



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



A/29/000009/0001



R. FILE/DONNA BAKER
330 TOWN CENTER DRIVE
STE. 500
DEARBORN, MI 48126

January 2019

*** * * IMPORTANT SAFETY RECALL * * ***

Safety Recall Notice 19S02 / NHTSA Recall Pending Assignment

Your Vehicle Identification Number (VIN):

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

The Lincoln Motor Company has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the VIN shown above.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

What is the issue?

Your vehicle is equipped with adaptive cruise control with lane centering as well as adaptive steering. These features include warnings that are intended to detect when the driver's hands are removed from the steering wheel. When using adaptive cruise control with stop and go and lane centering enabled, an issue with the software calibration may prevent the vehicle from warning the driver when their hands are removed from the steering wheel.

What is the risk?

Drivers may not be alerted by the intended hands-off the wheel warnings, which could increase the risk of a crash.

What will Lincoln and your dealer do?

The Lincoln Motor Company has authorized your dealer to reprogram the power steering control module free of charge (parts and labor).

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?

Please call your dealer without delay to schedule a service appointment for Recall 19S02. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.

Lincoln has not issued instructions to stop driving your vehicle under this safety recall. You should contact your dealer for an appointment to have your vehicle remedied as soon as practicable. You can continue to safely drive your vehicle, if you keep your hands on the steering wheel while driving. Please refer to the owner's manual for further information regarding the adaptive cruise control and stop and go features. Lincoln owners have the option of requesting complimentary Pickup & Delivery service with a Lincoln vehicle for use during service. Please request Lincoln Pickup & Delivery through your dealership, or you can schedule Pickup & Delivery through the Lincoln Way app, if you would like to take advantage of this option.

If you do not already have a servicing dealer, you can access www.Lincolnowner.com for dealer addresses, maps, and driving instructions.

The Lincoln Motor Company wants you to have this safety recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

**What should you do?
(continued)**

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through The Lincoln Way App. The app can be downloaded through the App Store or Google Play. In addition, there are other features such as reserving and paying for parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

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?

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: 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.

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

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to www.safercar.gov. NHTSA Safety Recall pending assignment.

Thank you for your attention to this important matter.

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