



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

400 Seventh Street, S.W.
Washington, D.C. 20590

AUG 05 2005

[REDACTED]
Port Jefferson Station, NY [REDACTED]

NVS-216 et
Ref. No. 10130228

Dear [REDACTED]

Thank you for your correspondence dated June 27, 2005, concerning the problems you have encountered with your 1996 Lincoln Town Car and 1997 Mercury Grand Marquis vehicles. Your correspondence was received on July 15, 2005.

The National Highway Traffic Safety Administration (NHTSA) is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious 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 may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate this report and your previous report dated November 12, 2004. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to help us determine whether an investigation into a possible safety defect or recall inadequacy is warranted.

Clearly, engine intake manifold failure is frustrating and costs associated with this type of repair are burdensome. However, the engine problem you described generally does not result in an unreasonable safety risk to public safety within the meaning of our authorizing statute. The type of problem you encountered typically provides warning signs (e.g., engine coolant leakage, the presence of coolant in the engine's oil, etc.) to the vehicle owner before a complete engine failure would occur. Given the fact that warning signs are provided to the owner and the consequences associated with this type of failure do not demonstrate an unreasonable risk to public safety, there is insufficient evidence to warrant opening a safety defect investigation at this time. If you have not done so, you may consider asking your local dealership for a meeting with Ford Motor Company's district manager regarding your problem and request.



DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-327-4236

Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can contact our toll-free Vehicle Safety Hotline (Hotline) at 1-888-327-4236. One of our representatives may be able to assist you on matters concerning motor vehicle and motor vehicle equipment safety recalls or to report an alleged safety problem. You can also request safety information. If our telephones are busy, or you call during non-working hours, you can leave your name, telephone number, and a brief subject on our recording system. A Hotline representative will return your call.

Additionally, we have an Internet Web site at <http://www.nhtsa.dot.gov> that you may want to visit. An electronic Vehicle Owner's Questionnaire (VOQ) is also available on this Web site at <http://www.nhtsa.dot.gov/ivoq>. This form is for vehicle owners to report safety related problems about their motor vehicles or motor vehicle equipment, e.g., child safety seats, jacks, tires, brake fluid, etc. The reports submitted are transferred to our database and are used to identify safety-related defect trends that require our attention. If you do not have access to the Internet, please use the enclosed VOQ to inform this agency of any future motor vehicle or motor vehicle equipment safety problems you may experience. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc., can be obtained at <http://www.nhtsa.dot.gov/cars/problems>.

If further assistance is needed, please contact Mr. Michael J. Jordan, Safety Defects Program Assistant, Correspondence Research Division, Office of Defects Investigation, at (202) 493-0576.

Sincerely,

A handwritten signature in black ink, appearing to read "Alberto A. Jimenez", with a horizontal line extending to the right. The signature is written in a cursive style.

Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure