



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

July 13, 2011

[REDACTED]

Fort Myers, FL [REDACTED]

Dear [REDACTED]

NVS-216 mec
Ref. # 10405100

Thank you for your correspondence concerning your model year (MY) 2007 Lincoln Town Car vehicle. 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 experiencing unintended acceleration with your MY 2007 Lincoln Town Car vehicle. You took your vehicle to the dealer; however, they could not duplicate the problem. You believe this problem is being caused by the cruise control electronics or the accelerator linkage.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to unintended acceleration in MY 2007 Lincoln town Car vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. 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.

The National Academy of Sciences (NAS) panel is currently conducting a broad review of unintended acceleration and electronic throttle control systems. The ongoing NAS study, which is examining unintended acceleration and electronic vehicle controls across the entire automotive industry, will also make recommendations to NHTSA. The NAS study is scheduled to conclude later this year.

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