



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

1200 New Jersey Avenue, SE
Washington, DC 20590

January 7, 2014

[REDACTED]
So. San Francisco, CA [REDACTED]

NVS-216 am
Ref. No. 10534885

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2010 Ford Ranger. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence. 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 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 trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate on August 10, 2013, you took your MY 2010 Ford Ranger to your mechanic and he told you the truck had a fuel leak. You had the truck towed to a dealer and believed that since there was recall for this problem the repair would be free. Later, the dealer told you that your truck (manufactured on October 2, 2009) fell outside the recall date of October 15, 2009 through May 19, 2010, by 2 weeks and would not be covered. The dealer determined that your truck would be too dangerous to drive and offered to waive the labor portion of repair cost. You request that Ford resolve this problem and believe the whole experience could have been avoided if they would have covered the entire repair up front.

We are aware of the recall (NHTSA Safety Recall Campaign No. 11V-126) that addresses a fuel line leak in MY 2010 Ford Ranger trucks produced from October 15, 2009, through May 19, 2010. You state your truck was built on October 2, 2009, which is before the affected trucks were produced. Based on this information, your truck is not eligible for a free repair under the recall. Also, if your truck was included in the recall you would have received a notification from Ford. At this time there are no plans to expand the scope of the recall to include more vehicles.

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. We recommend that you continue to work with Ford and the dealer to resolve your problem. The NHTSA investigation and recall process is on our web site at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm.

We sympathize with you concerning your service experience and the cost of the repair; however, this does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency or the California Office of the Attorney General regarding your problems and rights under the 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 www.ftccomplaintassistant.gov.

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.gov 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 our web site.

Sincerely,

A handwritten signature in black ink that reads "Randy Reid". The signature is written in a cursive, flowing style.

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