

[REDACTED]

Cypress, CA [REDACTED]

NVS-216aae
Ref. #10161606

Dear [REDACTED]

Thank you for your correspondence dated June 10 concerning the purchase of a used model year (MY) 2002 Ford Explorer sports-utility vehicle (SUV). Your correspondence was received on July 5.

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. 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 determine whether an investigation into a possible safety defect is warranted.

As mentioned above, NHTSA cannot act on isolated problems or intervene in resolving disputes between individual vehicle owners, dealers, or manufacturers. If you have not done so, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, and continue to work with the California State Office of the Attorney General regarding the alleged problem with the selling dealership.

A review of our database relative to the various problems you mentioned in MY 2002 Ford Explorer SUVs revealed insufficient evidence to warrant opening a safety defect investigation at this time.

If further information is needed, please contact Mr. Alberto A. Jimenez, Chief,
Correspondence Research Division, Office of Defects Investigation, at (202) 366-5211.

Sincerely,



Kathleen C. DeMeter, Director
Office of Defects Investigation
Enforcement

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