



U.S. Department
of Transportation
National 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 231

Date Received

RECEIVED

23 JAN 12 2002

OFFICE
DEFECTS INVESTIGATION
 Od or
rt pt
pct
up fr

Reference No.

8021471

OWNER INFORMATION (Type or Print)

EDISON

NJ

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 12/4/02

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)

Vehicle Make

Vehicle Model

Vehicle Year

Current Odometer Reading

PLEASE PROVIDE

MERCURY TRUC

MOUNTAINEER

2000

Ope 36100

Purchase Date

Feb 2 2000

Dealer's Name

MAYOU

Engine Siz
(CID/CC/L
☐ Turbo
☐ Diesel
☐ Gas
☐ Fuel Injectio
☐ New ☒ Used

City of Brainerd

State

Zip Code

No Cylinders

8

Transmission Type

Antilock Brakes

Restraint System

Cruise Control

Drive Train

Vehicle Type

Body Style

☐ Manual☒ Yes☒ 3-Point Belt☐ Motorbelt☒ Yes☐ Front☒ Sport Ut☐ 2-Door☒ Automatic☐ No☒ Driveside Airbag☐ 2-Point Belt☐ No☒ Rear☐ Truck☐ 4-Door☒ Passengerside Airbag☐ Other☒ 4-Wheel☐ Motorcycle☐ Stationwagon

FAILED COMPONENT(S)/PART(S) INFORMATION

Component
01100000Part Name(s)
STEERING:WHEEL AND COLUMN

Location

☐ Left☐ Right☒ Front☐ Rear

Failed Part(s)

☒ Original☐ Replacement

No of Failures

Date(s) of Failure(s)

9/02

Mileage at Failure(s)

34000

Vehicle Speed at Failure(s)

11 mph

Failed Part(s)

Available?

☒ Yes

NHTSA

Previously

☐ 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

Fire

Number of Persons Injured

Number of Fatalities

Estimated Property Damage

Reported to Police

☐ Yes☒ No☒ Yes☐ No☐ Yes☐ No

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

CONSUMER STATES WHILE DRIVING WITHOUT ANY INDICATION NOTICE SMOKE SMELL INSIDE VEHICLE. CONSUMER PULL VEHICLE OVER AND NOTICE SMOKE COMING FROM STEERING WHEEL. DEALER HAS BEEN NOTIFIED PLEASE PROVIDE FURTHER INFORMATION. MR

my sister and I was driving towards the hospital - when she smelled smoke, then we both notice the steering wheel was smoking so I pulled over and jammed out in going traffic, we had just left manly and

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 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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

~~My truck~~

~~and it was driving down~~

and at the dealer all morning for my new radio to be replaced but it seems as if they sent or misplaced my order as I still had to go back for a new radio and the meter on the driver side seat was not the right meter for that truck.

I did not have a great day. I was there for 3 hrs in the morning. Now I'm back there calling the dealer back for a tow truck, another 2 hrs as I picked up and then gave me a car for 1 week.

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400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
DOT Auto Safety Hotline, NSA-10.1
400 7th Street, SW
Washington, DC 20590



**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

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1-888-327-4236

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(DASH) 2 DOT



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