



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 258

Date Received

24-APR-2002

Od_or _____
rt_dt _____
od_rt _____
ip_lr _____

Reference No.

761147

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) (Location at bottom of windshield and driver's side door) 1ZWHT61L9X5673476	Vehicle Make MERCURY	Vehicle Model COUGAR	Vehicle Year 1999	Current Odometer Reading
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Purchase Date 01-MAR-2001	Dealer's Name _____	Engine Size (CID/CC/L) 2.5 LI	☐ 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 ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No
		Drive Train ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____
			Body Style ☒ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07300000	Part Name(s) POWER TRAIN:TRANSMISSION:AUTOMATIC	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure 2	Date(s) of Failure(s) 01-MAR-2001	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No
	Mileage at Failure(s) 43000		
	Vehicle Speed at Failure(s) 25		

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 Damag 0	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

TRANSMISSION HAS FAILED. I'VE TAKEN MY VEHICLE BACK TO THE DEALER A MONTH AFTER I PURCHASED THE VEHICLE TO ADVISED THEM OF THE JURKING PROBLEM WITH THE CAR ALSO ADVISED THEM THAT THE COOLANT LIGHT WILL NOT GO OFF. DEALER HAS CHECKED THE VEHICLE AND STATED THEY COULD NOT FIND ANYTHING WRONG. AS OF NOW I AM NOT ABLE TO DRIVE THE VEHICLE. WAS ADVISED BY SALES REP THAT SOLD ME THE VEHICLE THE EXTENDED WARRANTY WOULD BE WORKED INTO MY PAYMENTS HOWEVER THIS IS NOT STATED IN THE CONTRACT. NOT TO MENTION THE BRAKES GRIND WHEN BACKING UP IN THE VEHICLE THEY HAVE BEEN REPLACED ON THE VEHICLE 3 MONTHS AGO AND THE BRAKE LIGHT IS FLASHING AGAIN. I WAS TOLD BY THE DEALER I WOULD BE RESPONSIBLE

CONTINUE ON REVERSE

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.