



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

1200 New Jersey Avenue, SE
Washington, DC 20590

February 12, 2019

[REDACTED]

Sayreville, NJ [REDACTED]

NEF-109 ela
Ref. No. 11128134

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2001 Mercury Marquis vehicle. Your correspondence was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. Our office received an unprecedented increase in the number of correspondence. Our limited resources have been 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 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 updated report you provided. Reports from motorists are a very important source of information for NHTSA. While we may not change the original report as you had requested due to public information requirements, we have appended your record to include the new information you have provided.

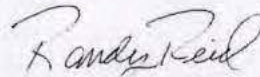
While researching your problem we did not identify any applicable recalls but did identify a Ford Lincoln Mercury Technical Service Bulletin (TSB) No. 0222 that may be of interest to you. TSB 0222 addresses a problem with coolant crossing over into combustion chambers from the intake manifold. Please note that manufacturers may issue a TSB to provide their dealers with a repair procedure to address a known problem. However, the issuance of a TSB does not necessarily mean that a specific vehicle has a safety-related defect in accordance with our statute, the National Traffic and Motor Vehicle Safety Act. Therefore, NHTSA has no jurisdiction over repairs, expenses or reimbursement requests associated with TSBs. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. For your information, an explanation of NHTSA's investigation and recall process is on our website at https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

You may consider contacting your local Consumer Protection Agency or the New Jersey Office of the Attorney General regarding your problem and rights under the State laws. 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 to contact the FTC: by toll free telephone at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their web site at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

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 at 888-327-4236. 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