



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

1200 New Jersey Avenue SE
Washington, DC 20590

August 8, 2008

[REDACTED]

Leesburg, FL [REDACTED]

NVS-216 nlm
Ref. # 10160267

Dear [REDACTED]

Thank you for your correspondence dated July 17, 2008, concerning rear brake wear in your model year (MY) 2005 Mercury Montego. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI) received your correspondence on July 30, 2008.

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. However, 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. You indicate that Ford notified you in July 2007 of its Customer Satisfaction Program 07N10 to extend the limited warranty for the rear brake pads to 3-years or 36,000 miles from the warranty start date, whichever comes first. Clearly, brake problems and the cost of their replacement is frustrating, however, customer satisfaction programs are not safety-related recalls and do not fall under our jurisdiction. Safety recalls are campaigns regulated with authority given by Congress to NHTSA under the Safety Act [Title 49 USC 301]. Customer satisfaction campaigns are covered under corporate policy and are not regulated by this agency. If you feel that you have not received satisfaction from Ford, you may wish to contact the Better Business Bureau for your area, your local consumer protection office or the Florida Office of the Attorney General regarding your problem and your rights under state law. We regret that we are unable to assist you further with this matter.

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

Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at <http://www.nhtsa.dot.gov/ivoq>. 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,

A handwritten signature in black ink that reads "Frank S. Borris II". The signature is written in a cursive style with a large, prominent "F" and "S".

Frank S. Borris II, Acting Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement