



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

Deputy Administrator

1200 New Jersey Avenue SE  
Washington, DC 20590

March 20, 2008

The Honorable Frank R. Wolf  
Member, U.S. House of Representatives  
13873 Park Center Road, Suite 130  
Herndon, VA 20171

NVS-216 et  
Ref. # 10217205

Dear Congressman Wolf:

Thank you for your correspondence dated January 23 on behalf of your constituent, [REDACTED]. [REDACTED] contacted your office concerning the problems he encountered with his model year 1994 Lincoln Town Car.

The National Highway Traffic Safety Administration (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. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist.

We appreciate your report on behalf of [REDACTED]. 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 is warranted. Specifically, [REDACTED] is concerned about the cruise control switch recall. The Ford Motor Company (Ford) has recalled over 12 million vehicles in several recalls because of a risk of fire caused by a failure of the switch that interrupts the cruise control operation when the driver applies the brakes. To fully repair the defect, a fuse must be added to protect the switch. Because of the unprecedented number of vehicles involved in the campaign, the supplier of the wiring harnesses containing the fuse was unable to keep up with the demand. As an interim measure, Ford recommended that owners have the cruise control disconnected, which is important in order to eliminate the risk of fire. However, effective February 18, the passenger car wiring harness supply was replenished. A member of my staff contacted Ford on behalf of [REDACTED] to ensure that his name and mailing address was on the new owner notification list.



ES08-000675

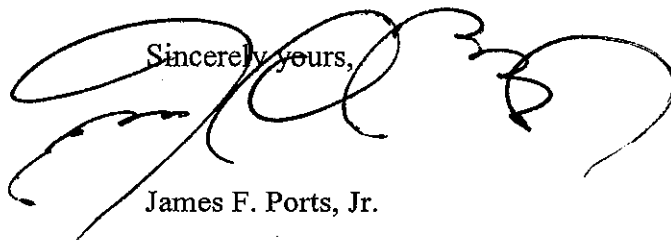
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Ford has confirmed that [REDACTED] will be contacted in the next several days for an appointment to bring his car and have the repair performed. This information was relayed to Ms. Lucy Norment, of your Herndon office on February 21.

I hope this information is helpful. If you have any questions, please have your staff contact me or Mr. Ronald L. Medford, Senior Associate Administrator for Vehicle Safety at (202) 366-9700.

Sincerely yours,

A handwritten signature in black ink, appearing to read 'James F. Ports, Jr.', written over the typed name below.

James F. Ports, Jr.

cc: Washington Office