

C1-10447637-2168

Ford Motor Company
Customer Relationship Center
P.O. Box 6248
Dearborn, MI 48126

FEB - 9 2012

To Whom It May Concern,

Re: Vehicle ID# -

1FMCU04191K

I had written previous correspondence to you regarding the situation I will describe again but did not get a response.

My daughter is 21 years old and owned a 2001 Ford escape. In August of 2011, she was driving home late at night when her car caught on fire for no apparent reason. Obviously she was scared out of her wits and pulled into a shopping center parking lot. We live in a suburb and since it was so late at night, there was no one else around but a big tractor trailer truck with a driver that was parked there I suppose to rest. When she stopped the car, she quickly grabbed her purse and GPS and actually burned her hand in so doing but the point is she just got out in time when the car went completely up in flames. She was hysterical crying and ran over to the truck to see if there was someone there. The driver got out of the truck and called the police for her as well as allowed her to call home where she reached my husband who ran to the scene. Fire trucks and police arrived at the scene.

We have a police report of the incident. The car was totaled obviously - if you see the pictures you will see the entire car went up in flames and burned to the core. The car was brought to a shop so that the insurance company could look at it and ultimately we received a payment from MetLife, the car insurer.

My daughter was leaving for college in a few days after this and is a senior and needed a car not only for transportation to college, but while there to get back and forth to campus and her internship. In four days, we had to scramble to find a used car

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that cost more than the insurance check. Not only was this a financial hardship for us, but she had to cash in the few savings bonds she had to also supplement. College students don't really have the luxury of extra cash, particularly these days.

In light of the letter we just received in the mail about 2001 Ford escapes catching fire, I'd like to hear from you on this. Not only did my daughter suffer financial consequences as well as us, but she was terrified, could not sleep and could have lost her life.

I hope to hear from you soon. I have all documentation I believe you might request and do expect a response to this inquiry this time.

[REDACTED]
Nanuet, New York
[REDACTED]

cc: National Traffic
Highway Safety Administration

(today - 2/3)

I also called ⁿ was told I would hear from legal dept in 15 business days. While First customer service was empathetic, second was very interested in selling me that MetLife knew how to contact Ford. MetLife totaled the car + paid us. I am well aware of how a Ford tune 100 company can work with you. This is about our loss, the trauma, & the fact that a fire should not unexpectedly occur in a vehicle.

W. A. net MS



Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave. S.E.
Washington, D.C. 20590

