



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

1200 New Jersey Avenue SE.
Washington, DC 20590

April 9, 2010

NVS-216 et
Ref. No. 10284744

Dear [REDACTED]

Thank you for your correspondence dated October 6, 2009, concerning your model year (MY) 2004 Lincoln Aviator vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on January 8, 2010.

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 cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

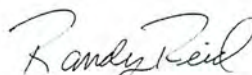
Information submitted by vehicle owners using Vehicle Owner's Questionnaires (VOQs) or through NHTSA's Auto Safety Hotline are automatically entered into our complaint database, the data is then reviewed and analyzed by NHTSA's Office of Defects Investigation investigators to determine whether an investigation is warranted. Due to the volume of VOQs and calls received as well as the limited agency resources, NHTSA cannot respond to all callers or submitters of questionnaires. We apologize for any confusion this may have caused you.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. In your letter, you indicated that while driving, the gear shift selector in your MY 2004 Lincoln Aviator vehicle broke. This incident prevented you from shifting the transmission from drive to neutral, and also eliminated the ability to turn off the ignition.

A review of our database relative to the power train, specifically the gear shift selector, in MY 2004 Lincoln Aviator vehicles revealed insufficient evidence to warrant opening a safety defect investigation at this time. 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.

Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at <http://www.nhtsa.dot.gov/ivoq> or call the Auto Safety Hotline at 1-888-327-4236. 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 cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement