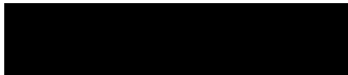




U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

April 17, 2008



NVS-216 nlm  
Ref. # 10223972

Dear [REDACTED]:

Thank you for your correspondence dated April 3, 2008; concerning the difficulty you encountered with the availability of the recall remedy parts for your model year (MY) 1994 Lincoln Town Car and 1999 Ford Explorer. The National Highway Traffic Safety Administration (NHTSA), Office of Defects Investigation received your correspondence on April 4, 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. We also monitor the adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. The combined Ford Motor Company speed control deactivation switch recall (NHTSA Campaign No. 07V-336) involves over 11 million vehicles. As a result, there is no simple way to quickly procure service parts for vehicles on that scale. The interim remedy for this recall is to disconnect the speed control switch, which you've already had done. The disconnection of the speed control switch 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. Please be aware that parts are now available for your MY 1994 Lincoln Town car. It is NHTSA's understanding that parts for trucks will be available in June 2008. As a customer satisfaction campaign, Ford Motors will then reconnect the speed control system at no cost to you.

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.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 initial "R".

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