



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

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 252

Date Received: 2003 JUN 25 AM 11:28
24 JUN 2003
Repository
Reference No. 10024864

OWNER INFORMATION (Type or Print)

Name: [REDACTED] Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]
Address: [REDACTED] Evening Telephone Number: [REDACTED]
City: EL PASO State: TX Zip Code: [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner: _____ Date: 6/24/03

VEHICLE INFORMATION

Make: MERCURY Model: TRACER Model Year: 1997
Date Purchased: _____ Dealer's Name and Telephone Number: _____ Engine: _____ Fuel Type: _____
Original Owner: Dealer's City: _____ State: _____ Zip Code: _____
Transmission Type: Antilock Brakes Powertrain: _____ Vehicle Component Code: 114200 ELECTRICAL SYSTEM: WIRING: INTERIOR/UNDER DASH
 Cruise Control Multiple Failure: _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 18 Feb 2003 Failure Mileage: _____ Failure Speed: _____

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: _____ Tire Model (Name or Number): _____ Tire Size (Example P215/65R15): _____
DOT No. (Example: DOTM19ABC036) Original Equipment Prior Repair Failure Location: _____
Tire Component Code: _____ Tire Failure Type: _____

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: _____ Date Manufactured: _____ Model No./Name: _____
Seat Type: _____ Installation System: _____
Child Seat Component Code: _____ Failed Part: _____

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash Yes No Fire Yes No
Number of Persons Injured: _____ Number of Deaths: _____ Reported to Police: Y

Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure
i.e., parts repaired or replaced (and if old part is available).

WHILE TRAVELING ABOUT 5MPH INSIDE OF A PARKING LOT AND WITHOUT PRIOR WARNING THE VEHICLE SHUTDOWN, AND THE DASHBOARD SMOKE WAS COMING FROM THE VENTS. VEHICLE CAUGHT ON FIRE. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 - Public Law 93-502 This information is requested pursuant to authority vested in the National Highway Traffic Safety Administration and subsequent agreements. 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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies) on Feb. 18, 2003

I was coming out of Walmart MESA on To Mesa Rd, when my car stalled and I tried to start it again. When smoke started coming out of the vents, black smoke I was then approached by a policeman and he asked me what was going on. I said smoke was coming out from vents then he told me to get out of car. By that moment fire almost started to get my legs but I got out of the car in time. I had Mr. Bordin send Ford a request to fix or give another car because that same day Feb. 18, 2003 I received a Recall Letter from Ford at approximately 5pm in the home Mrs Loupes, Fonseca near a seat on Independent Inspector and he saw the burned car he called me and told me it had been a short. That's what the Recall Letter states. ATTACH ADDITIONAL SHEETS IF NECESSARY Mrs. Fonseca never said it's inconclusive & doesn't want to pay more.

US Department of Transportation
National Highway Traffic Safety Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



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
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590



VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
ON

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT
1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety Administration
<http://www.nhtsa.gov>



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Headlines

Escort/Tracer in the Recall Spotlight

Date Posted 02-27-2003

The 1987 Ford Escort and Mercury Tracer are in the recall spotlight this week as Ford says it will ask owners of more than 441,000 of the vehicles to bring them back for repairs. The vehicles, according to Reuters, could have a potentially hazardous problem involving airbag sensors; contaminated sensors in the vehicles are linked to 159 reported incidents, the news service says. Ford will install a shield over the airbag sensors to prevent electrical fires and unnecessary airbag deployment for the cars, most of which were sold in the U.S.

THE ALL-NEW
END
CLICK
FOR A
AN ALL
MITSUBI

DRIVE

If you have already paid for this service ...

If you paid to have a repair related to this condition performed before the date of this letter, Ford is offering a refund. To receive the refund, please give your paid original receipt to your dealer. To avoid delays, do not send receipts to Ford Motor Company.

If you have changed address or sold the vehicle ...

Please fill out the enclosed prepaid postcard and mail it to us so we can update our records. If you have sold the vehicle, the information you provide on the postcard will be used to notify the new owner about this safety recall.
Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If you have concerns ...

If you have trouble getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance. If you still have concerns, please contact the Ford Motor Company Customer Relationship Center and one of our representatives will be happy to assist you:

Call (866) 436-7332

Office Hours (Eastern Time Zone)

Monday through Friday: 8AM – 11PM

Saturday: 8AM – 6PM

Hearing impaired call (800) 232-5952 TDD for the hearing impaired.

Or you may contact us through the Internet ...

www.ownerconnection.com

If you are still having trouble getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S. W., Washington, D. C. 20590 or call the toll free Auto Safety Hotline at 1-888-327-4236 or 1-800-424-9383.

Quality Care service is there for you all year long.

QualityCare
at your service

Quality Care is the commitment of Ford Motor Company and its dealerships to provide you with a superior service and ownership experience. While we regret the inconvenience caused by this program, we stand committed with our dealers to assist you with all of your automotive service needs. With our nationwide dealer network, we're here to ensure you receive Quality Care service so that your vehicle maintains peak performance throughout your ownership experience.

We pride ourselves on becoming the world's leading consumer company providing automotive products and services. Thank you for your attention to this important matter.

Sincerely,



Frank M. Ligon
Director
Vehicle Service and Programs

Ford Motor Company

Consumer Affairs

June 9, 2003

COPY

[Redacted]
El Paso, TX [Redacted]

Re: [Redacted]
1997 Tracer
VIN: 1MELM10P7VW636325

Dear Mr. [Redacted]

COPY

We have reviewed the report provided by the independent inspector and have determined that the findings regarding the fire involving your client's 1997 Tracer are inconclusive. As a result, we are unable to provide any assistance.

Thank you for giving us the opportunity to review Mr. Diaz's concern.

Sincerely,



Lourdes Fonseca-Neuron
Consumer Affairs

Post-It® Fax Note	7671	Date	# of Pages
To	[Redacted]	From	Lourdes Fonseca
Co./Dept.	[Redacted]	Co.	[Redacted]
Phone #	[Redacted]	Phone #	[Redacted]
Fax #	[Redacted]	Fax #	[Redacted]



Dear Lourdes Fonseca-Neason:

The following are the forms requested for my claim. Currently the location of my vehicle ('97 Mercury Tracer Vin# 1MELM1OP7VW636325) is parked in front of our residence at [REDACTED] in El Paso TX [REDACTED]

Fortunately, there were no injuries other than the scare. The vehicle, however, did suffer severe damage because it ignited in to flames and melted various parts of the car. I would like to request a loaner vehicle meanwhile this claim is being resolved. I would really appreciate both prompt handling and careful attention to this matter. You can reach me at any of the following numbers my cell, at [REDACTED] or my home at [REDACTED]. Again thank you for your prompt attention to this matter.

Sincerely,

[REDACTED]

EL PASO POLICE COMPLAINT

EL PASO POLICE INCIDENT # 03-049065 (000) DATE 2-18-03 TO: Ramiro P. Lopez

Reported Date: 02/18/03 Time: 08:55 Case: 03-049065 (000) Page: 1
Code: 85 80 Crime: INFO RECEIVED Class: 261127
Occurrence Date: 02/18/03 Day: TUESDAY Time: 08:50-
Status: Closing Officer:
Location: 7500 N. MESA ST., EP RD: 4512

INVOLVED PERSONS

REFERENCE-01: [REDACTED] DOB: 12/20/1954 Race: W Sex: M
[REDACTED], EP
Apt: [REDACTED] State: TX Zip: [REDACTED] Phone: [REDACTED] Adu/Juv: A
POB: EL PASO Hair: BRO Eye: BRO Hgt: 508 Wgt: 170 Bld: MED
Business Name: KRAFT/NABISCO
11210 ARMOUR DR Apt: B-3 Phone: [REDACTED]
EL PASO, TX 79935

INVOLVED VEHICLES

REFERENCE-01: License: [REDACTED] State: TX Type: A Expires: 03
Year: 97 Make: MERCURY Model: TRACER Style: 4D Color: SIL/SIL
Identifiers:
Vin: 1MELM10P7VW636325 Disposition: TOWED AWAY

NARRATIVE

OFFICER G. LECHUGA #2002, UNIT 5T752, WHILE ON PATROL, OBSERVED THE LISTED VEHICLE STOPPED IN THE NUMBER 3 LANE OF THE 7500 BLOCK OF N. MESA. THE OFFICER OBSERVED SMOKE EMITTING FROM THE INSIDE OF THE VEHICLE. THE OFFICER PULLED UP BEHIND THE VEHICLE AND ACTIVATED HIS OVERHEAD LIGHTS. THE OFFICER MET WITH RE-01 WHO ADVISED THAT HE HAD JUST PULLED OUT OF THE WAL-MART PARKINGLOT WHEN HIS VEHICLE STALLED IN THE ROADWAY. RE-01 STATED HE TRIED TO RESTART THE VEHICLE BUT IT WOULDN'T START. RE-01 STATED THAT SMOKE STARTED COMING OUT FROM UNDER THE DASHBOARD AREA SO HE EXITED THE VEHICLE. THE OFFICER APPROACHED THE DRIVER'S SIDE OF THE VEHICLE AND TOOK A CLOSE LOOK INSIDE THE VEHICLE. THE OFFICER OBSERVED THAT HEAVY DARK SMOKE WAS COMING OUT OF THE DASHBOARD AREA AND IT SMELLED LIKE FIRE. THE OFFICER LOOKED UNDER THE DASHBOARD AND THEN SAW AN ORANGE-RED GLOW WHICH APPEARED TO BE FIRE. THE OFFICER MOTIONED FOR RE-01 TO MOVE AWAY FROM THE AREA AND NOTIFIED THE FIRE DEPARTMENT. THE OFFICER WAS THEN APPROACHED BY AN EMPLOYEE FROM PER BOYS WHO HAD A FIRE EXTINGUISHER. THE OFFICER TOOK THE FIRE EXTINGUISHER AND RETURNED TO THE VEHICLE. AT THAT POINT THE FIRE INSIDE THE VEHICLE HAD SPREAD AND WAS COMING OUT OF THE VEHICLE. THE OFFICER IMMEDIATELY EXTINGUISHED THE FLAMES AND AWAITED THE FIRE DEPARTMENT. THE OFFICER WAS NOT ABLE TO EXTINGUISH THE FIRE COMPLETELY AS THE FIRE WAS STILL BURNING INSIDE THE DASHBOARD. FIRE DEPARTMENT ARRIVED AND EXTINGUISHED THE FIRE PROPERLY. RE-01'S VEHICLE SUFFERED SEVERE EDAMAGE TO THE INSIDE AS A RESULT OF THE FIRE. RE-01'S VEHICLE WAS TOWED TO HIS RESIDENCE BY EL PASO TOWING. RE-01 WAS ISSUED AN INCIDENT INFORMATION CARD AND ADVISED ACCORDINGLY.

Standard Trailer 1 - First Page

Reporting Officer: LECHUGA G Number: 002002 Date: 02/18/03 Time: 08:55
Typed by: 2002 Number: 2002 Date: 02/18/03 Time: 14:22
Approving Officer: YANEZ, F Number: 001901 Date: 02/18/03 Time: 16:47



**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).**