



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

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

MAY 17 2006

[REDACTED]
[REDACTED]
Lackawanna, NY [REDACTED]

NVS-216 et
Ref # 10156261

Dear [REDACTED]:

Thank you for your correspondence dated April 10, 2006, concerning the problem you encountered with your model year (MY) 2002 Ford Explorer vehicle. The New York State Office of the Attorney General referred your correspondence to the National Highway Traffic Safety Administration (NHTSA). The Office of Defects Investigation received your correspondence on April 19, 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.

Our database has revealed that there is a safety-related defect recall (NHTSA Recall No. 04V-442000) on the MY 2002 Ford Explorer that may be of interest to you. We have enclosed a copy of the recall summary for your information. Please contact your local authorized Ford dealership or the Ford Motor Company to determine if your vehicle is involved in this recall campaign. Have your make, model, model year, and vehicle identification number available for their information.

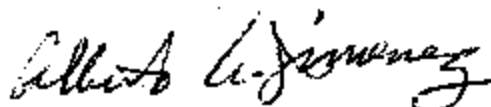
You can contact our toll-free NHTSA Vehicle Safety Hotline (Hotline) at 1-888-DASH-2-DOT (1-888-327-4236). One of our representatives may be able to assist you on matters concerning motor vehicle and motor vehicle equipment safety recalls or to report an alleged safety problem. You can also request safety 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.



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

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/voq>. 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

Enclosures