



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
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

05 SEP -6 PM 5:57
02-AUG-2005

Reference No.
10131076

OWNER INFORMATION (Type or Print)

Name

Address

City

SEABROOK

State

TX

Zip Code

Daytime Telephone Number

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an authorization, NHTSA ~~will not~~ provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 08/05/05

☒ YES

☐ NO cz

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1ZWFT61LQX5

Make

MERCURY

Model

COUGAR

Model Year

1993

Date Purchased
29-JUL-03

Dealer's Name and Telephone Number
CARMAX

Engine:
No. Cylinders 6

Fuel Type:
Gas

Original Owner
☐

Dealer's City
HOUSTON

State
TX

Zip Code

Transmission Type
AUTOMATIC

☒ Anti-lock Brakes
☒ Cruise Control

Powertrain
FRONT WHEEL DRIVE

Vehicle Component Code

138120 VISIBILITY:DEFROSTER/DEFOGGER SYSTEM:WINDSHIELD:H

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
11-JUL-2006

Failure Mileage
35569

Failure Speed
N/A

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/BGR15)

DOT No. (Example: DOTM19ABC038)

☐ 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 in detail the incident(s), failure(s), location(s), 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).

Blower motor

DT: THE CONSUMER OWNED A 1993 MERCURY COUGAR. THE HEATER RESISTOR WAS REPLACED, BECAUSE WHEN THE DASHBOARD WAS PULLED OFF IT WAS BURNED. THERE WAS A RECALL FOR THIS, AND THE DEALERSHIP STATED THAT IT LOOKED LIKE ALL THE OTHER SIMILAR VEHICLES HAD BEEN FIXED. WHEN CONTACTING FORD, THEY STATED THIS VEHICLE WAS NOT PART OF THE RECALL. THE MOTOR SWITCH WOULD NOT WORK ON ONE OF THE FOUR SPEEDS; THEREFORE, THE VEHICLE WAS TAKEN INTO THE DEALERSHIP. THIS WAS FIRST NOTICED ON JULY 11, 2005. *AK

TO OPEN

INVOICE ATTACHED, THE BLOWER MOTOR RESISTOR WAS BURNED

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.

Vehicle: Recalls Owner Letter



A.R. O'Neill
Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121
www.ownerconnection.com

August 2001

01522

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

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 which relates to motor vehicle safety exists in certain 1988, 1997, and 1998 model year Contour and Mystique vehicles and certain 1999 model year Cougar vehicles.

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

What the issue is ...	In some of the affected vehicles, the heater blower resistor may overheat causing the attached electrical connector to melt, creating the potential for a fire.
What Ford Motor Company and your dealer will do ...	Your dealer will install a revised heater blower resistor and attached wire connector at no charge.
How long will it take?	The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).