



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

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

July 9, 2007

[REDACTED]
Florence, KY [REDACTED]

Dear [REDACTED]

NVS-216aae
Ref # 10194331

Thank you for your correspondence dated June 1, 2007, concerning the problems you experienced with model year (MY) 2003 Ford Ranger. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on June 13, 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. 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 or safety defect recall adequacy is warranted.

We understand your concern and frustration regarding TSB 04-17-9. Our database indicated no related recalls or investigations for MY 2003 Ford Ranger. Further review our database in an effort to identify whether a safety defect trend exists with regard to rear drum brakes found no similar complaints. Therefore, there is insufficient evidence to warrant opening a safety defect investigation at this time. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention.

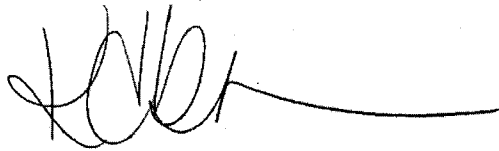


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888-327-4236

Concerning your reimbursement request this does not fall under our jurisdiction. While manufacturers are required to provide free remedies for safety-related recalls, there is no such requirement for work performed pursuant to a Technical Service Bulletin. If you have not done so, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, or the Kentucky Office of the Attorney General regarding your request.

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 'K. DeMeter', followed by a long horizontal line extending to the right.

Kathleen C. DeMeter, Director
Office of Defects Investigation
Enforcement