



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

1200 New Jersey Avenue SE  
Washington, DC 20590

June 27, 2008

[REDACTED]

Grant Pass, OR [REDACTED]

NVS-216 et  
Ref. No. 10231733

Dear [REDACTED]

Thank you for your correspondence dated December 18, 2007, concerning your model year (MY) 1996 Ford Taurus vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on June 12, 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. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. 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. With regard to your inquiry regarding the tracking of rear gate panel problems in MY 1996 Ford Taurus vehicles, we searched our database in an effort to identify similar complaints but found no evidence of a safety defect trend that would warrant an investigation.

Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can complete the enclosed Vehicle Owner's Questionnaire (VOQ)

or a VOQ 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 "Frank S. Borris II". The signature is written in a cursive style with a large, prominent "F" and "S".

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

Enclosure