



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

400 Seventh St., SW  
Washington, DC 20590

DATE: 10/00/01

[REDACTED]  
[REDACTED]  
Fort Washington, MD [REDACTED]

NVS-216 aae  
Ref. # 10189018

Dear [REDACTED]:

Thank you for your correspondence dated April 10 concerning your Model Year (MY) 2004 Ford Explorer vehicle. A copy of your correspondence to the Ford Motor Company was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on April 24.

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. Although we regret the frustration you have experienced with your vehicle, we cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

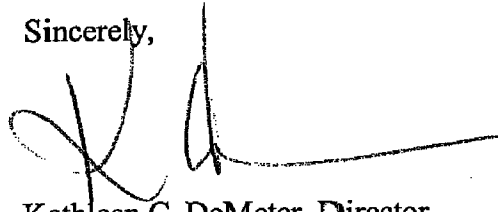
We appreciate the report you provided. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to determine whether an investigation into a possible safety defect or safety defect recall adequacy is warranted.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to faulty throttle sensors, clutch plates, lower throttle body pulley systems, and solenoids, which may have caused stalling, difficult shifting and temporary loss of control in MY 2004 Ford Explorer 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.



If further assistance is needed, please contact Ms. Cynthia Glass, Acting Chief,  
Correspondence Research Division, Office of Defects Investigation, at (202) 366-5211.

Sincerely,

A handwritten signature in black ink, appearing to read 'Kd', with a long horizontal line extending to the right.

Kathleen C. DeMeter, Director  
Office of Defects Investigation  
Enforcement