



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

1200 New Jersey Avenue SE.
Washington, DC 20590

November 13, 2008

[REDACTED]
Farmersville, TX [REDACTED]

NVS-216 mec
Ref. # 10247069

Dear [REDACTED]:

Thank you for your correspondence dated October 16, 2008, concerning your model year (MY) 2008 Mercury Grand Marquis vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on October 27, 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. We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to problems associated with the electrical system in MY 2008 Mercury Grand Marquis 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.

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, prominent "F" and "S".

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