

DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 258 Date Received 08-FEB-2000		Od_or _____ Rt_dt _____ od_rt _____ up_ltr _____ Reference No. 718491	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.					
Signature of Owner _____ Date ____/____/____					
VEHICLE INFORMATION					
Vehicle Ident. No. (VIN) (located at front of windshield on drivers side) 1MELM5048SA638476		Vehicle Make MERCURY	Vehicle Model SABLE	Vehicle Year 1995	Current Odometer Reading
Purchase Date 01-AUG-1997	Dealer's Name _____ City _____ State _____ Zip Code _____		Engine Size (CID/CC/L) 3.8 No Cylinders _____	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection	
☐ New ☒ Used	Transmission Type ☐ Manual ☐ Automatic ☐ Yes ☒ No		Restraint System ☐ 3-Point Belt ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag		Cruise Control ☒ Yes ☐ No
Drive Train ☒ Front ☐ Rear ☐ 4-Wheel		Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____		Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Component 05200000 05230000 05150021	Part Name(s) ENGINE COOLING SYSTEM ENGINE COOLING SYSTEM:PUMP:WATER ENGINE:GASKETS:VALVE COVER		Location ☐ Left ☐ Right ☐ Frnt ☐ Rear		Failed Part(s) ☐ Original ☐ Replacement
No of Failures 1	Date(s) of Failure(s) 31-JAN-2000 Mileage at Failure(s) 73000 Vehicle Speed at Failure(s) 50		Failed Part(s) Available? ☐ Yes ☐ No		NHTSA Previously Contacted? ☐ Yes ☐ No
APPLICATION INCIDENT INFORMATION					
(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)					
Crash ☐ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)					
I WOULD LIKE TO KNOW IF THERE HAVE BEEN ANY RECALLS WITHIN THE LAST 2 YRS ON THE COOLING SYSTEM OF THE 1995 MERCURY SABLE. WE WERE TOLD THAT A RECALL HAD BEEN ISSUED FOR A HEAD GASKET PROBLEM HOWEVER, WE NEVER RECEIVED AND BULLETINS. WE HAVE THE HEAD GASKET, WATER PUMP, PLATE ABOVE WATER PUMP GO OUT AT THE SAME TIME. THIS VEHICLE HAS ONLY 73,000 MILES .WE NEED SOME HELP. ^AK					
CONTINUED ON BACK (SEE)					
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.					