



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

February 12, 2007

[REDACTED]
Altamont, NY [REDACTED]

NVS-216 aac
Ref. # 10179560

Dear [REDACTED]

Thank you for your correspondence dated January 4, 2007, concerning your Model Year (MY) 2004 Ford Ranger. The New York Office of the Attorney General forwarded your correspondence to the National Highway Traffic Safety Administration (NHTSA). It was received on January 18, 2007.

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.

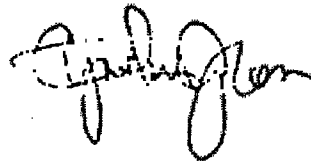
[REDACTED] we understand that you seek reimbursement for costs incurred for brake repairs that allegedly fall under the warranty period. We sympathize with you however this does not fall under our jurisdiction. If you feel that your claim is wrongfully denied, you should pursue the matter with the manufacturer. You may also report any dispute to NHTSA by contacting NHTSA's Vehicle Safety Hotline at 1-888-DASH-2-DOT (1-888-327-4236), or by filing a complaint via the agency's Internet Web site: <http://www.nhtsa.dot.gov>. While NHTSA does not have the resources to intervene in individual disputes, it does monitor this data and may address situations where appropriate. If you have not done so, you may consider contacting your local Consumer Protection Agency and Better Business Bureau. Please continue to work with the New York Office of the Attorney General and Ford Motor Company regarding your request.



SAFETY
People Saving People
www.nhtsa.dot.gov

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

Sincerely,

A handwritten signature in black ink, appearing to read "Cynthia Glass". The signature is fluid and cursive, with the first name "Cynthia" being more prominent than the last name "Glass".

Cynthia Glass, Acting Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure