



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

April 4, 2018

[REDACTED]
Jacksonville, FL [REDACTED]

NEF-109 am
Ref. No. 11065193

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2004 Mercury Grand Marquis. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence. I am pleased to respond.

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 completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. According to the repair order you provided, you paid to repair the lighting control module in your MY 2004 Mercury Grand Marquis on September 21, 2016. Afterwards, in June 2017 you received a recall notice (NHTSA Safety Recall Campaign No. 16V-861) that addresses the light control module problem. You submitted a reimbursement claim to Ford and have made several attempts to follow up on your claim. Ford finally responded and advised that their records indicate a refund has already been processed for this repair. However, as of the date of your letter, you still have not received a reimbursement.

We understand your concerns regarding the status of the reimbursement claim. Federal regulations require a manufacturer conducting a safety recall of motor vehicles or motor vehicle equipment to reimburse owners who have paid to obtain a remedy for the problem within a reasonable time, which in many instances is one year, prior to the manufacturer's notification. Certain restrictions apply, including the need to submit certain documents to the manufacturer. Owners should follow the instructions in the recall notification letter to file a claim. From our experience, we are aware that some manufacturers may take longer to reimburse consumers than we would like. The good thing is your claim has not been declined, so at this time we recommend that you continue to contact Ford regarding the status of your reimbursement.

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.gov or call the Vehicle Safety Hotline. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our website.

Sincerely,

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

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