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U.S. Department
of Transportation

1200 New Jersey Avenue, SE
Washington, DC 20590

**National Highway
Traffic Safety
Administration**

April 13, 2017

[REDACTED]
Cleveland, OH [REDACTED]

NEF-109 nam
Ref. No. 10892477

Dear [REDACTED]

The National Highway Traffic Safety Administration's (NHTSA), Office of Defects Investigation appreciates the report you provided concerning your model year 1999 Lincoln Town Car. Last year our office received an unprecedented increase in the number of correspondence due to the Takata air bag recalls. Our limited resources were overwhelmed and we are now just getting to your letter. We regret any inconvenience this delay may have caused you.

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 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. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

Our technical experts review each and every call, letter, and online report of an alleged safety problem filed with NHTSA. Although we have no jurisdiction over defects that are not safety-related, we do review each report that suggests a potential safety defect involving groups of motor vehicles or vehicle equipment. There is no established number of reports that must be filed before NHTSA investigates an issue. In some cases, an investigator from the Office of Defects Investigation may call to clarify information from your report. Unfortunately, the large volume of reports received by the Agency does not permit a return call for each report filed.

If your letter requests general information about a motor vehicle or motor vehicle equipment, we recommend that you visit our Internet website at www.safercar.gov. This site provides information concerning motor vehicle recalls, manufacturers' service bulletins, complaints from vehicle owners, etc. Most decisions to conduct a recall and remedy a safety defect are made voluntarily by manufacturers prior to any involvement by NHTSA. Manufacturers are required to fix the problem by repairing it, replacing it, offering a refund, or in rare cases repurchasing the vehicle. If you feel the vehicle issue you experienced still poses a safety risk

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and has not been resolved by the manufacturer or dealer; we would appreciate an updated report of your problem. If you send another letter, please indicate that you sent your original complaint to NHTSA in 2016, to ensure we expedite our review and send an appropriate response if warranted.

We have enclosed a brochure explaining NHTSA's investigation and recall process, which is also on our website at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm. Using our vehicle identification number (VIN) lookup tool, you can access recall information provided by the manufacturer conducting the recall which may be not posted yet on NHTSA's site (www.nhtsa.gov/recalls). We searched the VIN you provided and no open recalls were found at this time. Please note that vehicle issues concerning warranty, maintenance, dealer customer service, and reimbursement claims do not fall under NHTSA's jurisdiction. You may consider contacting your local Consumer Protection Agency, Better Business Bureau, Federal Trade Commission, or the Office of Attorney General in your State for assistance regarding these matters.

Sincerely,



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

Enclosure