



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-DOPE JUL 15 AM 9:38  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

Reference No.  
10232268

**OWNER INFORMATION (Type or Print)**

Name

Address

City

MORRISVILLE

State PA

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 include your name or address to the vehicle manufacturer.  
Signature of Owner \_\_\_\_\_ Date 06/05/08

**VEHICLE INFORMATION**

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

1ZWFT61L325

Make  
MERCURY

Model  
COUGAR

Model Year  
2002

Date Purchased

07/14/07

Dealer's Name and Telephone Number

Burns Auto Group 1-800-835-9227

Engine: 24 VALVE DOHC  
No: Cylinders 6

Fuel Type:

gasoline

Original Owner ☐

Dealer's City

Fairless Hills

State PA

Zip Code

19030

2.5 liter

Transmission Type

Automatic

☒ Antilock Brakes

☒ Cruise Control

Powertrain ?

Vehicle Component Code

070000 FUEL SYSTEM, GASOLINE

Multiple Failure:

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

Incident Date(s)

01-JAN-2008

Failure Mileage

61500

Failure Speed

15

less

**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: DOTM9ABC036)

☐ 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

Number of Deaths

Reported to Police

0

0

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).

TL\*THE CONTACT OWNS A 2002 MERCURY COUGAR. WHILE DRIVING 15 MPH, THE VEHICLE BEGAN TO HESITATE AND THEN STALL. OCCASIONALLY, ONCE THE VEHICLE IS STARTED, THE ENGINE REVS RANDOMLY AND LOUDLY, AND DOES NOT RUN SMOOTHLY. THE VEHICLE HAS NOT BEEN DIAGNOSED BY THE DEALER. THE CONTACT DISCOVERED NHTSA CAMPAIGN ID NUMBER 04V421000 (FUEL SYSTEM, GASOLINE), BUT HIS VIN WAS NOT INCLUDED IN THE RECALL. HE BELIEVES THAT IF THE FAILURES ARE IDENTICAL, HIS VEHICLE SHOULD BE INCLUDED IN THE RECALL. THE FAILURE MILEAGE WAS 61,500 AND CURRENT MILEAGE WAS 63,000.

(over)

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.

**Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)**

Car sputters and stalls when slowing to make a turn, stopping at a traffic light or slowing down to park. The car RPM drops low then revs high then low, high and sputters. Have almost been hit in rear a number of times when car stalls while turning a corner or driving slow. Recently made a turn and car stalled, power steering and brakes failed, and I ended up off shoulder and on embankment. Fear of accident at any time.

Can't understand why this car is not part of recall.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, D.C. 20077-9382

Official Business  
Penalty for Private Use \$300

JUL 14 2010

SECURITY OPERATIONS

**BUSINESS REPLY MAIL**

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
1200 New Jersey Ave SE  
Washington, DC 20077-9382**

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



**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**



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

