



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE.  
Washington, DC 20590

NOV 1 - 2011

Mr. Clarence M. Ditlow  
**Executive Director**  
Center for Auto Safety  
1825 Connecticut Avenue NW, Suite 330  
Washington, DC 20009

Re: EA 09-016, 2004-05 Ford Freestar, Mercury Monterey Sudden Transmission Failure

Dear Mr. Ditlow:

Thank you for your letter of October 7, 2011 and for the hyperlinks to 97 complaints that you collected via an online form hosted by the Center for Auto Safety. You request that the "letter and the [complaints] be placed in the docket of NHTSA's Engineering Analysis (EA) 09-016 and that Ford be ordered to recall all 2004-05 Freestar, and Mercury Monterey vans for defective transmissions."

We have entered your letter and the attached complaints into our vehicle owner complaint database under ODI No.10430935 (with the personally identifying information redacted). However, your submission will not be placed in the public file for EA09-016. NHTSA has long offered the public access to information on investigations of potential safety-related defects. The public file enables the public to gain an understanding of the safety concerns the agency is investigating. This public file is not, however, a "docket" to which members of the public may submit comments, complaints, or other materials.

Our investigation in EA09-016 is ongoing, and we will take the information you have provided into consideration, as we do with information submitted by the public. I note that some, but not all, of the individuals who submitted the 97 complaints you are forwarding to us also submitted complaints directly with NHTSA. I suggest you encourage individuals who file complaints with your organization to also file complaints (including their contact information) with NHTSA. Complaints can be filed online at [www.safercar.gov](http://www.safercar.gov), over the phone by calling



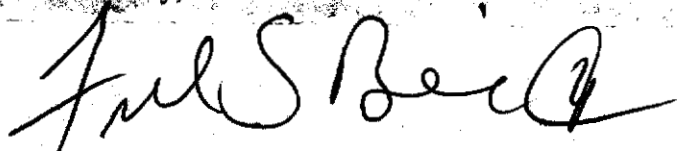
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1-888-327-4236, or via regular mail to NHTSA, Office of Defects Investigation, NVS-210, 1200 New Jersey Avenue, SE., Washington, DC 20590. The sooner a complaint is filed with the agency, the sooner the complaint can be taken into consideration.

I thank you again for your letter, and if you have any further questions please do not hesitate to contact me.

Sincerely,

A handwritten signature in black ink, appearing to read "Frank S. Borris II". The signature is written in a cursive style with a large, stylized initial "F".

Frank S. Borris II, Director  
Office of Defects Investigation  
Enforcement