



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

1200 New Jersey Avenue SE
Washington, DC 20590

January 10, 2008

[REDACTED]
Youngstown, NY [REDACTED]

NVS-216 et
Ref. No. 10213910

Dear [REDACTED]

Thank you for your correspondence dated December 14, 2007, concerning the problem you encountered with your model year (MY) 1998 Signature Lincoln Towncar. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on January 2, 2008.

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. We are not certain as to why you did not receive notification of the Ford safety recall. Manufacturers are required to notify vehicle owners when their motor vehicles or items of motor vehicle equipment that contain a defect fall within the scope of a safety recall.

With regard to your inquiry concerning Coppins garage's failure to discover your vehicle defect, we recommend you direct your inquiry to the management at Coppins garage. In addition, we need certain information from you (your son's vehicle make/model/year) in order to determine if the insertion of plugs in threaded holes is a common practice or you may direct your inquiry to the manufacturer for a response.

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 cursive script, reading "Ronald B. Fields".

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