



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

# ODI RESUME

Investigation: DP 06-004  
Prompted By: Petition  
Date Opened: 10/23/2006  
Principal Investigator: Cynthia Glass  
Subject: The Dashboard Warps

Manufacturer: Ford Motor Company  
Products: 1999-2000 Ford Contour and Mercury Mystique  
Population: 263,197

Problem Description: The leading edge of the dashboard warps upward.

## FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	261		
Crashes/Fires:	0		
Injury Incidents:	0		
# Injuries:	0		
Fatality Incidents:	0		
# Fatalities:	0		
Other*:	0		

\*Description Of Other:

Action: The petition will be evaluated for a grant or deny decision.

Engineer: Cynthia Glass *CG*  
Div. Chief: Thomas Z. Cooper  
Office Dir.: Kathleen C. DeMeter

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Summary: In August 2001, the petitioner received a letter from Ford regarding customer satisfaction program number 01B78. The program offered a no cost repair (regardless of mileage) to correct an instrument panel warpage condition. The program was in effect until August 31, 2002. When the petitioner received the letter, he was advised by his Lincoln-Mercury dealer that his vehicle was not in need of repair. By 2006, the condition on his vehicle worsened, and he is no longer covered by either the program or his original vehicle warranty. The petitioner alleges that "... Improperly retained instrument panel components can be detrimental to the desired performance of front air bag deployments as well as become projectiles during air bag deployments." The ODI complaint database has many complaint reports alleging instrument panel warpage on the subject vehicles. The predominate complaint allegation in these reports is that the warpage may block air coming out of the defroster.

ODI will evaluate the petition for a grant or deny decision.