



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, DC 20590

May 11, 2022

The Honorable Rand Paul
United States Senator
1029 State Street
Bowling Green, KY 42101

NEF-109 rrr
Ref. No. 11460520

Dear Senator Paul:

Thank you for the letter on behalf of your constituent, [REDACTED], concerning his model year (MY) 2022 Lincoln Aviator Hybrid vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI). I am pleased to respond.

NHTSA is the Federal agency responsible for improving motor vehicle safety on our Nation's roadways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects, such as in their design, construction, or performance. Among other activities, 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. As mentioned in [REDACTED] correspondence, we received a previous report from him regarding his vehicle problem through our website at www.nhtsa.gov on February 2, 2022. In light of these reports, we reviewed our database to identify the potential existence of safety defect trends with respect to sudden stalling in MY 2022 Lincoln Aviator Hybrid vehicles. At this time, NHTSA has not identified sufficient evidence to support the opening of a safety defect investigation or to initiate a recall. However, we entered [REDACTED] information into NHTSA's database, where it will be used with other reports as part of NHTSA's ongoing review of potential motor vehicle safety issues and monitoring for possible safety defect trends that may require our attention. [REDACTED] can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.gov/files/documents/14895_odi_defectsrecallspublic_110520-v6a-tag.pdf.

In addition, we encourage [REDACTED] to continue to work with Lincoln/Ford and his dealer to explore the potential for an amicable resolution to his problem. He may consider requesting, through his dealership, a meeting with a Ford representative. [REDACTED] may also consider contacting his local Consumer Protection Agency or the Kentucky Attorney General's Office regarding his problem and any rights under state law. As you know, the Federal Trade Commission (FTC) regulates and investigates unfair, deceptive, or fraudulent practices in the marketplace. If [REDACTED] believes this

issue potentially relates to such a practice, he may contact the FTC to discuss the matter. 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.

██████████ 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. ██████████ can visit their website at www.bbb.org to file a complaint and review eligibility information or call the BBB Auto Line at 800-955-5100.

██████████ also wrote to Senator Mitch McConnell to report his vehicle problem and we will send his office a similar response.

I hope this information is helpful. If you have any questions, please feel free to contact me at ron.thaniel@dot.gov.

Sincerely,

A handwritten signature in black ink, appearing to read 'Ron Thaniel', with a stylized flourish at the end.

Ron Thaniel
Director, Governmental and External Affairs
Office of Governmental Affairs, Policy and
Strategic Planning