



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

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

MAY 16 2006

[REDACTED]
[REDACTED]
Clinton, CT [REDACTED]

NVS-216aae
Ref. # 10155149

Dear [REDACTED]

Thank you for your correspondence dated January 18, 2006, concerning a problem you have encountered with your model year 1995 Ford Taurus vehicle. The Connecticut Department of Consumer Protection forwarded your correspondence to the National Highway Traffic Safety Administration (NHTSA). It was received on March 28, 2006. We regret any inconvenience our delay in responding may have caused you.

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 this and the previous report you provided on March 29, 2006. 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 or a safety defect recall adequacy is warranted.

We sympathize with you concerning the loss of your vehicle. Unfortunately, your request for retribution for the value of the vehicle does not fall under our jurisdiction. We are sorry we can not assist you in this matter. However, you may wish to consult with a private attorney of your choice or consider filing a small claims court lawsuit without the assistance of a attorney if your claim is with the monetary limits of your State for small claims court jurisdiction. If your small claims court lawsuit is to be filed in a State other your State of residency, you may consider consulting with the clerk of the appropriate court in that state.



DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-327-4238

You can contact our toll-free NHTSA Vehicle 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 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>.

Sincerely,



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

Enclosure