



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

2007 DEC 12 AM 8:52
15-OCT-2007

Repository ☐

Reference No.
10205706

OWNER INFORMATION (Type or Print)

Name

Address

City

PARMA

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 authorized signature, your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 10/31/07

VEHICLE INFORMATION

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

1ZWFT61L425

Make

MERCURY

Model

COUGAR

Model Year

2002

Date Purchased
01-SEP-01

Dealer's Name and Telephone Number

Crossroads
Crossroads Lincoln Mercury

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

☒

Dealer's City

Independence

State

OH

Zip Code

44

Transmission Type

☐ Antilock Brakes

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

141000 AIR BAGS:FRONTAL

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
01-SEP-2007

Failure Mileage
86000

Failure Speed
30

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).

TL*THE CONTACT OWNS A 2002 MERCURY COUGAR. WHILE DRIVING 30 MPH, THE FRONT PASSENGER SIDE CRASHED INTO A PARKED VEHICLE. THE AIR BAGS FAILED TO DEPLOY. THE ROAD CONDITIONS WERE NORMAL. THE VEHICLE WAS DESTROYED AND TOWED. A POLICE REPORT WAS FILED. THE DRIVER WAS TRANSPORTED VIA AMBULANCE TO THE EMERGENCY ROOM. SHE WAS NOT WEARING A SEAT BELT AND SUSTAINED A HEAD INJURY AND RECEIVED STITCHES TO HER LIP. THE CURRENT AND FAILURE MILEAGES WERE 86,000.

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.

The car is currently at:

Insurance Auto Auction

1-800-354-9315

3411989 - Stock number

I want to know if there was a car malfunction and if that's the reason my airbags didn't implode.

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

CLEVE ON 4-41

09 NOV 2007 14:17

**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
400 7th Street, SW
Washington, DC 20590

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20530+0000

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**Think your vehicle
has a safety defect?**



If so:

Use the enclosed form to file a report.

or visit:

www.safercar.gov

or call

Vehicle Safety Hotline

888-327-4236

nhits
www.nhitsa.dot.gov
people saving people

Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration