



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

Repository

31-JAN-2005 14

Reference No.  
10109366

OWNER INFORMATION (Type or Print)

Name

Address

City

CONROE

State TX

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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 1 / 1 /

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

2MELM76W7P

Make

MERCURY

Model

GRAND MARQUIS

Model Year

1993

Date Purchased

8/9/1996 / 7/16/1996

Dealer's Name and Telephone Number

Ford Mercury of Conroe

Not in business now

Engine:

No. Cylinders 8

Fuel Type:

Gas

Original Owner

Dealer's City

CONROE

State

TX

Zip Code

77301

Transmission Type

AUTOMATIC

Antilock Brakes

Cruise Control

Powertrain

REAR WHEEL DRIVE

Vehicle Component Code

114000 ELECTRICAL SYSTEM: WIRING

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

29-JUN-2004

Failure Mileage

140,740 ?

Failure Speed

NA

Electrical System

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/85R15)

DOT No. (Example: DOTM18ABC036)

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

0

0

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).

VEHICLE WAS PARKED AND WITHOUT WARNING THE VEHICLE CAUGHT ON FIRE AND BURNED DOWN THE HOUSE. THE FIRE DEPARTMENT WAS CALLED TO EXTINGUISH THE FIRE. VEHICLE WAS TOWED AND TOTALED BY THE INSURANCE COMPANY. \*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 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.



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

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

Dear Consumer:

As a result of your recent report to the DOT Auto Safety Hotline (DOT Hotline), we have recorded that report on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe is(are) relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar. When reporting a tire problem, the brand name, tire name and complete tire size should be included. If possible also provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

The Privacy Act prohibits our agency from identifying you to the manufacturer without your permission. If you wish to give us that permission, please mark the appropriate authorization box and sign the form to allow us to provide your name to the manufacturer. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicle or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-address portion of the form is on the out side. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-address portion of the form is showing.

If further assistance is needed, please contact Mr. Michael J. Jordan, Safety Defects Program Assistant, Correspondence Research Division, Office of Defects Investigation, at (202) 493-0576.

Thank you for your cooperation.

Sincerely,

Alberto A. Jimenez, Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement

Enclosures: VOQ  
DOT Hotline Pamphlet



DOT AUTO SAFETY HOTLINE  
888-DASH-2-DOT  
888-327-4238

July 12, 2004

**Montgomery TX County FMO**

**INCIDENT SUMMARY REPORT**

Official Law Enforcement Report - Unauthorized Dissemination is Prohibited  
Agency Incident ID: 04-314

**Incident Date/Time/Location**

<b>Start Date/Time:</b> Monday 06/28/2004 19:55	<b>End Date/Time:</b>
<b>Street Address:</b> [REDACTED]	
<b>City/State/Zip:</b> CONROE, TX [REDACTED]	<b>County:</b> MONTGOMERY
<b>Additional Directions:</b> Key Map 159N	

**Investigator Information**

<b>Name:</b> ROLAND MORGAN	<b>Phone:</b> (936) 538-8288	<b>Email:</b> REMORGAN@CO.MONTGOMERY.TX.US
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**Incident Details**

<b>BATS Incident ID:</b> 1348	<b>Agency Incident ID:</b> 04-314	<b>Type:</b> Accidental Fire
<b>Status:</b> Investigation Closed	<b>Level:</b> Restricted	<b>Target:</b> Vehicles
<b>Target Status:</b>	<b>Est Damage:</b> \$50,000	<b>Secondary Target:</b> Residential
<b>ATF Involved:</b> No	<b>Primary Blas:</b>	<b>Primary Gov't Association:</b> None
<b>Method Of Entry:</b>	<b>Fire Descriptor(s):</b> No Device Used	<b>Collateral Crimes:</b>
<b>Primary Motivation:</b>	<b>Area of Placement/Device Origin:</b>	
<b>Number Injured:</b> 0	<b>Number Killed:</b> 0	

**Devices**

None

**Montgomery TX County FMO**

**INCIDENT SUMMARY REPORT**

Official Law Enforcement Report - Unauthorized Dissemination is Prohibited

Agency Incident ID: 04-314

**Subjects/Business Information**

**Relationship(s):**

Owner, Interviewed Party, Witness

**Name:**

**Other Name(s) Used:**

**Business Name:**

None

**Primary Phone:**

**Secondary Phone:**

**Email:**

**SSN:**

None

**DOB:**

**Age:**

12/11/1933

71

**Ethnicity:**

**Race:**

**Sex:**

Non-Hispanic

White

M

**Hair Color:**

**Eye Color:**

**Height:**

**Weight:**

**Street Address:**

**City/State/Zip:**

**County:**

**Country:**

CONROE, TX 77303

MONTGOMERY

UNITED STATES

**Disposition:**

**Relationship(s):**

Interviewed Party, Reporting Party, Witness

**Name:**

Cox, Steven

**Other Name(s) Used:**

**Business Name:**

None

**Primary Phone:**

**Secondary Phone:**

**Email:**

(936) 494-3719

None

**DOB:**

**Age:**

**SSN:**

10/05/1970

34

**Ethnicity:**

**Race:**

**Sex:**

Non-Hispanic

White

M

**Hair Color:**

**Eye Color:**

**Height:**

**Weight:**

**Street Address:**

2010 Jeffcote Road

**City/State/Zip:**

**County:**

**Country:**

CONROE, TX 77303

MONTGOMERY

UNITED STATES

Official Law Enforcement Report - Unauthorized Dissemination is Prohibited

**Montgomery TX County FMO**

**INCIDENT SUMMARY REPORT**

**Official Law Enforcement Report - Unauthorized Dissemination Is Prohibited**

**Agency Incident ID: 04-314**

**Disposition:**

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**Relationship(s):**

**Name:**

UnKnown,

**Other Name(s) Used:**

**Business Name:**

CSNFD

**Primary Phone:**

**Secondary Phone:**

**Email:**

None

**SSN:**

**DOB:**

**Age:**

Unknown

Unknown

**Ethnicity:**

**Race:**

**Sex:**

**Hair Color:**

**Eye Color:**

**Height:**

**Weight:**

**Street Address:**

**City/State/Zip:**

**County:**

**Country:**

**Disposition:**

# Montgomery TX County FMO

## INCIDENT SUMMARY REPORT

Official Law Enforcement Report - Unauthorized Dissemination is Prohibited

Agency Incident ID: 04-314

### Narrative

On 06/28/2004, at 19:55 hours Department 2 responded to a structure fire at the above location. Upon arrival 201, reported there was a vehicle under a carport which was totally involved with fire and the fire was communicating to the residence. I, R.E. Morgan, responded to this location to conduct an investigation.

On arrival I observed a 1993 Mercury Grand Marque, maroon in color. The license plate of this vehicle is [REDACTED]. I observed very heavy fire damage to the engine compartment. The fire originated on the driver's side of the engine compartment. I observed very heavy damage to the electrical wiring in this area. The fire then communicated through out the entire engine compartment and then into the passenger area causing major fire damage. The engine and it's parts were melted by the fire and heat. Both front tires were consumed by the fire. The fire also communicated to the aluminum carport and the wooden porch and then into the mobile home. This fire caused very heavy fire damage to the vehicle, and the mobile home. There was also very heavy smoke damage through out the entire mobile home.

I interviewed the owner of this vehicle [REDACTED]. He stated he was eating when his son, Steven, knocked on the door and said their car was on fire. Mr. [REDACTED] said he went outside and saw fire coming from the engine compartment. He said the fire was on the driver's side of the engine. He said he got his water hose and attempted to extinguish the fire. He said the fire got too big and communicated to his mobile home. Mr. [REDACTED] said he had just had his car worked on by Gullo Ford. He said he was having problems with the ignition system, the abs system and the shifter. Mr. [REDACTED] said he had not driven this vehicle today. He said the last time he drove the car was to Church on Sunday.

I also interviewed the owner's son, [REDACTED]. He said he lives next door and was outside when he heard a popping sound. He said he went to the front of his father's mobile home and saw smoke. [REDACTED] said he went to the carport and saw his father's car on fire. He said he went and got his mother and father out of the house and then told his family to call 9-11. He said they got a water hose and attempted to extinguish the fire. [REDACTED] said he first saw the fire coming from the engine compartment of this vehicle. He said the fire was on the driver's side of the engine. He said the fire got too big and communicated to the carport, porch, and the mobile home.

Upon statements of witnesses, and evidence observed, it is the opinion of this investigator this fire is accidental and was caused by an unspecified electrical short in the engine compartment of this described vehicle. This case is cleared and no further investigation needed at this time.

Conclusion: accidental fire

Code Cause: 5- electrical

Status: cleared

End of Report

R.E. Morgan

**Montgomery TX County FMO  
INCIDENT SUMMARY REPORT**

**Official Law Enforcement Report - Unauthorized Dissemination is Prohibited  
Agency Incident ID: 04-314**

*[Signature]*  
**Investigator/Agent**

6/20/04  
**Date**

\_\_\_\_\_  
**Supervisor**

\_\_\_\_\_  
**Date**

**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).**