

July 23, 2008

2008 AUG 14 AM 10:28

CL-10238288-6889

TRAFFIC SAFETY

**National Highway Traffic Safety Administration
400 Seventh Street, S W
Washington, D C ,20590**

Gentlemen:

Enclosed are two letters I evidently mailed to the wrong agency. However the contents of the two letters are still valid. Hopefully the questions I asked could be addressed by your agency. As of this date we have had no response from anyone.

Respectfully,

[Redacted signature block]

[Redacted address line]

Franklin, NC [Redacted]

[Redacted address line]

Faint, illegible text at the bottom of the page.

AA
10:29
8/14/08
NJ

11/29/07

NTSB
490 L'Enfant Plaza S.W.
Washington, D.C. 20594

Gentlemen;

On July 25, Sunday evening, my wife and I were awakened by loud popping noises in our front yard. I raced to the front door and found our 2004 Mercury Monterey on fire. Flames were shooting up into the air over 5 foot high from the space behind the hood and the windshield. The hood was wet with a liquid which was dripping onto the gravel drive burning a ring around front of the car. My first thought was that the liquid was an accelerant poured on the car. However, upon having conversations with some mechanics, I now have a different opinion. They say that there is enough fuel under pressure to explode into flames 5 foot high and enough pressure to coat the hood with fuel. This is what I saw when I opened the door.

Apparently there is no recall on this model as this has been a problem with other Ford products. The Ford Customer Service people that I talked to at the local level [Atlanta] indicated that I had an legitimate question concerning how the fire started and encouraged me to pursue finding the answer. However, Dearborn's response is " Ford proposes no further action at this time." Two letters to the corporate office sent in October remain unanswered.

The vehicle was inspected by the Macon County Arson Dept. and the N.C. State Bureau of Investigation.

As the pictures show--not much left to determine the cause of fire. However, how does a cold engine catch on fire in the middle of the night????? Other models have. All I ask is--and as before--I want some official explanation from Ford --- What caused the fire?????

Sincerely,



March 26, 2008

NTSB
490 L'NFANT Plaza S.W.
Washington, D.C. 20594

Gentlemen:

Last October I mailed information, including pictures, of our Mercury Monterey van that burned up in our drive last July.

Recently, Ford Motor Co. issued another recall notice which included our model van.

Still our pin number does not appear in this recall.

How do you know Ford includes all the numbers involved? Miss a few and it's less money to shell out. Our fire was a cold engine blaze and had all the indications of the brake switch problem they have on many vehicles.

Somewhere - someone must have some degree of agreement and say "Let's check it out."

I was hoping it would be this agency - Ford doesn't care.

Sincerely,


Franklin, NC 