



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

1200 New Jersey Avenue SE
Washington, DC 20590

April 17, 2008

[REDACTED]

Hudson, FL [REDACTED]

NVS-216 mec
Ref. # 10221665

Dear [REDACTED]:

Thank you for your correspondence dated February 27, 2008, concerning your model year (MY) 20002 Mercury Grand Marquis vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on March 12, 2008. We regret any inconvenience our delay 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. 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 is warranted.

A review of our database relative to problems associated with non-deployment of the air bags during a crash event in MY 2000 Mercury Grand Marquis vehicles revealed insufficient evidence to warrant opening a safety defect investigation at this time. The information you provided has been entered into our database and will be considered with future reports to identify any safety defect trends that may require our attention.

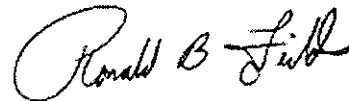
Please be aware, most manufacturers design their air bags to deploy when the crash severity is in the range of an 8 to 14 mph crash into a fixed solid barrier. This severity is about the same as a crash into another vehicle of equivalent weight at 16 to 28 mph. In lower speed crashes, where the air bag does not deploy, occupant protection is provided by the design of the interior surfaces in the vehicle, as well as by the safety belts provided at each seating position. A number of factors, other than crash severity, can affect whether an air bag will deploy in a given crash; e.g., the angle of impact, the speed of the other vehicle, and the amount of force absorbed by the other



vehicle or object that is impacted. Only an expert in crash reconstruction can provide an educated opinion as to whether the air bag in a vehicle should have deployed in a specific crash. You can request through your insurance company that an expert in crash reconstruction examine the circumstances surrounding your crash.

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, prominent "R" at the beginning.

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