



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

2007 OCT 16 AM 8:06

1200 New Jersey Avenue SE  
Washington, DC 20590

[REDACTED]  
Livonia, MI [REDACTED]

NVS-216 mec  
Ref. No. 10203839

Dear Mr. and Mrs. [REDACTED]

Thank you for your correspondence dated September 10, 2007, concerning your model year (MY) 2002 Ford Taurus vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on September 19, 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.

Our database has revealed that there are safety-related defect recalls on certain MY 2002 Ford Taurus vehicle that may be of interest to you. We have enclosed copies of the recall summaries for your information. Please contact your local Ford dealership or Ford Motor Company at 1-800-392-3673 for further details and have your make, model, model year, and vehicle identification number available so they can determine if your vehicle is subjected to the recalls.

Also, a summary listing of vehicle owners' complaints, investigations, manufacturers' service bulletins, etc. can be obtained at <http://www.nhtsa.dot.gov/cars/problems>. 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>.

Sincerely,

A handwritten signature in black ink that reads "Ronald B. Fields". The signature is written in a cursive style with a large, prominent initial "R".

Ronald B. Fields, Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement

Enclosures