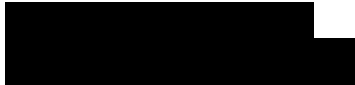




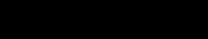
U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, DC 20590

December 8, 2009



NVS-216 nlm
Ref. # 10292217

Dear 

Thank you for your correspondence dated November 18, 2009, concerning transmission problems in your model year (MY) 2002 Ford Explorer. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI) received your correspondence on November 23, 2009.

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. 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. In order for ODI to initiate an investigation, consumer complaints and other available data are carefully examined to determine whether a defect may exist. A brochure explaining the investigation process is enclosed for your information; or you may visit our website at: <http://www-odi.nhtsa.dot.gov/cars/problems/recalls/recallprocess.cfm>.

Clearly, transmission failures and the cost of their replacement is frustrating. While frustrating, most transmission problems are not related to motor vehicle safety within the meaning of our authorizing statute. The agency has no jurisdiction over non-safety defects, warranty, and remuneration matters. If you have not done so, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, or your state's Office of the Attorney General regarding your problem and rights under law. You may also ask your local Ford dealership for a meeting with Ford's district manager regarding your problem. We regret that we cannot assist you further with this matter.



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 black ink that reads "Randy Reid". The signature is written in a cursive style with a large, stylized "R" and "D".

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