



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

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INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

1200 New Jersey Avenue SE.
Washington, DC 20590

November 25, 2011



NVS-216 nam
Ref. No. 10415862

Dear 

Thank you for your correspondence concerning your model year (MY) 2003 Ford Explorer XLT vehicle. Your letter 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. We also monitor the adequacy of manufacturers' recall campaigns. 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 defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided. In your letter you inquired whether your MY 2003 Ford Explorer XLT is included in NHTSA Safety Recall Campaign No. 11V-352.

We have reviewed our database and determined that MY 2003 Ford Explorer XLT vehicles are not included in NHTSA Safety Recall Campaign No. 11V-352. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. For your information, the investigation and recall process can be found on our web site at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.dot.gov/ivoq or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc., can be obtained at www.nhtsa.dot.gov/cars/problems.

Sincerely yours,

A handwritten signature in cursive script that reads "Randy Reid".

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