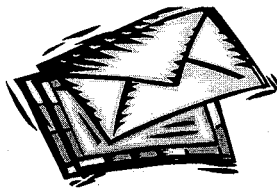


NHTSA ccmMercury Routing Slip



CL-10806733-9545

Printed: 3/17/2016

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

NHTSA #: ES16-001269

XREF #:

Delivery: EML

Rec'd Date: 3/17/2016

Doc Type: CNG

Address To: DOT/I

Referred By: NAD-200

Doc Date: 3/17/2016

Due Date: 4/22/2016

S10 #:

DOT/I #: S-2016-52

RMP #:

**Subject: LETTER FROM SENATOR JONI K. ERNST ON BEHALF OF HER CONSTITUENT, [REDACTED]
[REDACTED] REGARDING A PROBLEM WITH HER FORD EXPLORER (POC: LIBBY LAWSON)**

Ack Date: 3/17/2016

**Sign Office: DIRECTOR,
GOVERNMENTAL AFFAIRS**

Cleared Date:

File Loc:

Added By: CMCNAIR

Ack By: NAD-200

Signature: ALISON PASCALE

Cleared By:

XREF File:

Modified By: CYNTHIA.MCNAIR

Signed For:

Cleared For:

Closed Date:

Most Recent Comment:

Author:

THE HONORABLE JONI K ERNST UNITED STATES SENATOR

111 SEVENTH AVE SE, SUITE 480

CEDAR RAPIDS, IA 52401

Tel: (319) 365-4504 Fax: E-mail: Libby_Larson@ernst.senate.gov

MAR 16 2016

Assigned To	Task	Asgn Date	Deadline	Returned Date
NEF-010	REPLY	3/17/2016	4/22/2016	
NGA-010	SIGN	3/17/2016		

RR
31816
SMD

JONI K. ERNST
IOWA

WASHINGTON, DC OFFICE
111 RUSSELL SENATE OFFICE BUILDING
WASHINGTON, DC 20510
PHONE: 202-224-3254
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United States Senate

COMMITTEES
ARMED SERVICES
AGRICULTURE, NUTRITION
AND FORESTRY
HOMELAND SECURITY
AND GOVERNMENTAL AFFAIRS
SMALL BUSINESS
AND ENTREPRENEURSHIP

March 16, 2016

Dana Gresham

Dear Ms. Gresham,

Enclosed please find a copy of the correspondence my office recently received from my constituent,

reported a problem with her Ford Explorer to the National Highway Traffic Safety Administration (NHTSA). She states that she was told that a form would be in the mail to her because "Ford Motor may elect to pay for what [she] purchased to fix the window." She goes on to say the form did not arrive within the window of time that she was told. Her claim number with the NHTSA is 10806733. Further details regarding her situation and her request to receive this necessary form are provided in the enclosed correspondence.

I would appreciate your extending all possible favorable and expeditious consideration for in accordance with all rules and regulations. Please forward your response to Libby Larson in my Cedar Rapids office at 111 Seventh Avenue SE, Suite 480, Cedar Rapids, IA 52401 or by phone at (319) 365-4504. She can also be reached by email at Libby_Larson@ernst.senate.gov.

Sincerely,



Joni K. Ernst
United States Senator

JE/LL

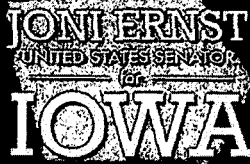
DES MOINES OFFICE
733 FEDERAL BUILDING
210 WALNUT STREET
DES MOINES, IA 50309
PHONE: 515-284-4574
FAX: 515-284-4937

2016 MAR 17 11 00 AM
CEDAR RAPIDS OFFICE
111 SEVENTH AVENUE SE
SUITE 480
CEDAR RAPIDS, IA 52401
PHONE: 319-365-4504
FAX: 319-365-4683
DAVENPORT OFFICE
201 WEST SECOND STREET
SUITE 808
DAVENPORT, IA 52803
PHONE: 563-322-0677
FAX: 563-322-0854

SIoux CITY OFFICE
194 FEDERAL BUILDING
320 SIXTH STREET
SIoux CITY, IA 51101
PHONE: 712-252-1550
FAX: 712-252-1638

COUNCIL BLUFFS OFFICE
221 FEDERAL BUILDING
8 SOUTH SIXTH STREET
COUNCIL BLUFFS, IA 51501
PHONE: 712-352-1167
FAX: 712-352-0087

ES16-001269



U.S. Senator Joni Ernst Privacy Act Release Form

Name:		☐	
Address: Victor, IA		City: _____	Zip: _____
Telephone Number (day):		(evening):	
Email:			
<i>Please include the following information only if it pertains to your inquiry:</i>			
Veterans Claim #: _____		Civil Service #: _____	
Social Security #: _____		Medicare Claim #: _____	
Immigration A# or Receipt #: _____		Date of Birth: _____	

Please state your request for assistance: Per my email - trying to get a response from NHTSA, regarding the back window shattering on 2002 Explorer. See attached.*

*Please attach an explanation of your situation, copies of pertinent documents, letters, etc.

Disclosure Authorization

In accordance with the provisions of the Privacy Act, I hereby authorize U.S. Senator Joni Ernst and her staff to receive information pertinent to my request for assistance from any and all government agencies indicated above.

**Please note that an original signature is required, not a digital one. **

Signature: Date: Mar. 10, 2016

Third Party Disclosure (optional)

I hereby authorize U.S. Senator Joni Ernst and her staff to discuss the results of this inquiry on my behalf with the following individual: _____

Signature: _____ Date: _____

When completed, please mail this form and any additional documents to the Cedar Rapids office.

Print

Office of Senator Joni Ernst
111 Seventh Avenue SE
Suite 480
Cedar Rapids, IA 52401
Phone: (319) 365-4504
Fax: (319) 365-4683

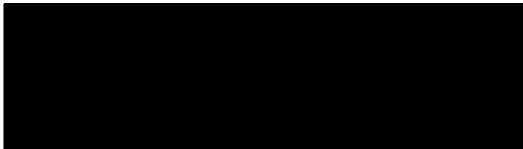
Office of Joni Ernst
Cedar Rapids, IA

On November 22, 2015 the back window of my 2002 Ford Explorer shattered, sending glass everywhere. There was a recall on the compression bars that held the window, and Capper Auto Group replaced both of them, soon after I got my recall letter. I decided to call Ulrich Motor where I bought the vehicle to see if there were any outstanding recalls, and they said "none", he advised I call Ford Motor Co. and I did, they also stated no recalls, call the NHTSA to report.

On November 24th I called the NHTSA, and spoke with a gentleman who said he would send me a form to fill out and return. He asked also that I send the receipt with the form, because Ford Motor may elect to pay for what I purchased to fix window. He gave me a claim # 10806733; and stated 4-6 weeks to allow for the form to reach me. On Jan. 22nd, 2016 I had not received any form and talked to an Erica, who stated the man who helped me did not follow up and do his job, and she stated a form would be escalated to me I should have in 2 weeks. On Feb. 22nd I called, because I still hadn't received the form, and talked to an April, and she said it was mailed, being upset I stated "Your trying to tell me it was sent out and it takes this long to get from Washington DC to Iowa, by mail?" This agency is a farce, and needs to be reprimanded for their constant excuses.

I went online and searched this site for complaints filed. Of the 3760 complaints filed on 2002 Explorer, I paged through 92 of them, and 12 out of 92 had trouble with this window shattering. I really think Ford Motor Co. needs to take some responsibility for a defective window.

Thanks for taking the time to be of some help.



Victor, IA



2014 Senate Input Form for Governmental Affairs Correspondence
Control Sheet (I-10), W85-328



Control Number S - 2016 52

General

Date DOT Received 3/17/2016
Date DOT Entered 3/17/2016
Member's Date 3/17/2016
Member Last Name Ernst
Member First Name Joni
Member Organization United States Senator
Address1 111 Seventh Ave SE
Address2 Suite 480
City Cedar Rapids
State IA
Zip 52401

Constituents

File Name [REDACTED]
Date 3/17/2016
Subject 2002 Ford Explorer
Action Office NHTSA
Action Code
Due Date 4/22/2016

Contacts

MemberContact Libby Larson
Phone (319) 365-4504
Pending
Closed Date
Remarks libby_larson@ernst.senate.gov
DOT Contact Maria Harrison at (202) 366-4573

Notes: