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

1200 New Jersey Avenue SE.
Washington, DC 20590

February 7, 2012

[redacted]

NVS-216 nlm
Ref. No. 10446411

Dear [redacted]

Thank you for your correspondence concerning your model year (MY) 1999 Mercury Cougar The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence.

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.

You indicated that the transmission in your MY 1999 Mercury Cougar has trouble shifting into first and second gear; however, the transmission can be shifted correctly if done manually.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to transmission problems in MY 1999 Mercury Cougar vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. 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.

NHTSA is aware of several Ford technical service bulletins (TSB) concerning transmission performance in MY 1999 Mercury Cougar vehicles. However, the issuance of a TSB does not necessarily reflect the existence of a safety-related defect in accordance with the National Traffic and Motor Vehicle Safety Act. Therefore, NHTSA cannot require Ford/Mercury to perform the corrective action described in the TSB on your vehicle at no cost to you. We recommend that you contact a local Ford/Mercury dealer to see if the TSBs apply to your vehicle.

Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.dot.gov/ivoq. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at www.nhtsa.dot.gov/cars/problems.

Sincerely,

Randy Reid

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