

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

117

Date Received

16-MAY-2000

Od_or

rt_dt

od_rt

up_ltr

Reference No.

862000

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	2000	

Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	☐ 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 ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	Cruise Control ☒ Yes ☐ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other ☐ Sport Utl ☐ Truck ☐ Motorcycle	Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05150000 01300000	Part Name(s) ENGINE: OTHER PARTS STEERING: POWER ASSIST	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures 1	Date(s) of Failure(s) 29-MAR-2000 Mileage at Failure(s) _____ Vehicle Speed at Failure(s) 80	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)

CONSUME RWAS DRIVING VEHICLE WHEN IT STALLED IN FRONT OF A SEMI-TRACTOR TRAILER. ALSO, STEERING HAD LOCKED UP. HAD NO WARNING PRIOR TO STALLING. FINALLY TOOK VEHICLE TO DEALERSHIP & LEFT IT THERE. *AK

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.

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 Od_rt _____
 Up_ltr _____

Reference No.

862000

 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 driver's side)		Vehicle Make MERCURY	Vehicle Model COUGAR	Vehicle Year 2000	Current Odometer Reading
Purchase Date	Dealer's Name _____		Engine Size (CID/CC/L) _____	☐ 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 05150000 01300000	Part Name(s) ENGINE:OTHER PARTS STEERING:POWER ASSIST	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 1	Date(s) of Failure(s) <u>29-MAR-2000</u> Mileage at Failure(s) _____ Vehicle Speed at Failure(s) <u>80</u>		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)

CONSUMER WAS DRIVING E WHEN VEHICLE STALLED IN FRONT OF A SEMI-RACOR TRAILER. ALSO, STEERING HAD LOCKED UP. HAD NO WARNING PRIOR TO STALLING. FINALLY TOOK VEHICLE TO DEALERSHIP & LEFT IT THERE. *AK

CONTINUED ON BACK (REVERSE)

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Vehicle Owner's Questionnaire (VOQ)

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

NATIONWIDE 1-888-DASH-2-DOT
1-888-327-4236
www.nhtsa.dot.gov/hotline

Reference No. 862000

RECEIVED
NO JUN 12 PM 3:45
16-MAY-2000
OFFICE
DEFECTS INVESTIGATION

Work Number

Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
☒ YES ☐ NO

Date 5/30/00

Signature of Owner

VEHICLE INFORMATION

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

Vehicle Make MERCURY

Vehicle Model COUGAR

Vehicle Year 2000

Current Odometer Reading 1916

Purchase Date 3-29-00

Dealer's Name Donley Ford
City Ashland State OH Zip Code 44005

Engine Size (CID/CCL) 401
No Cylinders
Turbo Diesel Gas Fuel Injection

Antilock Brakes ☒ Yes ☐ No

Restraint System
☒ 3-Point Belt
☐ 2-Point Belt
☒ Driver's Side Airbag
☒ Passenger's Side Airbag

Cruise Control ☒ Yes ☐ No
Drive Train
☒ Front
☐ Rear
☐ 4-Wheel

Vehicle Type
☒ Car
☐ Van
☐ Minivan
☐ Motorcycle
☐ Other

Body Style
☒ 2-Door
☐ 4-Door
☐ Station Wagon
☐ Pick Up Truck
☐ Other

Component 05160000
01300000

Part Name(s) ENGINE/OTHER PARTS STEERING/POWER ASSIST

Location
☒ Left
☒ Right

Failed Part(s)
☒ Original
☐ Replacement

No of Failures x38

Date(s) of Failure(s) 29-MAR-2000
Mileage at Failure(s) 1,500
Vehicle Speed at Failure(s) 60

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
File ☐ 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)

CONSUMER WAS DRIVING E WHEN VEHICLE STALLED IN FRONT OF A SEMI-TRAILER. ALSO, STEERING HAD LOCKED UP, HAD NO WARNING PRIOR TO STALLING. FINALLY TOOK VEHICLE TO DEALERSHIP & LEFT IT THERE. *AK

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CONTINUE ON BACK IF NEEDED

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

D	O	T
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Fire Hawk GTH

SIZE

Size
F205/100/15

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

Stalled on Interstate 7 times usually with Semi Truck
Closely following. Almost wrecked car each time. Car also
had Steering lock up while driving & gas tank part is
Falling off. Ford Had said car is in perfect shape and
the Dispute Settlement Board says they won't do anything
to correct problems. The Car is a major Safety hazard
to myself and other drivers. Was almost killed when
Stalled on Interstate and semi barely missed me. There is
also a list of other problems (38) enclosed. I feel this
vehicle should not be road legal due to safety.

[illegible]

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
Auto Safety Hotline, NEF-11 HL
400 7th Street, SW
Washington, DC 20590



2000 Mercury Cougar 14

- 1.Doesn't want to start in the morning
- 2.Stalled while going 60 MPH
- 3.Lights inside and outside go dim and car wants to die.
- 4.Engine makes a knocking noise
- 5.Engine runs rough
- 6.Engine feels like it is pulling hard
- 7.Front headlight leaks
- 8.Part of drivers door wasn't painted
- 9.Backend squeaks and sounds like trunk is opened when you hit a bump
- 10.Doesn't want to go completely into second gear when starting off and the same when you go to fifth
- 11.Occasionally doesn't want to go into any gear
- 12.Gas port loose (where you fill it up at)
- 13.Smells like its burning oil
- 14.Heater is really loud (makes loud clicking noises)
- 15.Passenger tail light is coming loose
- 16.Engine grinds when turning the car off
- 17.Drivers side window squeaks when going up or down
- 18.Interior light came on while driving and started beeping like door was open,then the car stalled shortly after
- 19.Transmission makes a loud grinding noise then car jumped out of gear by itself
- 20.Speakers are distorting
- 21.Radio would not eject tape
- 22.Steering locked up while driving (car was still running)
- 23.Car was stuttering (felt like someone was hitting the gas pedal over and over
- 24.Was running at 4500 RPMs while going 70 MPH

25.Engine light and oil light came on while driving and car was not stalling but acted like it wanted to

26.Trunk would not close

27.Headlights would not come on

28.Trunk would not open when you turned the key

29.Trunk key would not turn

30.Car wants to go all over the road

31.Car was running and smelling hot

32.Engine making high pitched whistling noises

33.Brakes wanted to lock up when slowing down (brakes were barely pressed)