



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

1200 New Jersey Avenue SE
Washington, DC 20590

March 4, 2008

[REDACTED]
Lawrenceville, VA [REDACTED]

NVS-216 mec
Ref. # 10217158

Dear [REDACTED]:

Thank you for your correspondence dated January 7, 2008, concerning your model year (MY) 1995 Ford F-150 truck. The Virginia Department of Agriculture and Consumer Services forwarded your correspondence to the National Highway Traffic Safety Administration (NHTSA) for a response. It was received by NHTSA's Office of Defects Investigation (ODI) on January 28, 2008. 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 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.

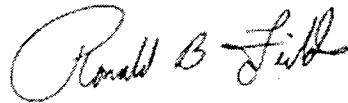
[REDACTED] you allege that you were not notified of a recall (NHTSA Recall Campaign No. 05V-388) for the cruise control, citing incorrect vehicle and VIN information in Ford Motor Company's (Ford) letter to you dated December 19, 2007. Ford confirmed with the ODI's Recall Management Division that the letter was sent in error and did not contain information relating to your vehicle.

However, Ford sent you an owner's notification letter regarding NHTSA Recall Campaign No. 05V-388 in September 2005; a follow up postcard concerning parts availability in November 2005; a follow up abbreviated letter in April 2006; and another follow up abbreviated letter in December 2006. This information was addressed to [REDACTED] at [REDACTED], Lawrenceville, VA [REDACTED]. All notifications were sent by first class mail as required by Federal law.

Furthermore, Federal law also requires manufactures to notify owners of safety related defects within a reasonable time after the manufacturer first decides that a defect that relates to safety exists. In this case Ford began owner notification on September 12, 2005, five (5) days after the September 7, 2005, decision to recall was made.

We sympathize with you concerning your request for compensation for the destruction of your truck; however, this does not fall under our jurisdiction. Our statute does not require manufacturers to reimburse owners for costs associated with a safety recall (e.g., lost wages while the vehicle is being repaired, car rentals, damage caused by the defect, etc.). Nor does the statute authorize the Federal government to reimburse vehicle owners for any costs associated with safety recalls or assist vehicle owners in obtaining reimbursements for costs associated with an alleged defect. We are sorry we cannot assist you further in this matter.

Sincerely,

A handwritten signature in cursive script that reads "Ronald B. Fields".

Ronald B. Fields, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement