



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

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

June 15, 2007

[REDACTED]
[REDACTED]
Bakersfield, CA [REDACTED]

NVS-216 aae
Ref. # 10193162

Dear [REDACTED]:

Thank you for your correspondence dated March 28, 2007, concerning the accident involving your Model Year (MY) 2001 Lincoln Town Car. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on May 25, 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 determine whether an investigation into a possible safety defect or safety defect recall adequacy is warranted. We have reviewed our database in an effort to identify whether a safety defect trend exists with drivers-side air bag non-deployment and drivers-side seat belt failure in a frontal crash for MY 2001 Lincoln Town Car vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. 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.

NHTSA cannot assess the reason for airbag non-deployment or seat belt failure. Additionally, as stated above, we cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers. We are aware that a number of factors, other than



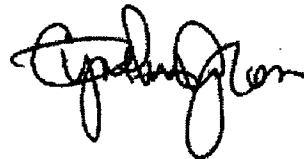
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crash severity, can affect whether an air bag will deploy in a given crash; e.g., the angle of impact, the speed of the other vehicle, and the amount of force absorbed by the other vehicle or object that is impacted. Only an expert in crash reconstruction can provide an educated opinion as to whether the air bag in a vehicle should have deployed in a specific crash or if the seat belt system failed due to the design. Your vehicle insurance company can provide you with information to contact a specialist.

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 being more prominent.

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