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MAR 28 2011

U.S. CONSUMER PRODUCT SAFETY COMMISSION

4330 EAST WEST HIGHWAY
BETHESDA, MARYLAND 20814-4408

Angela T. Heggs
Information Technology Specialist
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Tel: 301-504-6991
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March 7, 2011

National Highway Traffic Safety Administration
Department of Transportation / Office of the General Counsel
400 7th Street, S.W.
Washington, DC 20590

Re: Not Within the Consumer Product Safety Commission's Jurisdiction

Dear Sir or Madam:

Enclosed is a letter received by the U.S. Consumer Product Safety Commission (Commission). The Commission cannot process the enclosed request or letter. The products or matters that are the subject of the correspondence do not fall within our jurisdiction. As a result, we do not maintain any records responsive to the request and cannot respond to the concerns of the correspondent.

We are forwarding the request or letter for whatever action your agency deems appropriate. We have notified the correspondent about the referral. If you have any questions or concerns, please contact us.

Sincerely,

A handwritten signature in cursive script that reads "Angela T. Heggs".

Angela T. Heggs

Enclosure

HC
032411
PLW



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March 7, 2011

[REDACTED]
Vernon, CT [REDACTED]

Re: Ford Manufacturer Defect (Rear Cross-Member Support on 2004 Ford Explorer)

Dear [REDACTED]

Thank you for your inquiry to the U.S. Consumer Product Safety Commission (Commission). The matter about which you are corresponding does not fall within our jurisdiction. As a result, we do not maintain any records responsive to your inquiries and cannot respond to your concerns. We have forwarded your letter to the National Highway Transportation and Safety Administration.

You can contact them at their website, www.nhtsa.gov, or at this address:

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
Department of Transportation / Office of General Counsel
400 7th Street, S.W.
Washington, DC 20590

The Commission is an independent regulatory agency of the federal government. Its mission is to protect the consumer from unreasonable risks of injury associated with consumer products, such as home appliances, clothing, and toys. It has jurisdiction over more than 15,000 consumer products, and administers the following safety laws: the Consumer Product Safety Act, the Federal Hazardous Substances Act, the Flammable Fabrics Act, the Poison Prevention Packaging Act, the Refrigerator Safety Act and the Cigarette Safety Act. Our records usually concern issues of safety and compliance with existing regulations for specific manufacturers and their consumer products.

Sincerely,

A handwritten signature in black ink, appearing to read "Angela T. Heggs", is positioned above the printed name.
Angela T. Heggs

320 536
CALL

July 29, 2009

Re: Ford Manufacturer Defect

To Whom It May Concern:

I have a complaint regarding a manufacturer defect with my father's 2004 Ford Explorer that he purchased brand new but now has 53K miles on it.

About four weeks ago-the rear cross-member support of the 2004 Ford Explorer snapped forcing the vehicle to become inoperable. After further inspection by a Ford Mechanic and my father's Insurance Company, they concluded that it was "a Ford Manufacturer defect as the cross-member support was not welded on properly during construction of the vehicle and evidence of such neglect is clearly visible." If this is true, my father has been driving around with a slowly ticking time bomb underneath his SUV. This defect could have led to serious injury to my father and/or his passengers over the past 5 years including his grandkids who he transports frequently.

The cost of repair is close to \$10,000 according to the Ford Mechanic. My father and I have held countless conversations with Ford Customer service and all they are willing to offer is \$3,000 toward the repair which we feel is unreasonable.

Please keep in mind that my sixty year-old father has 1 car payment remaining on this vehicle after purchasing it brand new and that he has been a devoted Ford customer for the past 25 years after owning four Ford vehicles during this time. All the while as research indicates, more and more Americans are purchasing foreign motor vehicles.

All my father and I are asking for is that Ford pays for the total cost to repair the vehicle as it has become inoperable due to a manufacturer defect that provided no symptoms until recently. This has been a very stressful situation for my dad and he is very disappointed at the type of service he is receiving from Ford, a trusted American automaker. He keeps imagining what would have happened if he had a serious accident caused by the snapped cross member support.

Please help.

Sincerely,

A son of a man who once believed in the "Built Ford Tough" motto

2/10/09



GEORGE C. JEPSEN
ATTORNEY GENERAL



MacKenzie Hall
110 Sherman Street
Hartford, CT 06105-2294

Office of The Attorney General
State of Connecticut

February 23, 2011

[REDACTED]

Vernon, CT [REDACTED]

RE: Ford Motor Company

Dear [REDACTED]

This is to acknowledge receipt of your correspondence and to thank you for contacting our Office in connection with this matter.

By copy of this letter, we are forwarding your correspondence to the U.S. Consumer Protection Safety Commission, which will follow-up with you. We sincerely apologize for any delay this transfer may cause, but the subject of your letter can best be reviewed by that agency. If you have any questions concerning this matter, please contact the U.S. Consumer Protection Safety Commission at (301) 504-7923 regarding your complaint.

Please do not hesitate to contact this Office in the future if we can be of further assistance to you.

Very truly yours,

M. G. Alonzo
Assistant Attorney General

Enc.

cc: **U.S. Consumer Protection Safety Commission**
4330 East West Highway
Bethesda, MD 20814



State of Connecticut
ATTORNEY GENERAL
MACKENZIE HALL
110 SHERMAN STREET
HARTFORD, CT 06105-2294

U.S. Consumer Protection Safety Commission
4330 East West Highway
Bethesda, MD 20814





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