

From: [Reid, Randy \(NHTSA\)](#)
To: [Jackson, Norris CTR \(NHTSA\)](#)
Subject: FW: Case Escalation
Date: Monday, November 23, 2009 3:43:19 PM
Importance: High

Notification of Case Escalation (All times are GMT-0500)

Project: NHTSA Hotline Center
Case: Comments from ODI web user
Case Number: 206176

Escalation: NHTSA **Status:** Closed
Date: 2009-11-18 **Time:** 11:38:06
Creation Date: 2009-11-17 **Creation Time:** 18:12:21

Description:

Entered on 11/18/2009 at 11:38:05 EST (GMT-0500) by Kiianah Johnson:

Thank you for contacting the U.S. Department of Transportation's Vehicle Safety Hotline Information Center.

We appreciate the time you have taken to contact us and value your opinion. Your comments have been forwarded to the appropriate NHTSA personnel.

However, if you need additional information on our services please feel free to contact us at 1-888-327-4236.

Thank you,

NHTSA.dot.gov Response Team

Disclaimer: "This response is for information purposes only and does not constitute an

official communication of the U.S. Department of Transportation. For an official response, please write U.S. Department of Transportation, National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE, West Building, Washington, DC 20590.

Entered on 11/17/2009 at 18:12:21 EST (GMT-0500) by odiwebuser@www-

odi.nhtsa.dot.gov:

FULL NAME: [REDACTED]

EMAIL : [REDACTED]

SUBJECT : ODI #10292217

WEB USER COMMENTS:

I took my 2002 Explorer to several transmission places. As soon as I said 2002 Explorer, they all laughed and said it was the transmission - third gear. Had many, many, many complaints. I am now out \$2,200 for a new transmission. I have never had a transmission go in my 57 years. Why won't Ford do something about this since there are many, many, many complaints. I think ford should recall the 2002 Explorers and pay for new transmissions.

This mail was sent using the Contact form from <http://WWW-ODI.NHTSA.DOT.GOV> web site.

Contact Information:

Last Name: [REDACTED] First Name: [REDACTED]

NHTSA ID: 170067 ODI #: 10292217