



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

### DOT Auto Safety Hotline

**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4238)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 231

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#### OWNER INFORMATION (Type or Print)

Name: [Redacted]  
Address: [Redacted]  
City: ALPHARETTA State: GA Zip Code: [Redacted]  
Daytime Telephone Number: [Redacted] E-mail Address: [Redacted]  
Evening Telephone Number: [Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.  
Signature of Owner: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

#### VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: \_\_\_\_\_  
Make: MERCURY Model: COUGAR Model Year: 1997  
Date Purchased: \_\_\_\_\_ Dealer's Name and Telephone Number: \_\_\_\_\_  
Engine: No. Cylinders: 8 Fuel Type: G  
Original Owner:  Dealer's City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_  
Transmission Type:  Antilock Brakes  Cruise Control Powertrain: \_\_\_\_\_  
Vehicle Component Code: INTAKE MANIFOLD  
083200 ENGINE AND ENGINE COOLING: EXHAUST SYSTEM: MANIFOLD  
Multiple Failure: 1

#### FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): \_\_\_\_\_ Failure Mileage: \_\_\_\_\_ Failure Speed: \_\_\_\_\_

#### ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: \_\_\_\_\_ Tire Model (Name or Number): \_\_\_\_\_ Tire Size (Example P215/65R15): \_\_\_\_\_  
DOT No. (Example: DOTM1SABC038)  Original Equipment  Prior Repair Failure Location: \_\_\_\_\_  
Tire Component Code: \_\_\_\_\_ Tire Failure Type: \_\_\_\_\_

#### ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: \_\_\_\_\_ Date Manufactured: \_\_\_\_\_ Model No./Name: \_\_\_\_\_  
Seat Type: \_\_\_\_\_ Installation System: \_\_\_\_\_  
Child Seat Component Code: \_\_\_\_\_ Failed Part: \_\_\_\_\_

#### APPLICABLE INCIDENT INFORMATION

(Please describe by detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash  Yes  No Fire  Yes  No  
Number of Persons Injured: \_\_\_\_\_ Number of Deaths: \_\_\_\_\_ Reported to Police: N

Narrative Description of Incident(s), Crash(es), and Injury(ies).  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure, i.e. parts repaired or replaced (and if old part is available).

CONSUMER EXAMINED ENGINE AND NOTICED COOLANT LEAK DUE TO CRACKED MANIFOLD. AK INTAKE MANIFOLD

IT IS AN EXTREMELY COMMON OCCURRENCE THAT THE PLASTIC INTAKE MANIFOLDS USED ON THE 4.6L FORD ENGINES CRACK AND LEAK COOLANT WITHOUT WARNING. IF THE ENGINE STALLS THE DRIVER LOSES POWER STEERING & BRAKES

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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.