



THE LINCOLN MOTOR COMPANY

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

December 2017

**\* \* \* IMPORTANT SAFETY RECALL \* \* \***  
**(PROGRAMA DE SEGURIDAD IMPORTANTE)**

**Safety Recall Notice 16S26 / NHTSA Recall 16V-384**  
**Aviso de Revisión de Seguridad 16S26**

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

In July 2016, the Lincoln Motor Company sent you a letter announcing Safety Recall 16S26 – Passenger Airbag Inflator Replacement on your vehicle, with the VIN shown above. Since then, Lincoln has been developing remedy parts for your vehicle that do not contain ammonium nitrate, the chemical that has resulted in the safety recalls. This letter is to inform you that remedy parts have been delayed, and we are expecting remedy parts to become available for certain vehicles in the Spring of 2018. Lincoln will begin repairing vehicles as parts become available in the priority order established in the National Highway Transportation Safety Administration's Coordinated Remedy Order. You will be notified as soon as parts are available for your vehicle.

It is important that you schedule a service appointment for the free repair as soon as you are notified.

**What is the issue?** On your vehicle, the passenger frontal airbag inflator may rupture in the event of a crash necessitating airbag deployment. A ruptured inflator may result in metal fragments striking vehicle occupants causing serious injury or death. Additional information regarding Takata recalls can be found at [www.safercar.gov](http://www.safercar.gov) and [owner.ford.com/Takata](http://owner.ford.com/Takata).

**What should you do?** WARNING: Until remedy parts become available, do not allow anyone to sit in the first row passenger seat. The air bag inflator could rupture during deployment in a crash and cause injuries or death. When the front row passenger seat is not occupied, the passenger air bag will not deploy, eliminating the risk.

When parts are available to support 16S26, the Lincoln Motor Company will send a letter to inform you that parts are available and to contact your dealer to schedule a repair.

If you do not already have a servicing dealer, you can access [www.Lincolnowner.com](http://www.Lincolnowner.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 government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

**Can we assist you further?**

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: [www.Lincolnowner.com](http://www.Lincolnowner.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](http://www.fleet.ford.com).

Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

Thank you for your attention to this important matter.

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