



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

April 17, 2007

[REDACTED]
[REDACTED]
North Kingsville, OH [REDACTED]

NVS-216 nlm
Ref. No. 10186871

Dear [REDACTED],

Thank you for your correspondence concerning the wheel cylinders on your model year (MY) 2004 Ford Ranger. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI) received your correspondence on March 28, 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; however, we cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to leaking wheel cylinders problems in MY 2004 Ford Ranger vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. The information you provided has been entered into our database and will be considered with future reports to identify any safety defect trends that may require our attention. We suggest you continue to work with your local Ford Dealership to resolve this concern. You may also ask for a meeting with the Ford District representative.

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>.



www.nhtsa.dot.gov
nhtsa
people saving people

VEHICLE SAFETY HOTLINE
888-327-4236

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, appearing to read "Cynthia Glass". The signature is fluid and cursive, with the first name "Cynthia" and last name "Glass" clearly distinguishable.

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