

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-SEP-2000

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Reference No.

732182

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 or driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
	MERCURY	COUGAR	1999	

Purchase Date 01-AUG-1998	Dealer's Name _____	Engine Size (CID/CCL) V6/2.5	☐ Turbo
☒ New ☐ Used	City _____ State _____ Zip Code _____	No. Cylinders _____	☐ Diesel
			☐ Gas
			☐ Fuel Injection

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	Cruise Control ☒ Yes ☐ No	Drive Train ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other	Body Style ☒ 2-Door ☐ 4-Door ☐ Station wagon ☐ Pick Up Truck ☐ Other
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03270000 10160000	Part Name(s) BRAKES:HYDRAULIC:SHOE:DISC BRAKE SYSTEM VISUAL SYSTEMS:SUN ROOF ASSEMBLY (8/92)	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures 3	Date(s) of Failure(s) 01-FEB-1999 Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____	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)

HAD TO CHANGE FRONT BRAKES 3 TIMES . NOW REAR BRAKES HAVE SAME PROBLEM AND DEALER REFUSES TO CHANGE CALLING THE PROBLEM ACCEPTABLE. SUNROOF ASSEMBLY FAILED 3 TIMES . WAS DRIVING FOR 3 MONTHS WITH PROBLEM BEFORE THE PART CAME IN. AFRAID THE SUNROOF WOULD FLY OFF THE CAR WHEN IN HIGH SPEED.HAD TO CHANGE INTERIOR CLOTH 1 TIME BECAUSE IT HAD WATER STAINS. HAD TO CHANGE WEATHER GARD ON DRIVER SIDE DOOR AND IT IS STILL NOT DONE RIGHT.WINDOW HAS MARKS FROM IT WHEN I OPEN IT.

CONTINUE ON BACK IF NEEDED

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.