



INFORMATION Redacted PURSUANT TO THE FREEDOM OF
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U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue, SE
Washington, DC 20590

March 15, 2017

[REDACTED]
Deerfield, OH [REDACTED]

NEF-109
Ref. No. 10604250

Dear [REDACTED]

The National Highway Traffic Safety Administration's (NHTSA), Office of Defects Investigation appreciates the report you provided concerning your MY 2004 Ford Escape. Last year our office received an unprecedented increase in the number of correspondence due to the Takata air bag recalls. Our limited resources were overwhelmed and we are now just getting to your letter. We regret any inconvenience this delay may have caused you.

You can be assured that your complaint has been reviewed and will be considered along with other complaints for future defect investigations and to identify safety-related defect trends. If you feel the vehicle issue you experienced still poses a safety risk and has not been resolved by the manufacturer or dealer; we would appreciate an updated report of your problem. If you send another letter, please indicate that you sent your original complaint to NHTSA in 2016, to ensure we expedite our review and send an appropriate response if warranted.

If your letter requests general information about a motor vehicle or motor vehicle equipment, we recommend that you visit our Internet website at www.safercar.gov. This site provides information concerning motor vehicle recalls, manufacturers' service bulletins, complaints from vehicle owners, etc. You can enter your vehicle identification number (VIN) into our VIN Look-Up Tool, which searches for open recalls through a direct link to the manufacturer's database (www.nhtsa.gov/recalls). You can also file complaints on line at www.nhtsa.dot.gov/ivoq or call our toll-free Auto Safety Hotline at 888-327-4236.

Please note that vehicle issues concerning warranty, maintenance, dealer customer service, and reimbursement claims do fall under NHTSA's jurisdiction. You may consider contacting your local Consumer Protection Agency, Better Business Bureau, Federal Trade Commission, or the Office of Attorney General in your State for assistance regarding these matters.

Sincerely,

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