

[REDACTED]

In addition, we encourage you to continue to work with Ford and your dealer to explore the potential for an amicable resolution to your problem. For instance, your dealer may be able to source non-original equipment manufacturer or aftermarket parts to repair and service your vehicle. You may also explore other potential options, such as asking your dealership for a meeting with a Ford district manager to discuss the issue. You may also consider contacting your local Consumer Protection Agency or work with the New Hampshire Attorney General's Office regarding the issue and any rights under State law.

Finally, although not the express subject of your outreach, NHTSA noticed that your correspondence referenced many years of exemplary service as a driving instructor. The Agency expresses appreciation for your commitment to driving safety and efforts to train other motorists in safe driving practices. Improving safety on our Nation's roadways requires a collective effort that depends upon the dedicated service of individuals across the Federal, State, and local levels. NHTSA thanks you for your longstanding commitment to this important goal.

I hope this information is helpful. If you have any questions, please feel free to contact me at ron.thaniel@dot.gov

Sincerely,



Ron Thaniel
Director, Governmental and External Affairs
Office of Governmental Affairs, Policy and
Strategic Planning

cc: Senator Jeanne Shaheen