

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



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

Deputy Administrator

1200 New Jersey Avenue SE
Washington, DC 20590

September 21, 2010

The Honorable Richard Burr
United States Senator
100 Coast Line Street, Suite 210
Rocky Mount, NC 27804

NVS-216 mec
Ref. # 10334891

Dear Senator Burr:

Thank you for your correspondence on behalf of your constituent, [REDACTED]. [REDACTED] wrote your office concerning her model year (MY) 2004 Ford Explorer vehicle.

The National Highway Traffic Safety Administration (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. 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 safety defect may exist.

We appreciate the report you provided on behalf of [REDACTED]. Reports from motorists are a very important source of information for us. In [REDACTED] letter she indicates that the plastic under the rear window is cracking in her MY 2004 Ford Explorer vehicle. We have reviewed our database in an effort to identify whether a safety defect trend exists regarding the problem [REDACTED] encountered in her MY 2004 Ford Explorer. At this time there is insufficient evidence to warrant opening a safety defect investigation. The information [REDACTED] provided has been entered into our database and will be considered with future reports to identify any new safety defect trends that may require further action. A brochure explaining the investigation process is enclosed for [REDACTED] information or she may visit on our website at <http://www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm>.

As for [REDACTED] request to have her vehicle repaired at no cost, this does not fall under our jurisdiction. If she has not already done so, [REDACTED] can contact the Federal Trade Commission (FTC) who has jurisdiction over non-safety defects, paint, fraud, or deception,



ES10-003942

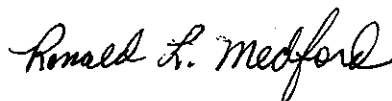
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warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways she can contact the FTC: by toll-free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at <http://www.ftc.gov/ftc/complaint.htm>.

I hope you find this information helpful. If you have any questions, please contact me or Mr. Daniel C. Smith, Associate Administrator for Enforcement, at (202) 366-3217.

Sincerely yours,

A handwritten signature in cursive script that reads "Ronald L. Medford".

Ronald L. Medford

Enclosure

cc: Washington Office