



U.S. Department
of Transportation

1200 New Jersey Avenue, SE
Washington, DC 20590

**National Highway
Traffic Safety
Administration**

January 7, 2016

[REDACTED]
Ponca City, OK [REDACTED]

NEF-160 nlm
Ref. No. 10806977

Dear [REDACTED]

Thank you for your correspondence that was received by the National Highway Traffic Safety Administration (NHTSA), Office of Defects Investigation regarding your model year 2005 Mercury Marquis. Due to the unprecedented amount of correspondence received by his office we are now just getting to your letter. Please accept our apologies for this delay.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious 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, sufficient data must exist to warrant the expenditure of agency resources. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

The information you provided will be reviewed and entered into our database. It will be considered with other reports to identify recall inadequacies or safety-related defect trends that require our attention. The NHTSA investigation and recall process can be located on our web site at www.odi.nhtsa.gov/recalls/recallssearch.cfm.

If your letter is requesting motor vehicle or motor vehicle equipment information, we recommend that you visit our Internet web site at www.safercar.gov. This site provides information concerning motor vehicle recalls, manufacturers' service bulletins, complaints from vehicle owners, etc. You may also contact our toll-free DOT Auto Safety Hotline (Hotline) at 1-888-DASH-2-DOT (1-888-327-4236).

If your letter concerns a service problem or request for reimbursement, this type of complaint does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, and the Office of Attorney General in your State regarding your problem(s) or request. You have certain rights under your State's Lemon Law. You may also ask your dealership for a meeting with the manufacturer's district manager regarding your problem or request.

If your letter concerns recall parts availability, please note that it is not unusual for manufacturers to not have an adequate inventory of recall parts or a final remedy shortly after a recall is announced. Recall parts availability and recall remedies can be affected by numerous factors including, but not limited to, redesign, testing, manufacturing and logistics. Some manufacturers limit the volume of recall parts they automatically deliver to dealers. Due to the volume of vehicles involved in a recall, manufacturers may conduct the recall in phases. Also, manufacturers may limit recall part distribution and ordering to avoid waste by dealerships for parts they did not order or do not need. We recommend that you contact your dealer for any unresolved matters concerning the recall.

In addition, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways you can contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftc.gov/ftc/complaint.htm.

You may also want to seek immediate help with your vehicle complaint by contacting Better Business Bureau (BBB) AUTO LINE program. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the Federal Trade Commission. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. Proceed to www.lemonlaw.bbb.org to file ad review eligibility information, or call BBB AUTO LINE at 800-955-5100.

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Sincerely,



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