



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

1200 New Jersey Avenue SE
Washington, DC 20590

January 29, 2008



Hellertown, PA [REDACTED]

NVS-216 aae
Ref. # 10216066

Dear [REDACTED]:

Thank you for your correspondence dated January 9, 2008, concerning your model year (MY) 1997 Lincoln Town Car recall. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on January 16, 2008.

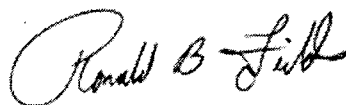
NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. However, we cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

NHTSA is aware of the back order for the parts and is continuing to monitor the situation. We highly recommend that you have the cruise control system disconnected by an authorized Ford Motor Company dealership in your area; as described in the recall notification. This will mitigate the safety aspect of the defect and will complete the recall campaign. Owners who receive the interim remedy will be notified by Ford Motor Company when the fused jumper harnesses are available; as a customer satisfaction campaign (not part of the recall). Ford will then reconnect the speed control system at no cost to the vehicle owners. If you have any questions regarding this matter, please contact Mr. Richard Willard, Consumer Safety Officer at 1-877-538-8368 ext. 66544.



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 "Ronald B. Fields". The signature is fluid and cursive, with the first name "Ronald" being the most prominent.

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

cc: Mr. Richard Willard