



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

March 21, 2007

[REDACTED]
[REDACTED]
West Bend, WI [REDACTED]

NVS-216 mw
Ref. No. 10184785

Dear [REDACTED]:

Thank you for your correspondence concerning a problem you encountered with your 1997 Ford Escort vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on March 1, 2007. 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; however, we cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

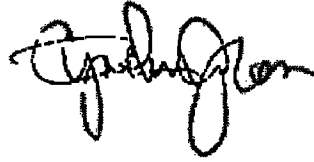
A search of NHTSA's database did not revealed any recall data, or safety hazard information specific to your complaint, referencing rear springs and brake problems with your 1997 Ford Escort. However, the information you provided has been entered into our database. ODI will continue to monitor this issue and take future action if appropriate. If have you not done so, you may consider contacting your local Consumer Protection Agency or the Wisconsin State Office of the Attorney General for assistance.

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/ivoq>. This form provides vehicle owners the means 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. You may also visit <http://www.nhtsa.dot.gov/cars/problems> for a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc.



VEHICLE SAFETY HOTLINE
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

Enclosures