM.*AK

ON 6/26/01 DEALER - DELBALSO FORD CHECKED CAR & REPLACED BELT. I DO NOT KNOW IF CAR WAS PUT ON THE COMPUTER, THE DEALER SAYS THEY TOOK IT FOR A RIDE & COULD NOT DUPLICATE PROBLEM.

CONTINUE ON BACK IF NEEDED

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