



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

May 11, 2011

[REDACTED]

Fairlane, OH

Dear [REDACTED]

NVS-216 mec
Ref. # 10400349

Thank you for your correspondence concerning a model year (MY) 2011 Ford Crown Victoria vehicle that you rented from Thrifty Car Rental. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation.

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 serious 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. In your correspondence, you indicated having problems with seats in a MY 2011 Ford Crown Victoria that you rented. You state that the vehicle's seats, including the driver's seat, had no lumbar support and no leg room. You also stated that the rear seats provided inadequate headrest support.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to the seat problems you encountered in MY 2011 Ford Crown Victoria vehicles. Our review revealed no other reports of problems similar to that which you encountered; therefore, there is insufficient evidence to warrant opening a safety defect investigation. For your information, we have enclosed a brochure explaining the investigation process which can also be found on our web site at: www-odi.nhtsa.dot.gov/cars/problems/recalls/recallprocess.cfm. 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 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 cursive script that reads "Randy Reid".

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

Enclosure