

 INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		Date Received MAR 14 2012 03-JAN-2012	Repository ☐ Reference No. 10442276
OWNER INFORMATION (Type or Print)			
Name [REDACTED]		Daytime Telephone Number [REDACTED]	
Address [REDACTED]		E-mail Address [REDACTED]	
City LAS VEGAS	State NV	Zip Code [REDACTED]	
Evening Telephone Number [REDACTED]			
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).			
VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1ZWFT61LXXS		Make MERCURY	Model COUGAR
Model Year 1999		Date Purchased 12/27/1999	
Dealer's Name and Telephone Number Signature Lincoln / Mercury		Engine: No: Cylinders 6	
Original Owner ☒	Dealer's City LAS VEGAS	State NV	Zip Code 89109
Transmission Type Auto	☐ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure:
Incident Date(s) 01-FEB-2011			
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Codes: 070000 FUEL SYSTEM, GASOLINE, 060000 ENGINE AND ENGINE COOLING		Failure Mileage 125000	Failure Speed 0
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	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).			
TL* THE CONTACT OWNS A 1999 MERCURY COUGAR. THE CONTACT STATED THAT THE CHECK ENGINE LIGHT ILLUMINATED UPON STARTING THE VEHICLE. IN ADDITION, THE ENGINE EXHIBITED A LOSS OF POWER. THE VEHICLE WAS TAKEN TO AN INDEPENDENT REPAIR SHOP AND THE CONTACT WAS INFORMED THAT THE CATALYTIC CONVERTER NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE FAILURE RECURRED APPROXIMATELY ELEVEN MONTHS LATER. THE VEHICLE WAS TAKEN BACK TO THE REPAIR SHOP AND THE CONTACT WAS INFORMED THAT THE SAME REPAIRS WOULD BE NEEDED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND THE CONTACT WAS INFORMED THAT THE VEHICLE WAS NOT INCLUDED IN THE RECALL ASSOCIATED WITH NHTSA CAMPAIGN ID NUMBER 04V42100(FUEL SYSTEM, GASOLINE). THE FAILURE MILEAGE WAS 125,000. <i>I've enclosed the tech invoice, I provided the catalytic converters from a out of state manufacturer, whom I have contacted them to get a receipt (copy) of the catalytic converters. I don't find my original.</i>			
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 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.			

QUALIFIED AUTOMOTIVE

3021 Builders Avenue
Las Vegas, NV 89101
(702) 477-0091
State License

WORKORDER: 096558
COMPLETED: 02/21/2010
ADVISOR: Brian
ACCOUNT #: 12393

INVOICE FOR SERVICES

CUSTOMER:	[REDACTED]	LICENSE	[REDACTED]
ADDRESS:	[REDACTED]	VEHICLE:	1999 Mercury Cougar
CITY:	Las Vegas, NV	VIN #:	1ZWFT61LXX5 [REDACTED]
HOME:	[REDACTED]	MILEAGE:	116199
BUSINESS:	[REDACTED]	TAG #	

The following parts were used when servicing your vehicle:

Quan.	Part #	Description	Charge	Extended
1.00	SMOG	Emission Certificate G3000502	6.00	6.00

The work performed, and the charges, are:

INSTALL CUSTOMER SUPPLIED CATALYTIC CONVERTORS	412.50
Technician: 001	
**** NEVADA SMOG TEST *****	22.00
Technician: 002	

	Taxable	Non-tax		
PARTS:	\$ 0.00	\$ 6.00	SUBTOTAL:	\$ 440.92
LABOR:	\$ 0.00	\$ 434.50	TAX:	\$ 0.00
SUBLET:	\$ 0.00	\$ 0.00	ENVIR:	\$ 0.00
SUPPLIES:	\$ 0.42		SPECIAL:	\$ 0.00
			TOTAL:	\$ 440.92
			BALANCE:	\$ 440.92

PAYMENT: CREDIT: \$ 440.92 REF: M///02/15/10///008 ON 02/21/2010

*
WARRANTY
*
TOWING IS NOT COVERED UNDER WARRANTY. ALL ACTION STATED ON THIS WORKORDER IS WARRANTIED FOR THE TIME LISTED ABOVE FROM THE DATE OF SERVICE. QUALIFIED AUTOMOTIVE DOES NOT WARRANTY ANY PARTS SUPPLIED BY THE OWNER OF THE VEHICLE INDEPENDENT OF THIS WORKORDER. SHOULD ANY DIFFICULTIES ARISE, THEY SHALL BE REPAIRED IN A TIMELY MANNER DURING NORMAL WORK HOURS. QUALIFIED AUTOMOTIVE RETAINS THE RIGHT TO REQUEST ARBITRATION FOR DISPUTES ARISING FROM THIS SERVICE.

** Customer Authorization/Vehicle Release **

HOME OF QUALITY WORK, GOOD WARRANTIES &
FAIR PRICES

Cash _____ Check # _____
Credit card _____

**** THANK YOU FOR YOUR BUSINESS ****