



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

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

January 11, 2013

[REDACTED]
Seven Hills, OH [REDACTED]

NVS-216 mec
Ref. No. 10485589

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2006 Lincoln Zephyr vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation.

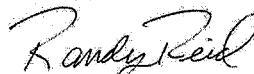
NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We 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 trend may exist. However, we do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate losing air in three tires equipped on your MY 2006 Lincoln Zephyr vehicle. An independent dealer advised you that the loss of air was due to corrosion and chrome flaking off the wheels. The dealer recommended that you replace all four wheels. You contacted Lincoln Customer Service for assistance and they agreed to replace two wheels. However, you believe Lincoln should replace the other two wheels and reimburse you for the wheel you paid for. In addition, you feel the tire air pressure loss poses a safety risk and the wheels should be replaced under a recall.

We have reviewed our database in an effort to identify whether a safety defect trend exists with tires losing air pressure due to corroded wheels and chrome delamination in MY 2006 Lincoln Zephyr vehicles. At this time, there is insufficient evidence to indicate a defect trend that warrants opening a safety defect investigation. However, 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. For your information, the NHTSA investigation and recall process can be found on our web site at www.nhtsa.gov.

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. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at www.nhtsa.gov.

Sincerely yours,

A handwritten signature in cursive script that reads "Randy Reid".

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