

OCT 20 2006

The Honorable C. W. Bill Young
U.S. House of Representatives
Washington, DC 20515

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NVS-216 aae
Ref. # 10170170

Dear Congressman Young:

Thank you for your correspondence dated requesting statistics concerning failures of window regulators on Mercury Grand Marquis vehicles. This alleged problem was brought to your attention by [REDACTED] [REDACTED] advised you that her mechanic told her that he had replaced over 100 of these regulators on the Mercury Marquis vehicles. Your correspondence was received by the National Highway Traffic Safety Administration (NHTSA) on October 3.

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. 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 the report you provided concerning [REDACTED]'s and her son's vehicle problems. Reports of this type are a very important source of information for us. Each report is analyzed and entered into a database to determine whether an investigation into a possible safety defect or safety defect recall adequacy is warranted.

We have reviewed our databases in an effort to identify whether a safety defect trend or recalls exist with regard to window regulator problems in MY 2000 through 2006 Mercury Grand Marquis vehicles. No reports were found with regard to this issue; therefore, there is insufficient evidence to warrant opening a safety defect investigation at this time. Additionally, there are no technical service bulletins related to this issue.

██████████'s report has been entered into our database. However, in order for us to record specific information concerning the problem she and her son experienced with their vehicles, certain additional information must be provided, e.g., model year of the vehicles. Please have them fill out and return the enclosed pre-addressed, postage-paid Vehicle Owner's Questionnaires. The information provided will be entered into our database and considered with future reports to identify any safety-related defect trends that may require our attention. Please ask them to mark the appropriate authorization box and sign the form. Their information may assist the Ford Motor Company and NHTSA in determining if a safety-related defect has developed.

If you have any questions, please contact me or Mr. Ronald L. Medford, Senior Associate Administrator for Vehicle Safety, at (202) 366-1810.

Sincerely yours,

Original Signed By

Michael W. Harrington
Director of External Affairs

Enclosure

NHTSA: NVS-210: Congressional Response
NVS-216: Ms. Alonso ext: 6-6903
NHTSA Control No. ES06-006335
ODI Control No. 10170170
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