

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

21-JUL-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

725789

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) 1MELM55U1SA631538	Vehicle Make MERCURY	Vehicle Model SABLE	Vehicle Year 1995	Current Odometer Reading
--	--------------------------------	-------------------------------	-----------------------------	--------------------------

Purchase Date 01-FEB-1995	Dealer's Name _____	Engine Size (CID/CC/L) 3.0	☐ 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 _____
--	---	--	--	---	--	--

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 06320100	Part Name(s) ELECTRICAL SYSTEM:INSTRUMENT PANEL:CLUSTER MODULE	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 1	Date(s) of Failure(s) 10-APR-2000 Mileage at Failure(s) 134000 Vehicle Speed at Failure(s) 55	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
---	---	---------------------------------------	----------------------------------	---------------------------	---

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

I HAD BEEN NOTICING A STRANGE BURNING SMELL IN THE CAR FOR SOME TIME - BUT COULDN'T PLACE ITS SOURCE. I FOUND THE SMELL GETTING STRONGER OVER TIME, AND STRONGER WHEN THE HEADLIGHTS WERE ON. THEN I NOTICED THAT THE DASH AREA SURROUNDING THE HEADLIGHT SWITCH WAS WARM TO THE TOUCH. I PULLED OFF THE HEADLIGHT SWITCH KNOB, AND THE SWITCH SHAFT WAS BURNING - TOO HOT TO TOUCH. I OBTAINED A NEW HEADLIGHT SWITCH AND PROCEEDED TO DISSAEMBLE THE DASH. I FOUND THE BACK END (PLASTIC CONNECTOR RECEPTABLE BODY) OF THE SWITCH TOTALLY MELTED, AND SOME OF THE WIRES HAD THEIR INSULATION MELTED CLEAR OFF, DOWN TO BARE COPPER. LUCKILY NONE OF THE WIRES WERE TOUCHING IN THE BARE AREAS. THE MALE END OF THE HARNESS (THAT PLUGS INTO THE SWITCH) WAS MELTED INTO THE SWITCH BOI

CONTINUED ON BACK (RELEAS)

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.