

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

Date Received

09-NOV-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

874753

 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.) (Listed at front of windshield or drivers side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
PLEASE FILL IN	MERCURY	COUGAR	1999	

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 ☐ Motorbell ☐ 2-Point Belt	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other _____ ☐ Sport Ult ☐ Truck ☐ Motorcycle	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 01300000 09012000	Part Name(s) STEERING:POWER ASSIST LIGHTING:GENERAL OR UNKNOWN COMPONENT:INSTRUMENT LI	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) 15-SEP-2000 Mileage at Failure(s) 36000 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 EXPERIENCING A MOMENTARY LOSS OF STEERING WHEN DRIVING OVER A WATER PUDDLE, AND INTERMITTENTLY CAUSING MALFUNCTION TO INSTRUMENT PANEL LIGHTS. DEALER / MANUFACTURER NOTIFIED, AND UNABLE TO LOCATE CAUSE. PLEASE FEEL FREE TO PROVIDE ANY FURTHER DETAILS ON THIS MATTER.

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.

 DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) 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		FOR AGENCY USE ONLY 241 Date Received: <u>SEP-6 AM 11:31</u> <u>09-NOV-2000</u> OFFICE: <u>SAFETY INVESTIGATION</u> Reference No. <u>874753</u> Work Number: <u>[REDACTED]</u> Home Number: <u>[REDACTED]</u>	
OWNER INFORMATION (Type or Print) 654786			
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☒ YES ☐ NO In the absence of an <u>[REDACTED]</u> NOT provide your name and address to the vehicle manufacturer. Signature of Owner: <u>[REDACTED]</u> Date <u>11/22/00</u>			
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) <u>1ZWP46117X5623215</u> (Located at bottom of windshield on driver's side) PLEASE FILL IN		Vehicle Make MERCURY	Vehicle Model COUGAR
Vehicle Year 1999		Current Odometer Reading 37360	
Purchase Date ☒ New ☐ Used	Dealer's Name <u>Jim Dixon Lincoln Mercury</u> City <u>Fairfield</u> State <u>OH</u> Zip Code <u></u>		Engine Size (CID/CC) <u>V6</u> No Cylinders <u></u> ☐ Turbo ☐ Diesel ☒ Gas ☒ Fuel Injection
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
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 01300000 09012000	Part Name(s) STEERING:POWER ASSIST LIGHTING:GENERAL OR UNKNOWN COMPONENT:INSTRUMENT LI	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement
No of Failures <u>1</u>	Date(s) of Failure(s) <u>15-SEP-2000</u> Mileage at Failure(s) <u>38000</u> Vehicle Speed at Failure(s) <u>35 mph (various)</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 <u>0</u>	Number of Fatalities <u>0</u>
Estimated Property Damage <u>0</u>		Reported to Police ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
VEHICLE EXPERIENCING A MOMENTARY LOSS OF STEERING WHEN DRIVING OVER A WATER PUDDLE, AND INTERMITTENTLY CAUSING MALFUNCTION TO INSTRUMENT PANEL LIGHTS. DEALER / MANUFACTURER NOTIFIED, AND UNABLE TO LOCATE CAUSE. PLEASE FEEL FREE TO PROVIDE ANY FURTHER DETAILS ON THIS MATTER. This situation has occurred on several occasions with different amounts of rain. Please see reverse. I have corrected the incorrect information at the top.			
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.			

Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*

D O T

MANUFACTURER/TIRE NAME

SIZE

* 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)

This vehicle has had numerous mechanical problems as well as items falling off the car (both side mirrors) + not operational (the radio and the CD player.) The quality in which this car was produced is very little. The manufacturer has been notified on 13 occasions of problems with this car since I purchased it new in Oct 98. I am only told they can listen + document my concerns and I need to have my car repaired. I feel this car is a safety issue and that Ford really needs to be more concerned about the owners of these vehicles. I have spoken w/ other owners of the same year - model of this car and they have had similar problems. Other mechanical problems w/ my car. The radiator hose broke after about 2 months of owning the car. It now will hardly come out of park when trying to start from a parked position. The windshield wipers have fallen off the back window, the sunroof would not go down, the track mechanism broke. The list could go on. Please call Ford or contact me for a complete list. Thank you.

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20580

Official Business
Penalty for Private Use \$300



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U.S. Department of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA-10.01
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Washington, DC 20590

