



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

1200 New Jersey Avenue SE.
Washington, DC 20590

November 3, 2008

[REDACTED]
Fresh Meadows, NY [REDACTED]

NVS-216 mec
Ref. # 10244849

Dear [REDACTED]

Thank you for your correspondence dated September 13, 2008, concerning your model year (MY) 2004 Lincoln LS model vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on October 7, 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. A review of our database relative to problems associated with the vehicle idling rough or vehicle hesitation in MY 2004 Lincoln LS vehicles revealed insufficient evidence to warrant opening a safety defect investigation at this time. Additionally, our search revealed no recalls for MY 2004 Lincoln LS vehicles. Although we are not opening a safety defect investigation at this time, we continually review all available data to determine whether an investigation may be warranted. The information you provided has been entered into our database and will be considered with future reports to identify any safety defect trends that may require our attention.

Regarding your question concerning your vehicle's warranty, we suggest you contact Ford Motor Company. They can be reached at 1-800-392-3673. Also, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways you can contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at <http://www.ftc.gov/ftc/complaint.htm>.



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