



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

Administrator

1200 New Jersey Avenue SE
Washington, DC 20590

January 16, 2008

The Honorable Richard G. Lugar
United States Senator
10 West Market Street, Suite 1180
Indianapolis, IN 46204

NVS-216 et
Ref. # 10208269

Dear Senator Lugar:

Thank you for your facsimile dated October 24 on behalf of your constituent, [REDACTED] [REDACTED] wrote concerning the problems his daughter encountered with his model year (MY) 2006 Ford F350 vehicle.

The National Highway Traffic Safety Administration (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 appreciate the previous reports [REDACTED] provided by contacting NHTSA's Vehicle Safety Hotline and through our website. 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 the adequacy of the safety defect recall is warranted.

A review of our database relative to problems associated with steering, including broken or missing components, in MY 2005 through MY 2007 Ford F350 vehicles revealed no reports of problems similar to that which [REDACTED] daughter encountered.

We sympathize with [REDACTED] concerning the crash in which his daughter was involved and the problems and costs associated with the repair of his vehicle. Vehicle manufacturers are not required to provide free repairs unless there is a safety recall or the vehicle's warranty covers the



FS07-0016128

Page 2

The Honorable Richard G. Lugar

repairs. This agency's jurisdiction does not extend to warranty issues and since there is no recall for the problem with [REDACTED] vehicle, this agency cannot assist [REDACTED] with his cost concerns.

The Federal Trade Commission (FTC) has jurisdiction over fraud, deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways he 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>. Additionally, [REDACTED] may consider contacting his local Consumer Protection Agency, Better Business Bureau, or the Indiana Office of the Attorney General regarding his problems.

I hope this information is helpful. If you have any questions, please have your staff contact me or Mr. Ronald L. Medford, Senior Associate Administrator for Vehicle Safety at (202) 366-9700.

Sincerely yours,



Nicole R. Nason

cc: Washington Office