

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

03-JUN-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

723535

 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)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1ZWHT61LXX5751876	MERCURY	COUGAR	1999	

Purchase Date 01-JUL-1999	Dealer's Name _____	Engine Size (CID/CC/L) <u>V6</u>	☐ 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	Part Name(s) ENGINE	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 4	Date(s) of Failure(s) <u>04-APR-2000</u> Mileage at Failure(s) <u>15515</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	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CAR STALLS FOR NO APPARENT REASON. IT WILL LOSE POWER AS IF OUT OF GAS. RPM'S WILL REV UP HIGH AND CAR WILL ACT AS IF IT IS IN NEUTRAL. WHILE TRAVELING AT 70MPH, THE CAR WOULD HESITATE SEVERELY AND ACT AS IF IT WAS GOING TO SHUT DOWN. IT WOULD CONTINUE TO DRIVE, BUT SPEED WOULD GET SLOWER AND SLOWER BUT THE RPM'S WOULD KEEP GOING UP AND DOWN. WHEN CAR COMPLETELY STALLS, IT BECOMES VERY DIFFICULT TO GET IT STARTED AGAIN. ONCE IT IS STARTED, IT WILL DRIVE FINE FOR ABOUT ANOTHER WEEK. THE CAR HAS STALLED AT DIFFERENT SPEEDS AND TOTALLY UNEXPECTED. IT HAS HAPPENED FOUR TIMES AND THE CAR BECOMES HARD TO CONTROL IN TRAFFIC. THE DEALER HAS BEEN UNABLE TO DUPLICATE THE PROBLEM, THEREFORE UNABLE TO FIX IT. OTHER MINOR PROBLEMS HAVE BEEN THE HATCH NOT OPENING DUE TO LEAKING S

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.