



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

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

1200 New Jersey Avenue SE.
Washington, DC 20590

March 3, 2011

[REDACTED]
Estes Park, CO [REDACTED]

NVS-216 nam
Ref. No. 10318666

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2007 Lincoln Town Car. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. Due to the unprecedented amount of correspondence received by this office last year, we are now just getting to your letter. Please accept our apologies for this delay.

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 motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. 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.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to determine whether an investigation into a possible safety defect or safety defect recall inadequacy is warranted. In your letter you indicate experiencing unintended acceleration in your MY 2007 Lincoln Town Car which resulted in a crash. You also mentioned published reports from owners of certain Toyota vehicles that also experienced unintended acceleration and would like NHTSA to investigate unintended acceleration in all vehicles.

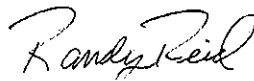
A review of our database relative to unintended acceleration in MY 2007 Lincoln Town Car vehicles revealed insufficient evidence to warrant opening a safety defect investigation at this time. We have entered your information into our database. It will be considered with other reports to identify and safety defect trends that may require our attention.



NHTSA is researching whether better placement and design of accelerator and brake pedals can reduce pedal misapplication, which occurs in vehicles across the industry. NHTSA's forthcoming rulemaking to require brake override systems in all passenger vehicles will further help ensure that braking can take precedence over the accelerator pedal in emergency situations. The National Academy of Sciences is currently conducting a broad review of unintended acceleration and electronic throttle control systems across the entire automotive industry. The NAS study was launched in spring 2010 and will be finalized later in 2011.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.dot.gov/ivoq or call the Auto Safety Hotline at 1-888-327-4236.

Sincerely yours,

A handwritten signature in black ink that reads "Randy Reid". The signature is written in a cursive, flowing style.

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