



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

1200 New Jersey Avenue SE
Washington, DC 20590

June 2, 2008

[REDACTED]
Grenada, MS [REDACTED]

NVS-216 aae
Ref. # 10229544

Dear [REDACTED]:

Thank you for your correspondence concerning your model year (MY) 1996 Ford Crown Victoria vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on May 22, 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.

[REDACTED], we sympathize with you concerning the loss of your vehicle due to a fire; however, our jurisdiction is limited to reimbursement of certain costs incurred by owners to remedy safety defects conditions prior to a recall. We recommend you contact Ford Motor Company directly or your insurance carrier regarding your request for reimbursement and/or vehicle replacement. We are sorry we cannot assist you further in this matter.

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 "Frank S Borris II". The signature is written in a cursive style with a large, stylized "F" and "B".

Frank S. Borris II, Acting Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement