

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 258

Date Received

22-MAR-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

720494

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) (Listed at front of windshield or driver's door)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1MELM53U7SA648623	MERCURY	SABLE	1995	

Purchase Date 01-NOV-1995	Dealer's Name _____	Engine Size (CID/CC/L) _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
☒ New ☐ Used	City _____ State _____ Zip Code _____	No Cylinders _____	

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ 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 _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05100000 08500000 11600000	Part Name(s) ENGINE ELECTRICAL SYSTEM:IGNITION AIR CONDITIONER	Location ☐ Left ☐ Right ☐ Frnt ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 20	Date(s) of Failure(s) <u>29-JUL-1998</u> Mileage at Failure(s) <u>29043</u> Vehicle Speed at Failure(s) <u>35</u>	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 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

SINCE I HAVE PURCHASED THE CAR (IT WAS THE SHOWCASE CAR) EVERY SUMMER AS THE WEATHER GETS HOT THE CAR WITHOUT ANY WARNING WILL CUT OFF. I TOOK IT BACK TO THE DEALER AND ON SEVERAL OCCASSIONS (TWO OF WHICH THEY KEEP THE CAR FOR A WEEK) THEY COULD NOT FIND THE PROBLEM SO, THEY WERE UNABLE TO HELP ME AND THE PROBLEM CONTINUED. I DON'T KNOW IF IT'S RELATED TO THE AIR CONDITION OR THIS GASKET PROBLEM THAT I JUST BECAME AWARE OF FROM ANOTHER CAR DEALER. ALL I KNOW IS THAT IT HAPPENS WHEN THE OUTSIDE ENVIRONMENT IS FAIRLY WARM. IT HAPPENS WITHOUT WARNING AND LUCILY I AM A CITY DRIVER AND HAVE NOT HAD AN ACCIDENT OR BEEN KILLED ON THE HIGHWAY. I WOULD LIKE TO KEEP THE CAR IF IT CAN BE REPAIRED. OTHERWISE I HAVE TO GET RID OF IT. ALL I HAVE BEEN TOLD IS THAT IT CAN'T BE FIXED U

CONTINUED ON BACK OF FORM

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.