



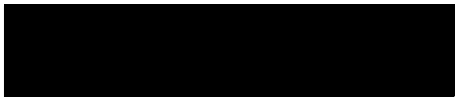
U.S. Department
of Transportation

**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 25, 2013



NVS-216 et
Ref. No. 10491262

Dear 

Thank you for your correspondence concerning your model year (MY) 2004 Mercury Grand Marquis vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI).

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 indicate that while driving your MY 2004 Mercury Grand Marquis the headlights went out without warning. You indicate that NHTSA and Ford are aware of this problem and it should be addressed with a recall. In addition, you request that somebody tell other Ford owners about this problem.

We appreciate the report you provided. ODI is monitoring all available data concerning the cause of low beam headlamp outages in MY 2003 through MY 2005 Ford Crown Victoria and Mercury Grand Marquis vehicles. However, no determinations have been reached at this time. For your information, the NHTSA investigation and recall process can be found on our web site at www-odi.nhtsa.dot.gov. 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, 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.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