

10109762

Hicksville, N.Y.
December 21, 2004
2005 JAN 12 PM 11:30

U.S. Department of Transportation
National Highway Traffic Safety Administration
400 Seventh Street SW
Washington, D.C. 20590

Dear Department:

Enclosed is a copy of a letter I received from you some time back. I would like to know if Ford, at this point in time, has stepped up to the plate and assumed responsibility for what they produced as a defective part in the vehicle and has issued a recall to their TSB Article NO.620978.

There is obviously no safety issue involved but there is a definite defect in how this sun roof retracts if Ford and/or NHTSA acknowledged this issue.

Sincerely, A

Michael
1/12/05



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

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

JUL 30 2004

NVS-216 mec
Ref. # 10079869

Hicksville, NY

Dear

Thank you for your correspondence dated May 1, 2004, concerning a problem you have encountered with your 2002 Ford Explorer sport utility vehicle (SUV). Your correspondence was received on June 23, 2004. Due to limited resources we were not able to respond to you in a more timely manner. We regret any inconvenience our delay may have caused you.

The National Highway Traffic Safety Administration (NHTSA) is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to determine whether an investigation into a possible safety defect is warranted.

NHTSA is aware of Ford Motor Company's (Ford) Technical Service Bulletin (TSB) (Article No. 620978) concerning the moonroof installed in certain 2002 Ford Explorer SUVs. However, the issuance of a TSB does not necessarily reflect the existence of a safety-related defect. Neither Ford nor NHTSA has determined that the vehicles in question contain such a defect. Therefore, NHTSA cannot require Ford to perform the corrective action described in the TSB on your 2002 Ford Explorer SUV at no cost to you.

Further, a review of our database relative to problems associated with the visibility system, specifically the moonroof, installed in 2002 Ford Explorer SUVs revealed insufficient evidence to warrant opening a safety defect investigation at this time. The information you provided has been entered into our database. It will be considered with other reports to identify any safety defect trends that may require our attention.



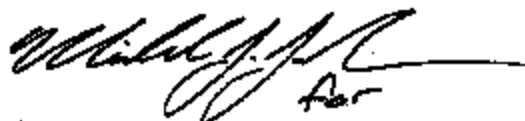
DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-327-4236

You can contact our toll-free DOT Auto Safety Hotline (Hotline) at 1-888-DASH-2-DOT (1-888-327-4236). One of our representatives may be able to assist you on matters concerning motor vehicle and motor vehicle equipment safety recalls or to report an alleged safety problem. You can also request safety information. If our telephones are busy, or you call during non-working hours, you can leave your name, telephone number, and a brief subject on our recording system. A DOT Hotline representative will return your call.

Additionally, we have an Internet Web site at <http://www.nhtsa.dot.gov> that you may want to visit. An electronic Vehicle Owner's Questionnaire (VOQ) is also available on this Web site at <http://www.nhtsa.dot.gov/ivoq>. This form is for vehicle owners to report safety related problems about their motor vehicles or motor vehicle equipment, e.g., child safety seats, jacks, tires, brake fluid, etc. The reports submitted are transferred to our database and are used to identify safety-related defect trends that require our attention. If you do not have access to the Internet, please use the enclosed VOQ to inform this agency of any future motor vehicle or motor vehicle equipment safety problems you may experience. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc., can be obtained at <http://www.nhtsa.dot.gov/cars/problems>.

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.

Sincerely,



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

Enclosure