



THE LINCOLN MOTOR COMPANY

The Lincoln Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

December 2016

Customer Satisfaction Program 15N04
Programa de satisfacción del cliente 15N04

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

At The Lincoln Motor Company, we are committed not only to building high quality, dependable products, but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program with complementary pickup and delivery for your vehicle with the VIN shown above.

Why are you receiving this notice?

Your vehicle is equipped with an embedded modem that, with an active Lincoln Way App account, provides you with access to premium services on your vehicle through an application on your smart phone. A five-year subscription was included with your vehicle at the time of purchase.

The embedded modem in your vehicle currently operates on a cellular network that is being decommissioned. If you utilize the Lincoln Way App service, this will result in a loss of wireless connectivity with your vehicle. To help prevent loss of service, The Lincoln Motor Company is offering to upgrade your vehicle's embedded modem. Coverage is automatically transferred to subsequent owners.

If you would like more information about the Lincoln Way App service, or would like to activate your service and take advantage of this program, additional information can be found on the Lincoln Owner web site.

Navigate to Owner.Lincoln.com then select "Sync & How Tos," "Vehicle Features," then "Remote Features"

NOTE: Cellular network decommissioning will not impact control or performance of your vehicle. If you do not utilize the Lincoln Way App service, you will not notice the effects of the decommissioning.

What will Lincoln and your dealer do?

The Lincoln Motor Company has authorized your dealer to, at your request, replace the embedded modem free of charge (parts and labor).

This is a one-time repair program, which expires five years from the warranty start date of your vehicle. If your vehicle has already exceeded the time limits, this offer will last through December 31, 2017.

NEW! To make servicing your vehicle more convenient when scheduling your modem replacement, The Lincoln Motor Company has also authorized your dealer to provide complementary pickup and delivery service with a Lincoln loaner. This offer will expire on May 31, 2017. Please see the enclosed flyer for details.

- How long will it take?** The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.
- What should you do?** If you use the Lincoln Way App service and want to maintain connectivity with your vehicle, please contact your dealer and request a service date for Customer Satisfaction Program 15N04. Provide the dealer with the VIN of your vehicle, which is printed near your name at the beginning of this letter. If you do not already have a servicing dealer, you can access www.Owner.Lincoln.com for dealer addresses, maps, and driving instructions.
- What if you no longer own this vehicle?** If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner. You received this notice because our records indicate that you are the current owner.
- Can we assist you further?** If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance. **RETAIL OWNERS:** If you have questions or concerns, please contact our **Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: Owner.Lincoln.com. For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time). **FLEET OWNERS:** If you have questions or concerns, please contact our **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.fleet.ford.com. Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).
- Para asistencia en Español** Visite nuestro sitio web para ver este anuncio en Español al siguiente dirección: <https://es.owner.ford.com/recall>. Si necesita ayuda o tiene alguna pregunta, por favor llame al Centro de Relación con Clientes al 1-866-436-7332 y presione 2 para Español.

As part of the Lincoln community, we appreciate your attention to this important matter and your continued loyalty.

The Lincoln Motor Company