



U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue, SE  
Washington, DC 20590

May 2, 2013

[REDACTED]  
Aurora, IL [REDACTED]

NVS-216 nam  
Ref. No. 10497421

Dear [REDACTED]

Thank you for your correspondence that was received by the National Highway Traffic Safety Administration's (NHTSA), Office of Defects Investigation regarding your request to the manufacturer for a full or partial refund of the repair expense for your model year 2008 Ford Mustang. We regret any inconvenience our delay in responding may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor vehicles or motor vehicle equipment when our investigations indicate that they contain serious 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, sufficient data must exist to warrant the expenditure of agency resources. However, we do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

The information you provided will be reviewed and entered into our database. It will be considered with other reports to identify recall inadequacies or safety-related defect trends that require our attention. Under our regular procedures, NHTSA staff may follow up and contact the vehicle owner if we require additional information. The NHTSA investigation and recall process can be located on our web site at [www.odi.nhtsa.gov/recalls/recallssearch.cfm](http://www.odi.nhtsa.gov/recalls/recallssearch.cfm).

If your letter is requesting motor vehicle or motor vehicle equipment information, we recommend that you visit our Internet web site at [www.safercar.gov](http://www.safercar.gov). This site provides information concerning motor vehicle recalls, manufacturers' service bulletins, complaints from vehicle owners, etc. You may also contact our toll-free DOT Auto Safety Hotline (Hotline) at 1-888-DASH-2-DOT (1-888-327-4236).

[REDACTED]

If your letter concerns a service problem or request for reimbursement, this type of complaint does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency, or the Office of Attorney General in your State regarding your problem(s) or request. You have certain rights under your State's lemon law. You may also ask our dealership for a meeting with the manufacturer's district manager regarding your problem or request.

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 [www.ftc.gov/ftc/complaint.htm](http://www.ftc.gov/ftc/complaint.htm).

You may also want to seek immediate help with your vehicle complaint by contacting the BBB AUTO LINE Program. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the Federal Trade Commission. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. Proceed to [www.lemonlaw.bbb.org](http://www.lemonlaw.bbb.org) to file and review eligibility information, or call BBB AUTO LINE at 1-800-955-5100.

Sincerely yours,



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