

1012-7933

*again
longer*

From: [REDACTED]

Comments:

I would like to at least make a complaint about the Ford Explorer model year 2002. On the back lift gate there is a safety bar where the emblem is located. My explorer cracked on that bar causing my back window to flex. I took it in to be repaired and was told I would have to pay for this out of my pocket because there was no recall at this time. I also own a 2003 model. I asked if this was also going to happen to that vehicle. I was told no they corrected that problem on the newer models so this wouldn't happen. If there was a problem that need correcting shouldn't they correct it at their cost???

From NHTSA Web Site.

Jimenez, Alberto

From: Jimenez, Alberto
Sent: Friday, June 17, 2005 3:23 PM
To: [REDACTED]
Subject: Ford Motor Co.

Dear Consumer

NVS-216 aaj

Thank you for your e-mail to NHTSA's Webmaster, which was received by National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. We apologize for the delay in answering your e-mail and use of this form letter; however, due to the number of e-mails received and limited resources, we are responding to your correspondence in this manner.

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, sufficient data must exist to warrant the expenditure of agency resources. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

Reports from motorists concerning vehicle problems are a very important source of information for us. The information you provided will be added to our database. However, in order for the agency to efficiently evaluate your complaint please complete the vehicle owner's questionnaire that is available on NHTSA's Web site at www.nhtsa.dot.gov/ivog <<http://www.nhtsa.dot.gov/ivog>>. By filling out this questionnaire, the agency will have the minimum necessary description of the vehicle or equipment about which you are complaining and a more complete picture of the problem you are experiencing. Each report can then be analyzed and compiled into a database to assist us in identifying potential safety problems or recall inadequacies that require our attention. Please fill this questionnaire out as completely as possible. A fully filled-out report will better enable us to identify similar reports in our system.

You may also obtain information about recalls, investigations, and other safety related information by accessing NHTSA website at www.nhtsa.dot.gov/cars/problems <<http://www.nhtsa.dot.gov/cars/problems>>. For other safety information please call our DOT Auto safety Hotline toll-free number at 1-888-327-4236.

Sincerely,

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

Type:	Customer E-mail
From:	[REDACTED]
To:	webmaster@nhtsa.dot.gov
Subject:	Ford Motor Co.