



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

1200 New Jersey Avenue SE  
Washington, DC 20590

May 15, 2008

████████████████████  
Port Angeles, WA ██████████

NVS-216 mec  
Ref. # 10227311

Dear ██████████:

Thank you for your correspondence dated April 24, 2008, concerning a recall involving your model year (MY) 1996 Lincoln Town car. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on May 2, 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 safety defects in their design, construction, or performance. However, we cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

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 this campaign, the parts supplier was unable to keep up with the demand. The latest recall of 4 million vehicles was in August 2007. NHTSA has been closely monitoring the situation as new sources of parts are brought into production.

Because of the parts shortage, an interim remedy was developed. This involves disconnecting the potentially defective switch, which eliminates the risk of a fire but also prevents the cruise control from functioning. Owners who receive the interim remedy will be notified by Ford when the fused wiring harnesses are available, and Ford will then reconnect the speed control system at no cost to the consumer. We recently contacted Price Ford Lincoln dealership in Port Angeles, WA, and we were advised that parts for the final repair are now available. We suggest you contact them or any Ford dealer in your area to have the final repair performed on your vehicle.

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, looping initial "R".

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