

U.S. Dept  
of Transportation  
National Highway  
Traffic Safety  
Administration

CC-10219739-7246

AUG 16 2010

Tucson, AZ

INFORMATION Redacted PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

RE: Faulty Parts Cause Danger

Dear Randy Reid, Chief

Enclosed another report on my vehicle  
of fuel line trouble again.

Fuel pressure in line caused light to  
go on.

A copy shall be mailed to Ralph Nader  
as his dept already as the other reports.

I'm tired of everyone passing the buck.  
I grew up in my fathers automotive  
business.

We can save tax money by terminating  
Federal Depts that don't do anything but  
pass the buck.

Temon law of AZ Dept pass the buck.

Ralph Nader, here I come again.

MC  
081810  
THW

Sincerely,



6244 EAST 22ND STREET ♦ TUCSON, ARIZONA 85711

RETURN SERVICE REQUESTED

387994

MARK DLUEHOSH 5264 3579 06/25/10 FJCS159416

AZ 66,205 /

05/FORD TRUCK/ESCAPE/4DR 2WD XLS

1 F M Y U 0 2 Z X 5 K

06/25/10

MO: 66205

LABOR & PARTS

J# 1 02FTZ DRIVEABILITY TECH(S):5202 INTERNAL  
RELOOK:CHECK ENGINE LIGHT ON (SEE HISTORY)  
TEST EEC V CODE Y P0191 KOEC CLEAR CODES & ROAD TEST 10+ MILES  
UNABLE TO DUPLICATE FAULTS ON ROAD TEST AT THIS TIME

JOB # 1 TOTAL LABOR & PARTS 0.00

COMMENTS  
WAITING/RELOOK

TOTALS

*****		TOTAL LABOR....	0.00
*		TOTAL PARTS....	0.00
* [ ] CASH [ ] CHECK CK NO. [ ]	*	TOTAL SUBLET...	0.00
*		TOTAL G.O.G....	0.00
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER	*	TOTAL MISC CHG.	0.00
*		TOTAL MISC DISC	0.00
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE	*	TOTAL TAX.....	0.00
*			
*****		<b>TOTAL INVOICE \$</b>	<b>0.00</b>

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

\*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*



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

JUL 08 2010

1200 New Jersey Avenue SE.  
Washington, DC 20590

[REDACTED]  
Tucson, AZ [REDACTED]

NVS-216 PM  
Ref. No. 10219739

Dear [REDACTED]

Thank you for your correspondence that was received by the National Highway Traffic Safety Administration (NHTSA), Office of Defects Investigation (ODI) concerning your 2005 Ford Escape. In order to respond to the overwhelming number of letters received by ODI, we are answering you with this form letter.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, sufficient data must exist to warrant the expenditure of agency resources. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

If your letter concerned a problem you encountered with a motor vehicle or item of motor vehicle equipment, we appreciate the report you provided. Reports from motorists are a very important source of information for us. The information you provided will be reviewed and entered into our database. It will be considered with other reports to identify recall inadequacies or safety-related defect trends that require our attention. Enclosed is a booklet that describes the process your report goes through in determining whether an investigation should be initiated.

If your letter is requesting motor vehicle or motor vehicle equipment information, we recommend that you visit our Internet web site at [www.safercar.gov](http://www.safercar.gov). This site provides information concerning motor vehicle recalls, manufacturers' service bulletins, complaints from vehicle owners, etc. You may also contact our toll-free DOT Auto Safety Hotline (Hotline) at 1-888-DASH-2-DOT (1-888-327-4236). One of our representatives may be able to assist you on matters concerning motor vehicle and motor vehicle equipment safety recalls or to report an alleged safety problem. You can also request safety information. If our telephones are busy, or you call during non-working hours, you can leave your name, telephone number, and a short subject on our recording system. A Hotline representative will return your call.

If your letter concerns a service problem or request for reimbursement, this type of complaint does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, and the Office of Attorney General in your State regarding your problem(s) or request. You have certain rights under your State's Lemon Law. You may also ask your dealership for a meeting with the manufacturer's district manager regarding your problem or request.



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>.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement

Enclosure

[Redacted]  
Tucson, AZ [Redacted]

TUCSON AZ 856

09 AUG 2010 PM 1 T



ATTN: Randy Reid Chief  
Correspondence Research  
Division  
Office of Defects Investigation  
Enforcement

U.S. Department of Transportation  
National Highway Traffic Safety  
Administration  
1200 New Jersey Ave SE  
Washington, D.C. 20590