

Claiborne, Catonia <NHTSA>

CL-10181377-3382

From: Glass, Cynthia <NHTSA>
Sent: Wednesday, March 14, 2007 5:26 PM
To: Claiborne, Catonia <NHTSA>
Subject: FW: Consumer wants a respond
Attachments: Cougar.pdf

Assign a writer.
The consumer's complaint is attached.

CGlass
202-366-2920/5211

From: Magno, Gregory <NHTSA>
Sent: Wednesday, March 14, 2007 10:47 AM
To: Glass, Cynthia <NHTSA>
Cc: Chan, Steve <NHTSA>
Subject: FW: Consumer wants a respond

Cynthia,

I recommend a letter to the complainant to furnish a response to her concerns.

Thanks,

Greg

From: Chan, Steve <NHTSA>
Sent: Wednesday, March 14, 2007 10:46 AM
To: Magno, Gregory <NHTSA>
Subject: Consumer wants a respond

Greg,

I thought you should know about this complaint even though the issue does not warrant pursuing based on information in our complaint database, and the age as well as the mileage of the complainant vehicle.

3/15/2007

*NM
3/19/07
CC*



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

01-FEB-2007

Repository ☐

Reference No.
10181377

OWNER INFORMATION (Type or Print)

Name

Address

City HILLSBORO

State OH

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

1ZWHT61L2X56

Make

MERCURY

Model

COUGAR

Model Year

1999

Date Purchased

25-AUG-06

Dealer's Name and Telephone Number
BEST BUY AUTO SALES 937-783-2811

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner
☐

Dealer's City
MIDLAND

State
OH

Zip Code
45148

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain
ALL WHEEL DRIVE

Vehicle Component Code
030000 SERVICE BRAKES, HYDRAULIC

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
08-DEC-2006

Failure Mileage

Failure Speed
35

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: DOTM19ABC036)

☐ 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), Crash(es), and injury(ies).)

Crash

☒ Yes ☐ No

Fire

☐ Yes ☒ No

Number of Persons Injured

1

Number of Deaths

0

Reported to Police

Y

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).

I HAVE BOUGHT A 199 FORD MERCURY COUGAR I WAS IN AN ACCIDENT ON DEC. 8TH, 2006 WHEN I TRIED TO APPLY BRAKES THE BRAKES STARTED MOVING ON THEIR OWN AND THE MOVEMENT WAS BRAKING UP AND DOWN I WAS UNABLE TO STOP AND WRECKED AND I BOUGHT FROM A CAR LOT AND THIS CAR CONSTANTLY WHEN COLD DOES THIS AND IT ALSO SQUEAKS LIKE THERE IS TOO MUCH PRESSURE ON THE WHOLE CAR, THE BRAKES ARE STILL HAVING THAT SHUTTERING PROBLEM CAN THIS BE FIXED---I BOUGHT AT THE END OF LAST YEAR... IT HAS SINCE DONE THE SAME THINGS WITH THE BRAKING AGAIN AND IT SCARES ME BUT IT ONLY DOES IT WHEN IT IS COLD OUT ... *NM

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.

 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 10-MAR-2007	Repository ☐ Reference No. 10184695
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	E-mail Address
Address		Evening Telephone Number	
City HILLSBORO	State OH	Zip Code	
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 1ZWHT61L2X56		Make MERCURY	Model COUGAR
			Model Year 1999
Date Purchased 25-JUL-06	Dealer's Name and Telephone Number BEST BUY AUTO SALES 937-783-2811		Engine: No: Cylinders 6
Original Owner ☐	Dealer's City MIDLAND	State OH	Fuel Type: Gas
	Zip Code 45148		
Transmission Type AUTOMATIC	☒ Antilock Brakes ☒ Cruise Control	Powertrain ALL WHEEL DRIVE	Vehicle Component Code 030000 SERVICE BRAKES, HYDRAULIC
Multiple Failure: 3			
FAILED COMPONENT(S)/PART(S) INFORMATION			
Incident Date(s) 08-DEC-2006	Failure Mileage 112554	Failure Speed 35	
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: DOTM19ABC036)	☐ 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), crash(es), and injury(ies).)			
Crash ☒ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured 1	Number of Deaths 0
		Reported to Police Y	
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).			
THIS IS THE SECOND TIME I FILED A COMPLAINT, I HAVE HEARD NOTHING BACK ! I STARTED HAVING PROBLEMS WITH THE BRAKING SYSTEM ITS BUMPING THE GAS PEDAL UP AND DOWN WHEN TRYING TO STOP WHICH IN TURN CAUSED ME TO BE IN A CAR CRASH IN DECEMBER 2006 IN CLINTON COUNTY, OHIO. THERE IS A RECALL AND IT NEEDS TO BE FIXED ASAP~! I ALSO FEEL THAT SOMEONE SHOULD CONTACT MY HOME PHONE LISTED ON CONTACT FORM AND LET ME KNOW WHAT'S GOING ON WITH THIS MESS~! YOU CAN DRIVE THE DUMB CAR AND SEE WHAT I AM TALKING ABOUT FOR ALL I CARE, JUST PLEASE CONTACT ME EITHER BY PHONE OR BY EMAIL AT LEAST . THANK YOU VERY MUCH FOR YOUR TIME. *JB			
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.			