



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

1200 New Jersey Avenue SE.
Washington, DC 20590

October 24, 2008

[REDACTED]
Brooklyn, NY [REDACTED]

NVS-216 mec
Ref. # 10241551

Dear [REDACTED]

Thank you for your correspondence dated August 12, 2008, concerning your model year (MY) 2000 Ford Crown Victoria vehicle. The New York Office of the Attorney General forwarded your correspondence to the National Highway Traffic Safety Administration (NHTSA) for a response. It was received by NHTSA's Office of Defects Investigation on September 8, 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.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. Ford's Extended Coverage Program for the composite intake manifold is being provided as a settlement to a class action lawsuit. Please be advised, NHTSA does not have jurisdiction over this program, class action lawsuits, or warranty issues, therefore, we cannot assist you in repairing 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/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