



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

1200 New Jersey Avenue SE
Washington, DC 20590

April 18, 2008

[REDACTED]
Whitley, KY [REDACTED]

NVS-216 nlm
Ref. # 10225052

Dear [REDACTED]:

Thank you for your correspondence dated March 24, 2008, concerning your model year (MY) 1994 Lincoln Town Car which caught on fire. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on April 10, 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 regret any problems that you experienced with your vehicle. We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to fire problems in MY 1994 Lincoln Town Car vehicles. NHTSA is aware of one recall (NHTSA Campaign N. 07V-336) concerning the speed control deactivation switch (SCDS) in certain MY 1994 Lincoln Town Cars. We have enclosed a copy of the SCDS recall summary for your information. Please contact your local Ford dealership or Ford Motor Company for further details and have your make, model, model year, and vehicle identification number available for their information. We suggest that you continue to work with the manufacturer to resolve your concerns.

Please be advised that Federal regulations require a manufacturer conducting a safety recall of motor vehicles or motor vehicle equipment to reimburse owners who have paid to obtain a remedy for the problem within a reasonable time, which in many instances is one year, prior to

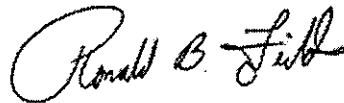


the manufacturer's notification. Certain restrictions apply, including the need to submit certain documents to the manufacturer. Owners should follow the instructions in the recall notification letter to file a claim. While NHTSA does not have the resources to intervene in individual disputes, it does monitor this data and may address situations where appropriate.

Additionally, our statute does not require manufacturers to reimburse owners for costs associated with a safety recall (e.g., lost wages while the vehicle is being repaired, car rentals, damage caused by the defect, etc.). Nor does the statute authorize the Federal government to reimburse vehicle owners for any costs associated with safety recalls or assist vehicle owners in obtaining reimbursements for costs associated with an alleged defect.

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/ivog>. 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 initial "R".

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

Enclosure:

NHSTA Campaign No. 07V-336