



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

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

April 17, 2007

[REDACTED]
[REDACTED]
Fayetteville, NC [REDACTED]

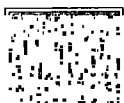
NVS-216 mec
Ref. No. 10179559

Dear [REDACTED]

Thank you for your correspondence dated December 6, 2006, concerning your Model Year (MY) 1993 Mercury Grand Marquis vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on January 18, 2007. We regret any inconvenience our delay in responding may have caused you.

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 cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

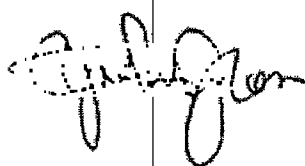
We appreciate the report you provided. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to help us determine whether an investigation into a possible safety defect is warranted. A recent review of our database relative to problems associated with NHTSA Recall Campaign No. 99V-124 revealed insufficient evidence to warrant opening an investigation at this time into scope or the adequacy of the recall. There are currently no open recalls for your vehicle. However, the information you provided on has been entered into our database and will be considered with other reports to identify any inadequacies of the recall campaign that may require our attention. Also, we have provided a copy of your letter to ODI's Recall Management Division's Consumer Safety Officer, Richard Willard. For further information, please contact Mr. Willard at 1-800-986-9678 ext. 66544.



VEHICLE SAFETY HOTLINE
888-327-4236

We sympathize with you concerning your request for a replacement vehicle and reimbursement; however, this type of request does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, or the North Carolina Office of the Attorney General.

Sincerely,

A handwritten signature in black ink, appearing to read "Cynthia Glass". The signature is written in a cursive style with some loops and flourishes.

Cynthia Glass, Acting Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement