



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

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

SEP 29 2005

[REDACTED]
Metairie, LA [REDACTED]

NVS-216 mrc
Ref No. 10130883

Dear [REDACTED]

Thank you for your correspondence dated August 16, 2005, concerning the your 1990 Ford Aerostar minivan. Your correspondence was received on August 18, 2005. 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 help us determine whether an investigation into a possible safety defect is warranted.

Vehicle owners who feel that their claim was wrongfully denied should pursue the matter with the manufacturer. While NHTSA does not have the resources to act on individual disputes, it does maintain this data and may address situations where appropriate.

However, we notified Ford Motor Company concerning your request for reimbursement after having the safety-related corrective action for NHTSA Campaign No. 98V-190000, (summary enclosed) performed on your 1990 Ford Aerostar minivan vehicle and requested that it be reconsidered.



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

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

Jiménez, Alberto

From: [REDACTED]
Sent: Tuesday, September 27, 2005 12:29 PM
To: Jimenez, Alberto
Subject: 98V-190

AI;

This "recall" was only an extended warranty program that ended March 31, 2002. After that date is was the owner's responsibility. It was also a regional recall that the owner is within.

Ford will begin notifying owners of record of affected vehicles in accordance with Part 571 on or about the week of October 26, 1998, that Ford is providing additional coverage for fuel tank replacement, regardless of mileage, through March 31, 2002. This coverage is automatically transferred to subsequent owners at no charge. This coverage will only be for structural cracks at the top of the tank and

9/27/2005