

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

From: [Wells, T. Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: Log ID 25229 - RE: Consumer inquiry - ODI #11015108 / 2004 Mercury Monterey (caught fire)
Date: Tuesday, August 22, 2017 10:35:26 AM
Attachments: [Screenshot 2017-08-14-09-30-03.png](#)
[image001.png](#)

From: Artemis HelpDesk (VOLPE)
Sent: Tuesday, August 22, 2017 10:35 AM
To: [REDACTED]
Subject: Log ID 25229 - RE: Consumer inquiry - ODI #11015108 / 2004 Mercury Monterey (caught fire)

[REDACTED],

Thank you for your email – I certainly can appreciate your predicament. Thankfully no one was injured. I ran a check of the Vehicle Identification Number (VIN) that you provided and found no open/unrepaired recalls on your specific vehicle. There was a 2012 Recall ([12V006](#)) involving certain models of the 2004 MERCURY MONTEREY for a transmission issue (TORQUE CONVERTER OUTPUT SHAFT MAY FAIL), but your vehicle was either not among those recalled, or it was repaired. However, that defect would not likely result in a fire while driving.

There was a 2006 Equipment Recall ([06E056](#)) that could result in a fire – if the fuel filter had been replaced before June, 2006, certain aftermarket fuel filters sold under the Purolator brand name, P/N F65277, shipped from January 16 through June 2, 2006 might have been defective. There was also a 2003 Recall ([03V457](#)) involving the power steering line that could potentially lead to a fire.

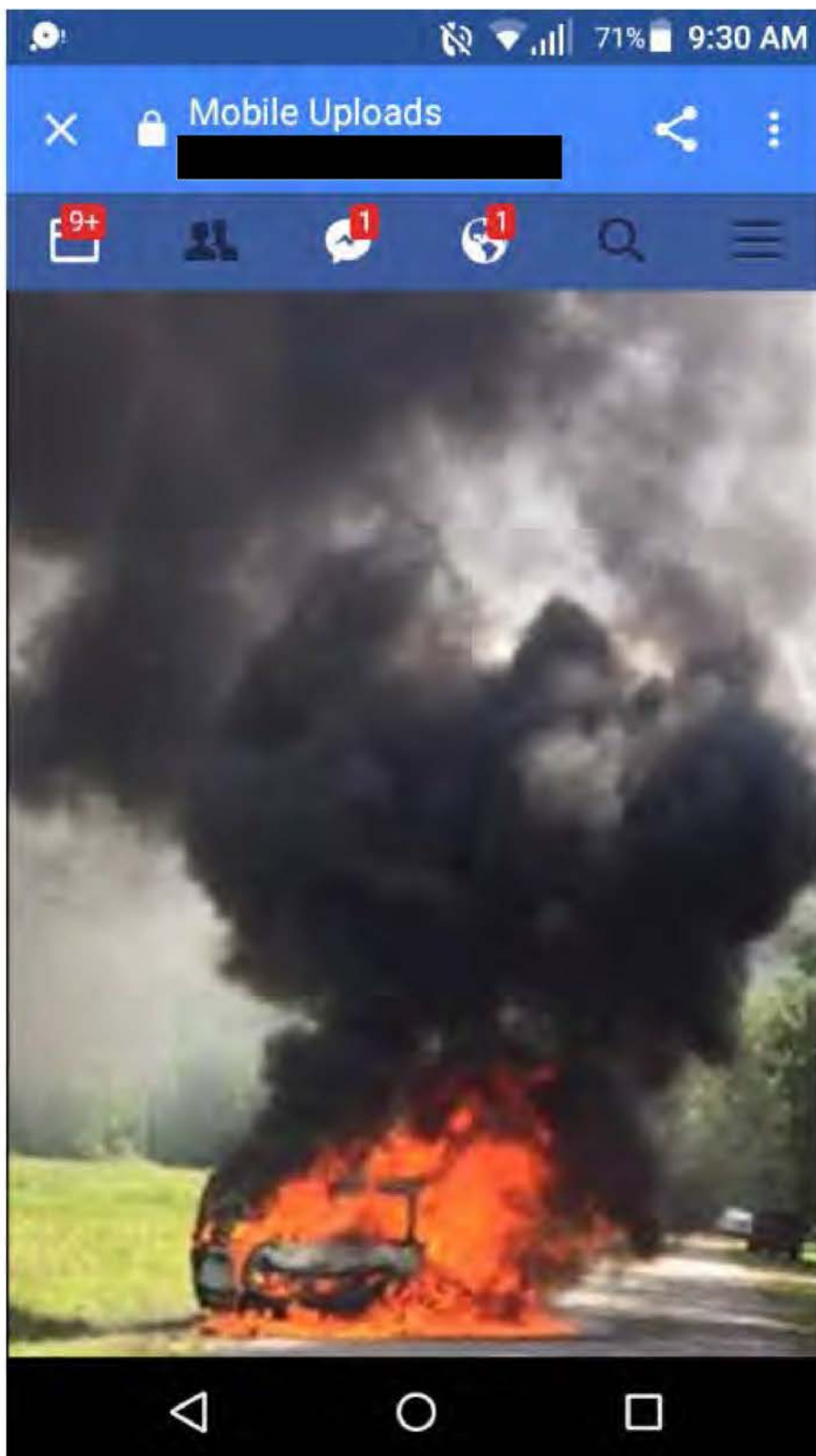
However, again, a check of your VIN shows no open recalls on your specific vehicle – so it was either repaired or was not among those models recalled. If you wish to further pursue all possible options, you would have to contact the Attorney General's Office for the State of New York. NHTSA is not authorized to get involved in vehicle liability claims. If you had fire and theft insurance on your vehicle, then, of course, that would pay you for the value of the vehicle, less any deductible.

Thank you for submitting your complaint ... safety related complaints provide valuable information for manufacturers and consumers, and assist investigators in determining if a defect trend exists in certain model vehicles. Although, this may not help your immediate needs, it may save lives going forward.

Thank you,

Robert M. Montanari

Stinger Ghaffarian Technologies, Incorporated (SGT) | V90P, 4-116
Volpe, The National Transportation Systems Center | U.S. Department of Transportation
55 Broadway, Cambridge MA 02142-1093 | Web: www.volpe.dot.gov
Email: Robert.Montanari.CTR@DOT.gov



August 14, 2017 NHTSA ID NUMBER: 11015108
Components: UNKNOWN OR OTHER

NHTSA ID Number: 11015108

Incident Date August 13, 2017
Consumer Location WELLSVILLE, NY
Vehicle Identification Number 2MRZA20224B****

Crash No Fire No Injuries 0 Deaths 0

Summary of Complaint

I WAS DRIVING DOWN THE ROAD WITH MY CHILDREN AND MY FRIENDS WHEN THE VEHICLE STARTED SMOKING AND CAUGHT FIRE I WAS HAVING A TRANSMISSION PROBLEM AND I WAS TOLD IT WAS A FACTORY RECALL THEREFORE I'M CONTACTING YOU BECAUSE I LIVED IN MY VAN EVERYTHING I OWNED WAS IN THERE PERSONALLY AND I HAD LIABILITY ON MY VEHICLE BECAUSE I'M HOMELESS AND NOW I NEED HELP THE VAN IS COMPLETELY DESTROYED ALONG WITH EVERYTHING INSIDE DOWN A BACK-ROAD WE WERE LUCKY TO GET OUT ALIVE LUCKILY THERE WAS NO FATALITY

1 Associated Product – MERCURY MONTEREY 2004

From: [REDACTED]
Sent: Sunday, August 20, 2017 8:06 PM
To: donotreplyodi (VOLPE) <donotreplyodi@dot.gov>
Subject: Re: Thanks for Letting Us Know About Your Vehicle

This was my van. I am a single mother of four children. My livelihood depends on me getting to work to provide for my kids. A quick response is greatly appreciated. please and thank you

On Aug 14, 2017 2:02 PM, "U.S. DOT National Highway Traffic Safety Administration" <donotreplyodi@dot.gov> wrote:

This email is to confirm we received your vehicle complaint submitted to the National Highway Traffic Safety Administration (NHTSA). Thank you for this public service as it is through actions like yours that together we can save lives on America's roadways.

Your tracking number assigned by NHTSA for this issue is [11015108](#). Please keep this number for your records and for future reference. Once your complaint has been processed, you will be able to view it online and find any related documents. Please allow two business days for NHTSA to review your complaint.

What happens next?

Your complaint will be reviewed by NHTSA technical staff and entered into our database. If any additional information is needed, a NHTSA investigator will contact you.

Every complaint is taken seriously, reviewed in detail and analyzed for defects trends. Your complaint is important because it helps to inform NHTSA, other vehicle owners and manufacturers about potential safety concerns. Such information helps save lives, and we encourage you to share the resources available at www.SaferCar.gov with your family, friends and others in your community.

Will my vehicle be recalled?

When a manufacturer or NHTSA determines that a car or item of motor vehicle equipment creates an unreasonable risk to safety or fails to meet minimum safety standards, the manufacturer is required to fix that car or equipment. That can be done by repairing it, replacing it, offering a refund (for equipment) or, in rare cases, repurchasing the car.

If your vehicle is included in a recall, the manufacturer will contact you. [Sign up to receive recall email alerts from NHTSA](#) if there's ever a recall involving your vehicle.

If you have any other questions regarding your complaint, please contact NHTSA's Office of Defects Investigation:

- Phone: [888-327-4236](tel:888-327-4236), Monday-Friday, 8:00AM to 8:00PM EST(Spanish-speaking representatives available)
TTY: [888-424-9153](tel:888-424-9153)
(Please have your ODI number referenced above available.)
- Email: <https://www.nhtsa.gov/about-nhtsa/contact-us>
(Please indicate your ODI Number referenced above in the contact form.)

Thank you for contacting us and playing a critical role in helping to keep our roads safe.

PLEASE DO NOT REPLY TO THIS EMAIL, IT HAS BEEN AUTO-GENERATED.

To find out more about NHTSA, visit [SaferCar.gov](https://www.safercar.gov), and follow us on [Facebook](#) and [Twitter](#).

[Review our Privacy Policy.](#)