



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

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 1038

Date Received

25-SEP-2001

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

896788

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) (Location at bottom of windshield and driver's side)		Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1MEPM604XLH660432		MERCURY	COUGAR	1990	
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	☐ Yes ☒ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Van ☐ Minivan ☐ Other _____
		☐ Motorbelt ☐ 2-Point Belt			☐ Sport Util ☐ Truck ☐ Motorcycle ☐ Other _____
					Body Style
					☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 10121000	Part Name(s) VISUAL SYSTEMS:GLASS:POWER WINDOW DOOR AND SIDE	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure	Date(s) of Failure(s) C1-SEP-1999 115 Mileage at Failure(s) _____	Failed Part(s) ☐ Yes ☐ No	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 ☐ 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)

PASSENGER'S SIDE AND DRIVER SIDE WINDOWS CANNOT REMAIN ON TRACK. DEALER HAS BEEN CONTACTED. PLEASE PROVIDE FURTHER DETAILS. *AK

COPIES OF THIS FORM ARE:

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.

Vehicle Owner's Questionnaire (VOQ)

www.nhtsa.dot.gov/hotline

SECRET

25-SEP-2001

Qd_or
rt_dt
od_rt
up_itr

896788

Home Number

716956

☒ YES	☐ NO
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Date 10/12/01

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1MEPM804XLH660432	MERCURY	COUGAR	1990	

Dealer's Name Bought from Private Owner

☐ Turbo
☐ Diesel
☐ Gas
☒ Fuel Injectio

☐ New ☒ Used

City _____ State _____ Zip Code _____

No Cylinders

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
☐ 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 Utility ☐ Truck ☐ Motorcycle	☒ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up ☐ Truck

Component 10121000	Part Name(s) VISUAL SYSTEMS:GLASS:POWER WINDOW DOOR AND SIDE FIXED WITH SPECIAL GLUE 5 TIMES DOORS WINDOWS COMING OFF TRACKS	Location ☒ Left ☒ Front ☒ Right ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement
No of Failures 5 TIMES	Date(s) of Failure(s) 01-SEP-1999 Mileage at Failure(s) 115 Vehicle Speed at Failure(s)	Failed Part(s) ☒ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No

(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

PASSENGER'S SIDE AND DRIVER SIDE WINDOWS CANNOT REMAIN ON TRACK. DEALER HAS BEEN CONTACTED. PLEASE PROVIDE FURTHER DETAILS. *AK

I CONTACTED NINDER FORD MERCURY DEALER IN ABERDEEN MS
I ASKED IF THERE WAS A RECALL ON WINDOWS, COMING OFF TRACKS
HE SAID THEY HAVE FIXED OTHER MERCURY COUGARS WITH SAME PROBLEMS
AT OWNERS COST OF \$201.00 FOR BOTH WINDOWS. THEY SAY THEY CANNOT
SELL THE PARTS, TO KEEP THE WINDOWS ON TRACKS. I WOULD HAVE TO
REPLACE WINDOWS IN WHICH MY WINDOWS ARE FINE WITH EXCEPTION
THAT I CAN ONLY PUT WINDOWS UP/DOWN WITH HANDS.

CONTINUE ON BACK IF NEEDED

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INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

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SIZE

NARRATIVE DESCRIPTION (CONTINUED)

ALSO I CAN BE DRIVING AND MY WINDOWS FALL DOWN AT TIMES THEY GO COMPLETELY DOWN IN THE DOOR THEN I HAVE TO PAY TO HAVE ^{SOMEONE} ~~THEM~~ TAKE THE DOOR APART TO GET THE WINDOWS OUT OF THE DOOR. WITH WINTER COMING IT IS GOING TO BE A MAJOR PROBLEM. I JUST RECEIVED EST. AND I CAN'T AFFORD TO GET THEM FIXED. I AM HOPEFUL THAT YOU WILL BE ABLE TO HELP WITH THIS PROBLEMAS SOON AS POSSIBLE.

Thank class

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
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590

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