



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

September 10, 2012

[REDACTED]
Markham, IL [REDACTED]

NVS-216 nam
Ref. No. 10170162

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 1995 Lincoln Town Car. Your letter was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation.

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 motor vehicle equipment when our investigations indicate that they contain 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 trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate experiencing problems with an intermittent dead battery no start condition, check engine light, and rear air suspension in your MY 1995 Lincoln Town Car that you purchased used in 2005. The dealer made several attempts to diagnose and repair the problems. The battery is being drained by a malfunctioning light control module which is no longer produced and the rear air suspension remains unrepaired. You allege that the check engine light problem began after completing NHTSA Safety Recall Campaign No. 07V-336 that addresses defective speed control deactivation switches. You feel your vehicle is a "lemon" and filed a complaint with the Illinois Office of the Attorney General and the Federal Trade Commission (FTC). You request that Ford replace your vehicle and provide compensation for your prior repairs.

Our database revealed that you previously filed a complaint with NHTSA on October 2, 2006. Your recently submitted correspondence will be added to your previous complaint Ref. No. 10170162. We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to check engine light, dead battery no start, and rear air suspension problems in MY 1995 Lincoln Town Car vehicles. At this time there is insufficient evidence to indicate

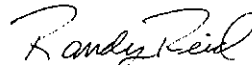
[REDACTED]

a defect trend that warrants opening a safety defect investigation or to initiate a safety recall. The information you provided has been entered into our database and will be considered with future reports to identify any safety defect trends that may require our attention. For your information, the NHTSA investigation and recall process can be found on our web site at www.nhtsa.gov.

Your request for a replacement vehicle under your State lemon law and compensation for inadequate repairs does not fall under our jurisdiction. We recommend that you continue to work with Ford and your local dealer to resolve any remaining issues. If you have not done so, you may consider contacting your local Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their web site at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at 1-800-955-5100.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained from our web site.

Sincerely yours,



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