



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

1200 New Jersey Avenue SE.
Washington, DC 20590

October 6, 2009

[REDACTED]

New Haven, CT [REDACTED]

NVS-216 nlm
Ref. # 10274848

Dear [REDACTED]:

Thank you for your correspondence concerning your model year (MY) 2003 Ford Focus vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on August 3, 2009. 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 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, 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. NHTSA is aware of the Technical Service Bulletin (TSB) concerning wiper motor problems in certain MY 2002 through 2005 Ford Focus vehicles. However, the issuance of a TSB does not necessarily reflect the existence of a safety-related defect in accordance with the National Traffic and Motor Vehicle Safety Act. NHTSA has determined that the vehicles in question do not contain a safety defect. Therefore, NHTSA cannot require Ford to perform the corrective action described in the TSB on your vehicle at no cost to you. We will continue to monitor this issue and will take further action as necessary. NHTSA has no intentions of expanding the scope of recall campaign (NHTSA Campaign No. 01V258000), which affected 2000 and 2001 Ford Focus vehicles. .



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 cursive script that reads "Randy Reid".

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