

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 241

Data Received

18-OCT-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

873336

 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
1ZWFT61L7Y564235	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 ☐ 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 _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 09002000	Part Name(s) LIGHTING: GENERAL OR UNKNOWN COMPONENT: HEAD LIGHTS	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) 28-SEP-2000 Mileage at Failure(s) 3392 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	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

VEHICLE EXPERIENCE HEADLIGHT FAILURE WHILE DRIVING AT NIGHT; VEHICLE TAKEN TO DEALER FOR REPAIRS AND CONDITION REOCCUR AND VEHICLE BACK AT DEALER AGAIN. FEEL FREE TO PROVIDE ANY FURTHER DETAILS:

CONTINUED ON BACK (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.

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OFFICE

DEFECT INVESTIGATION

Od or

rt dt

od rt

up tr

Reference No.

873336

OWNER INFORMATION (Type or Print)

8062

Work Number

Home Number

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 11/16/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)		Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1ZWFT61L7Y564235		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	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type
☐ Manual ☒ Automatic	☒ Yes ☐ No	☒ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	☒ Yes ☐ No	☒ Front ☐ Rear ☐ 4-Wheel	☒ Car ☐ Van ☐ Minivan ☐ Other
					☐ Sport Utl ☐ Truck ☐ Motorcycle
					☒ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 08002000	Part Name(s) LIGHTING:GENERAL OR UNKNOWN COMPONENT:HEAD LIGHTS	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) 28-SEP-2000 Mileage at Failure(s) 3392 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	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

HEADLIGHT FAILURE WHILE DRIVING AT NIGHT. VEHICLE TAKEN TO DEALER FOR REPAIRS, AND PROBLEM REOCCURRED. VEHICLE BACK AT DEALER. FEEL FREE TO PROVIDE ANY FURTHER DETAILS. *AK

CONTINUE ON BACK IF NEEDED

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SHULTS FORD LINCOLN • MERCURY

10312 Route 60
Fredonia, NY 14063
(716) 679-1111

visit our web site at:
edshults.com or shultsautogroup.com

CUSTOMER NO.	60470	ADVISOR	WALLY COX	TAG NO.	52398	INVOICE DATE	09/28/00	INVOICE NO.	MRC5355131
[REDACTED]		LABOR RATE	48.00	LICENSE NO.		DEALER	2,159	STOCK NO.	L2668
		YEAR / MAKE / MODEL	00/MERCURY/COUGAR/3DR			DELIVERY DATE	08/31/00	DELIVERY MILES	213
		VEHICLE I.D. NO.	1 2 W F T 6 1 L 7 Y 5 6 4 2 2 3 5			SELLING DEALER NO.		PRODUCTION DATE	
		F.T.E. NO.				R.G. DATE	09/27/00		
BUSINESS PHONE		COMMENTS							
		MO: 2160							

JOB# 1 CHARGES

LABOR

J# 1 20FOZEXT

EXTERIOR LIGHTS

HOURS: 2.70 TECH(S): 55832

WARRANTY

CUSTOMER STATES THE HEADLIGHTS GO OUT AT TIMES WHEN THE TURN SIGNAL IS ON AND TURNING RIGHT
CHECKED FOR BODY CODES: OKED FOR LOOSE OR SHORTED CONNECTIONS
OKED FOR TSB AND SSM: NONE FOUND: CALLED HOT LINE: R/R/R/WHEEL BEARING: R/F TIE ROD: REMOVE C21046 CUT CIRCUIT 30-BAB PURPLE WIRE: SPLICE EYELET TO CONNECTOR SIDE OF CIRCUIT 30-BAB: REINS TALL TO B+ POST ON ALTERNATOR: REMOVE FUSE F2: RECHECK CHARGING SYSTEM: OK VERIFIED REPAIR OK

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX MRC5 JOB# 1 TOTAL

0.00

TOTALS

TOTAL LABOR.....	0.00
TOTAL PARTS.....	0.00
TOTAL SUBLET.....	0.00
TOTAL G.O.G.....	0.00
TOTAL MISC CHG.....	0.00
TOTAL MISC DISC.....	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

DISCLAIMER OF WARRANTIES

The seller, hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products.

REPAIR SHOP REG. NO.
R7021914

ALL PARTS ARE NEW OR
FACTORY REBUILT UNLESS
SPECIFIED OTHERWISE

A MEMBER OF THE

SHULTS
Auto Group

It's Easier Than You Think

Thank You!
WE APPRECIATE
YOUR CONFIDENCE IN
OUR DEALERSHIP.



SHULTS FORD LINCOLN ♦ MERCURY

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visit our web site at:
eshults.com or shultsaotgroup.com

CUSTOMER NO 60470		ADVISOR WALLY COX		TAG NO. 52398	INVOICE DATE 10/04/00	INVOICE NO MRC5355986
[REDACTED]		LABOR RATE 48.00	LICENSE NO	MILEAGE 2,402	COLOR SILVER FROS	STOCK NO L2668
[REDACTED]		YEAR / MAKE / MODEL 00/MERCURY/COUGAR/3DR		DELIVERY DATE 08/31/00		DELIVERY MILES 213
[REDACTED]		VEHICLE ID NO 1ZWF T61L7YS642235		SELLING DEALER NO		PRODUCTION DATE
[REDACTED]		F.T.E. NO.		P.O. NO.	R.O. DATE 10/03/00	
RES. [REDACTED]	BUSINESS PHONE		COMMENTS			
						MO: 2403

JOB# 1 CHARGES LABOR J# 1 20FOZ		DISCLAIMER OF WARRANTIES The dealer, hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither dealer nor authorized any person to assume for it any liability in connection with the sale of said products.
ELECTRICAL 3.20 HOURS: 55832 CUSTOMER STATES THE ABS, COOLANT, AND BRAKE LIGHTS COME ON YOU TURN ON THE LIGHTS, CHECK AND ADVISE NGS AND PIN POINT TEST; ABNORMAL DIAGNOSIS; CALLED TECH LINE R/R INSTRUMENT CLUSTER; R/R I/P FUSE BLOCK; CKED ALL CIRCUITS R/R FUSE #26 PER TECH LINE; TRACED CIRCUITS; R/R MULTIFUNCTION SWITCH; R/R HEAD LIGHT SWITCH PER TECH LINE; CYED G22 FOUND BO LT TIGHTENED TO PROPER SPEC; REMOVED G22 EYELET; REMOVED BOLT R/R BATTERY AND JUNCTION BOX; EXTRACTED BROKEN BOLT; REATTACH VERIFIED REPAIR; CLEARED CODES.		REPAIR SHOP REG. NO. R7021914
JOB# 1 TOTALS JOB# 1 JOURNAL PREFIX MRC5 JOB# 1 TOTAL 0.00		
JOB# 2 CHARGES LABOR J# 2 22FOZ		ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE
WIPERS 1.00 HOURS: 55832 CUSTOMER STATES THE WIPERS WILL COME ON WHEN YOU TURN THE KEY ON, 2 TIMES THEN PARK, CHECK AND ADVISE REPAIRED ON JOB 1		A MEMBER OF THE SHULTS <i>Auto Group</i> <i>It's Easier Than You Think</i>
JOB# 2 TOTALS JOB# 2 JOURNAL PREFIX MRC5 JOB# 2 TOTAL 0.00		
JOB# 3 CHARGES LABOR J# 3 20FOZ		
INTERIOR LIGHTS 1.00 HOURS: 55832 CUSTOMER STATES THE HEADLIGHTS WILL GO DIM THEN GO OUT CHECK AND ADVISE REPAIRED UNDER JOB 1		
JOB# 3 TOTALS JOB# 3 JOURNAL PREFIX MRC5 JOB# 3 TOTAL 0.00		
JOB# 4 CHARGES LABOR J# 4 50FOZ		
DRIVEABILITY 1.00 HOURS: 55832 CUSTOMER STATES WHEN THE KEY WAS SHUT OFF AND OUT OF THE IGN THE STILL RAN AND SHUT THE DOOR THE DOOR LOCKED REPAIRED UNDER JOB 1		Thank You! WE APPRECIATE YOUR CONFIDENCE IN OUR DEALERSHIP.
JOB# 4 TOTALS JOB# 4 JOURNAL PREFIX MRC5 JOB# 4 TOTAL 0.00		

