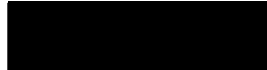




U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, DC 20590

March 30, 2011



Vernon, CT [REDACTED]

NVS-216 mec
Ref. # 10393273

Dear [REDACTED]

Thank you for your correspondence concerning your father's model year (MY) 2004 Ford Explorer vehicle.

The National Highway Traffic 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 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 your correspondence, you indicated the rear cross member support in your father's MY 2004 Ford Explorer vehicle snapped, leaving the vehicle inoperable. You would like Ford to assist your father by paying for the repair.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to problem your father encountered in MY 2004 Ford Explorer vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. A brochure explaining the investigation process is enclosed for your information; or you may visit our web site at: <http://www-odi.nhtsa.dot.gov/cars/problems/recalls/recallprocess.cfm>. The information you provided has been entered into our database and will be considered with future reports to identify any safety defect trends that may require our attention.

We sympathize with you concerning your request that Ford pays for the repair of your father's vehicle; however, this type of request does not fall under our jurisdiction. If you have not done so, you may consider contacting the Federal Trade Commission (FTC). The FTC has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems,

remuneration matters, and fair trade practices. There are three ways you 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>.

Should you encounter a safety-related problem with a motor vehicle or 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

Enclosure