



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

May 11, 2011

[REDACTED]
Woodbridge, NY [REDACTED]

NVS-216 mec
Ref. No. 10400351

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 1998 Ford Windstar minivan. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation.

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 your report. Reports from motorists are a very important source of information for us. In your correspondence, you indicate that a dealer inspected your MY 1998 Ford Windstar for rear axle fractures which is the safety defect identified in NHTSA Safety Recall Campaign No. 10V-385. Ford told you that repairs to your vehicle were prohibitive and offered to repurchase it from you. However, you were not satisfied with amount of the repurchase offer because you feel they did not account for the handicap equipment.

We sympathize with your concerning your dissatisfaction with Ford's repurchase offer for your vehicle; however, this does not fall under our jurisdiction. Ford determined that your MY 1998 Ford Windstar should not be repaired. The agency cannot intervene between a manufacturer and vehicle owner regarding a recall repair unless we find the remedy to be inadequate, which is not the case in this situation. We recommend that you contact Ford for assistance in resolving your problem at 1-866-436-7332. If you have not done so already, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, or the New York Office of the Attorney General regarding your problem and rights under State law.

In addition, the Federal Trade Commission (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 to 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