



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

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

April 19, 2007

[REDACTED]  
[REDACTED]  
Atlanta, GA [REDACTED]

NVS-216 mec  
Ref. # 10187890

Dear [REDACTED]:

Thank you for your correspondence dated February 20, 2007, concerning a rear liftgate problem you encountered with your Model Year (MY) 2004 Lincoln Aviator. The State of Georgia Governor's Office of Consumer Affairs forwarded your correspondence to the National Highway Traffic Safety Administration (NHTSA). It was received by NHTSA's Office of Defects Investigation on March 30, 2007. We regret any inconvenience our delay in responding may have caused you.

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; however, 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 determine whether an investigation into a possible defect is warranted.

A review of our database relative to problems associated with stress cracks developing in the rear liftgate in MY 2004 Lincoln Aviator vehicles revealed no other report similar to the problem you encountered; therefore, there is insufficient evidence to warrant opening a safety defect investigation at this time. The information you provided will be entered into our database and will be considered with future reports to identify any safety defect trends that may require our attention.

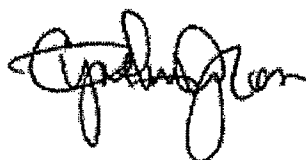


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VEHICLE SAFETY HOTLINE  
888-327-4236

Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at <http://www.nhtsa.dot.gov/ivoq>. 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>.

Sincerely,

A handwritten signature in black ink, appearing to read "Cynthia Glass". The signature is fluid and cursive, with the first name "Cynthia" and last name "Glass" clearly distinguishable.

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