



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

2007 NOV 28 PM 2: 42

1200 New Jersey Avenue SE
Washington, DC 20590

[REDACTED]

Baltimore, MD [REDACTED]

NVS-216 et
Ref. No. 10209396

Dear [REDACTED]:

Thank you for your correspondence dated November 2, 2007, concerning the safety recall notice you received affecting your model year 1993 Lincoln Town Car. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on November 8, 2007.

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 safety defect or safety defect recall adequacy is warranted.

NHTSA strongly recommend that the interim remedy, which is to disconnect the speed control switch, be performed on your vehicle as soon as possible by making an appointment with a Ford authorized service center. This remedy will mitigate the safety aspect of the defect and complete the recall campaign. This remedy is available immediately and is of the highest level of importance. Owners who receive the interim remedy will be notified by Ford when fused jumper harnesses are available. As a customer satisfaction campaign Ford will then reconnect the speed control system at no cost to the vehicle owners.

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 that reads "Ronald B. Fields". The signature is written in a cursive style with a large, looping initial "R".

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