

INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline				FOR AGENCY USE ONLY 100148	
U.S. Department of Transportation National Highway Traffic Safety Administration		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 OCT 10 2012 24-AUG-2012	
				Repository ☐	
				Reference No. 10472361	
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address					
City	State	Zip Code	Evening Telephone Number		
WINDSOR	MO				
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		Make		Model	
1ZWFT61L325		MERCURY		COUGAR	
Model Year		Engine:		Fuel Type:	
2002		No: Cylinders			
Date Purchased	Dealer's Name and Telephone Number				
11-06					
Original Owner	Dealer's City	State	Zip Code		
☒ NO					
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
☐ Cruise Control				23 AUG 2009 2012 July 2009	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: FUEL/PROPULSION SYSTEM (PWS)			Failure Mileage		Failure Speed
Fuel Pump			78,656		
Fuel Pump			111,973		
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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
☐ Yes ☒ No	☐ Yes ☒ No	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. THE CONTACT STATED THAT THE VEHICLE STALLED WITHOUT WARNING. THE CONTACT HAD THE VEHICLE TOWED TO A REPAIR SHOP FOR INSPECTION WHERE THEY STATED THAT THE FUEL PUMP NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED BUT THE FAILURE RECURRED. THE MANUFACTURER WAS NOTIFIED AND THEY STATED THAT THE VEHICLE WAS NOT INCLUDED IN ANY RECALL. THE FAILURE MILEAGE WAS UNKNOWN.					
The car died 2 times on Hwy 13. The third time it died it would not start. Was on my way to school in Warrensburg. 8-23-12					
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)

The recall on my year & model was 04V421000.
Was told by Ford my vin# was not in recall.
[REDACTED] was original owner. Purchased from
Ford Dealer in Clinton, MO. Greg Smith Ford

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



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



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 Avenue SE.
Washington, D.C. 20077-9382**



**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

NHTSA

PERFORMANCE AUTOMOTIVE

WINDSOR MO

1107 SOUTH MAGUIRE
WARRENSBURG, MO 64093
(660)429-6775

Year Make. 2002 Mercury Cougar
Engine 2.5L V6
License
MLG in/out 111973 / 111973
Vin 1ZWFT61L325

Date 08/28/12 Schedule 08/28/12

INVOICE : 7255

10:19AM

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REMARKS AND LABOR DESCRIPTIONS	HRS	PRICE	PARTS & LUBRICANTS	QTY	PRICE	TOTAL
ford told customer fuel pump was out check and advise			FUEL PUMP	1.00	272.17	272.17
TOW CHARGE	55.00		FUEL FILTER	1.00	9.13	9.13
REPLACE FAILED FUEL PUMP AND FILTER	187.50		FUEL CAP	1.00	17.53	17.53
CHECK ENGINE LIGHT ON AND LEFT FRONT WHEEL BEARING MAKING NOISE						

DATE	TIME	PHONE	APPROVED	AMOUNT			
					All Parts Are New Unless Shown As (U) Used or (R) Rebuilt	Labor 187.50 Sublet 55.00	Parts & Lubricants 298.83
I acknowledge notice and oral approval of an increase in the original estimated price					This vehicle will be reassembled within 3 days of the date shown above if I do not authorize the recommended services.		HAZ. DISPOSAL 0.00 SHOP 15.00 Gasoline 0.00 Sub Total 556.33 Sales Tax 25.42 Deposit 0.00 Disc. Applied 0.00
CHARGE							TOTAL 581.75 BALANCE DUE 581.75

X

ACCEPTANCE SIGNATURE
I accept the charges and terms of this agreement.

I authorize the above repairs and necessary materials. Your employees may operate vehicle for inspection, testing, delivery at my risk. You will not be responsible for loss or damage to vehicle or items left in it. I agree to pay reasonable storage on vehicle left more than 48 hours after notification that repairs are completed. An express Mechanics Lien is acknowledged on above vehicle to secure the amount of repairs thereto. Labor is guaranteed for 90 days or 4000 miles whichever occurs first. All other guarantees are those made exclusively by the manufacturer. Warranty work that is based on this repair order must be performed at this shop. ALL REMOVED PARTS WILL BE DISPOSED OF UNLESS I INITIAL HERE

WARRENSBURG

6472890

35665



INVOICE

DUPLICATE 1
PAGE 1

330 E. Young
Warrensburg, MO 64093
Bus. Phone (660) 747-7111
Toll Free (877) 972-3673
www.warrensburgford.com

WINDSOR, MO
HOME: BUS:

SERVICE ADVISOR: 1974 BRADLEY LAMBERT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GRAY	02	MERCURY COUGAR	1ZWFT61L325		78654/78656		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN02 IS							
01JAN02 DD			17:30 09JUL09		78.00	CASH	10JUL09
R.O. OPENED		READY	OPTIONS: ENG:2.5 Liter EFI-DOHC				

16:21 09JUL09 15:24 10JUL09

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES VEHICLE WONT START.

M RAN NO START DIAG FUEL PRESSURE TEST IS AT
ZERO, FOUND FUEL PUMP WAS BADM, REPLACED
PUMP AND FFUEL FILTERS, RETESED.

300 C

1 XS2Z*9H307*CA SENDER AND PUMP ASY
1 E7DZ*9155*A FILTER ASY - FUEL

273.00	273.00	273.00
352.12	352.12	352.12
21.64	21.64	21.64

SUBL TOW

PO#8565

C

49.50 49.50

FC:

PARTS: 373.76 LABOR: 273.00 OTHER: 49.50 TOTAL LINE A: 696.26

WE AT WARRENSBURG FORD THANK YOU FOR YOUR
TIME AND BUSINESS. YOU MAY RECEIVE A CUSTOMER
SATISFACTION SURVEY, PLEASE OUR PERSONAL
GRADE CARD. IF FOR ANY REASON YOUR UNABLE TO
GIVE US 100% COMPLETELY SATISFIED PLEASE CALL
US AT 747-7111 OR TOLL FREE (877) 972-3673
THANK YOU MIKE HARMON SERVICE MANAGER

PAID JUL 10 2009

SERVICE PARTS HOURS MON. - FRI. 7:30 AM - 6:00 PM SATURDAY 8:00 AM - 3:00 PM SALES HOURS MON., TUES. & THURS. 8:30 AM - 7:00 PM WED., FRI. & SAT. 8:30 AM - 6:00 PM	BODY SHOP (FREE ESTIMATES) 329 E. YOUNG WARRENSBURG, MO 64093 (660) 747-5175 HOURS 8:00 AM - 5:00 PM MON - FRI	We Accept VISA MasterCard DISCOVER AMERICAN EXPRESS	DESCRIPTION	29.34
			TOTALS	
			LABOR AMOUNT	273.00
			PARTS AMOUNT	373.76
			GAS, OIL, LUBE	0.00
			SUBLET AMOUNT	49.50
			MISC. CHARGES	0.00
			TOTAL CHARGES	696.26
			LESS ADJUSTMENT	0.00
			SALES TAX	29.34
PLEASE PAY THIS AMOUNT	725.60			

DISCLAIMER OF WARRANTIES
All expressed warranties, if any, by a manufacturer or supplier other than the dealer are theirs, not Warrensburg Ford,
unless otherwise provided in writing and furnished to buyer by Warrensburg Ford.

CUSTOMER COPY

WARRENSBURG

6472890

58197



330 E. Young
Warrensburg, MO 64093
Bus. Phone (660) 747-7111
Toll Free (877) 972-3673
www.warrensburgford.com

INVOICE

WINDSOR, MO
HOME: BUS:

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SERVICE ADVISOR: 1974 BRADLEY LAMBERT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GRAY	02	MERCURY COUGAR	1ZWFT61L325		111973/111973		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN02 IS							
01JAN02 DD			17:30 24AUG12		82.00	CASH	24AUG12
R.O. OPENED		READY	OPTIONS: ENG:2.5 Liter EFI-DOHC				

09:18 24AUG12 13:48 24AUG12

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES CEL HAS BEEN ON FOR A LONG TIME, HAS OIL LEAK,
VEHICLE DIES, STARTS, DIES AGAIN, NOW WONT RUN
DM FOUND FUEL PUMP BAD. QUOTED REPLACEMENT OF THE
FUEL PUMP AND FUEL FILTER AT \$975.00.
CUSTOMER DECLINED REPAIR.

PARTS: 300 C 82.00 82.00
0.00 LABOR: 82.00 OTHER: 0.00 TOTAL LINE A: 82.00

B MULTI-POINT INSPECTION

99P MULTI-POINT INSPECTION

300	CI	0.00	0.00
GBATT BATTERY TESTED AND OK AT THIS TIME			
300	CI	0.00	0.00
GBK BRAKES CHECKED AND ARE OK AT THIS TIME			
300	CI	0.00	0.00
GTIRE TIRES CHECKED AND ARE OK AT THIS TIME			
300	CI	0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00			
		TOTAL LINE B:	0.00

WE AT WARRENSBURG FORD THANK YOU FOR YOUR
TIME AND BUSINESS. YOU MAY RECEIVE A CUSTOMER
SATISFACTION SURVEY, THIS IS OUR PERSONAL
GRADE CARD. IF FOR ANY REASON YOUR UNABLE TO
GIVE US 100% COMPLETELY SATISFIED PLEASE CALL
US AT 747-7111 OR TOLL FREE (877) 972-3673
THANK YOU MIKE HARMON SERVICE MANAGER

PAID AUG 24 PAID
VS

SERVICE PARTS HOURS	BODY SHOP	We Accept		DESCRIPTION	TOTALS
MON. - FRI. 7:30 AM - 6:00 PM	(FREE ESTIMATES)	VISA	MasterCard	LABOR AMOUNT	82.00
SATURDAY 8:00 AM - 3:00 PM	329 E. YOUNG	DISCOVER	AMERICAN EXPRESS	PARTS AMOUNT	0.00
SALES HOURS	WARRENSBURG, MO 64093			GAS, OIL, LUBE	0.00
MON., TUES. & THURS. 8:30 AM - 7:00 PM	(660) 747-5175			SUBLET AMOUNT	0.00
WED., FRI. & SAT. 8:30 AM - 6:00 PM	HOURS			MISC. CHARGES	0.00
	8:00 AM - 5:00 PM			TOTAL CHARGES	82.00
	MON - FRI			LESS ADJUSTMENT	0.00
				SALES TAX	0.00
				PLEASE PAY THIS AMOUNT	82.00

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