



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

1975

Date Received

09-DEC-2002

OFFICE

DEFECTS INVESTIGATION

 Od_or
rt_dt
od_rt
up_hr

Reference No.

8024019

OWNER INFORMATION (Type or Print)

GERMANTOWN

TN

Work Number

Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle in the absence of an authorized representative and address to the vehicle manufacturer?

☒ YES ☐ NO

Signature of Owner

Date 12/27/02

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1ZWHT61L525601103	MERCURY	COUGAR	2002	12,772

Purchase Date Nov. 2, 2001	Dealer's Name SHILLING LINCOLN/MERCURY	Engine Size (CID/GC/L) 2.5 L	☐ Turbo ☐ Diesel ☒ Gas Fuel Injector
☒ New ☐ Used	City Memphis State TN Zip Code 38118	No Cylinders 6	

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

Component 02112000	Part Name(s) SUSPENSION:INDEPENDENT FRONT ATTACHING MECHANISMS	Location ☐ Left ☒ Front ☐ Right ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement
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No of Failures 3	Date(s) of Failure(s) 03-OCT-2002 9/13/02 8/17/02	Failed Part(s) Available? ☐ Yes ☒ No	NHTSA Previously Contacted? ☐ Yes ☒ No
	Mileage at Failure(s) 12,267 11,422 9967		
	Vehicle Speed at Failure(s) NA		

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 To Auto 7865.45	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CONSUMER ADVISED VEHICLE WAS MAKING A LOUD "GRINDING" NOISE. CHECKED BY DEALER WHO DIAGNOSED AND REPLACED THE "BUSHINGS" ON THE STABILIZER BAR TWO DIFFERENT TIM ON 08/17/02 AND 08/13. PROBLEM REOCCURRED AND CONSUMER HAD AN APPOINTMENT TO REPLA BUSHINGS AGAIN ON 10/06/02. ON 10/03/02, WHILE DRIVING CONSUMER LOST CONTROL OF VEHICLE AND CRASHED INTO A DITCH. PH

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.

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**