



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

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

MAY 12 2006

NVS-216 mrc
Ref No. 10155201

[REDACTED]
Great Falls, MT [REDACTED]

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 1991 Ford Tempo vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on April 6, 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 sympathize with you concerning the vehicle problem you encountered when you purchased your MY 1991 Ford Tempo; however, this does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency, the Better Business Bureau or the Montana Office of the Attorney General for assistance concerning the dealership that sold you the vehicle.

The Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade



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

practices. There are three ways you can contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at <http://www.ftc.gov/ftc/complaint.htm>.

Sincerely,

A handwritten signature in black ink, appearing to read "Alberto A. Jimenez", with a stylized flourish at the end.

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