



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

1200 New Jersey Avenue SE.  
Washington, DC 20590

February 9, 2009

The Honorable Kay Bailey Hutchison  
United States Senator  
3133 General Hudnell, Suite 120  
San Antonio, TX 78226

NVS-216 aae  
Ref. # 10256728

Dear Senator Hutchison:

Thank you for your correspondence dated January 14 on behalf of [REDACTED]  
[REDACTED] wrote concerning her model year (MY) 2005 Lincoln Navigator vehicle.

The National Highway Traffic Safety Administration (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. 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 appreciate the report you provided. Reports from motorists are a very important source of information for us. In [REDACTED]'s letter, she indicated numerous problems with her vehicle, including engine noise and hesitation, front end vibration, sunroof leaks, CD changer, driver's seat, remote starter, rear entertainment center, and tire pressure sensor.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to any of the aforementioned problems in MY 2005 Lincoln Navigator 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. It will be considered with future reports to identify any safety defect trends that may require our attention.



ES 09-000324

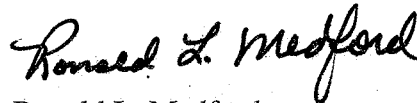
Page 2

The Honorable Kay Bailey Hutchison

Regarding [REDACTED]'s complaint about the dealerships' refusal to honor her extended warranty and dissatisfaction with the services provided, please be advised this does not fall within our jurisdiction. We recommend that [REDACTED] continue to work with Ford Motor Company to resolve her concerns or contact the Federal Trade Commission (FTC). The FTC has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. [REDACTED] 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>.

I hope this information is helpful. If you have any questions, please have your staff contact me or Mr. Daniel C. Smith, NHTSA's Associate Administrator for Enforcement, at (202) 366-3217.

Sincerely,



Ronald L. Medford  
Acting Deputy Administrator

Enclosures

cc: Washington Office