



L I N C O L N

Lincoln
P.O. Box 1904
Dearborn, Michigan 48121

March 2023

Special Field Action 22L06
Campo Acción Especial 20L06

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

It has come to our attention that the window sticker for your Lincoln Aviator® SUV did not mention that the vehicle would come without the Hands-Free Liftgate feature. The sticker should have listed a credit under the Optional Equipment/Other section, as your vehicle was not equipped with this feature. We apologize for the inconvenience. Our commitment, together with your retailer, is to provide you with the highest level of service and support, and we want to compensate you for our error.

What is the effect? Clients who purchased a vehicle without the Hands-Free Liftgate deletion listed did not receive a credit at the time of purchase.

What will Lincoln and your retailer do? Lincoln is providing a \$550.00 credit to clients who did not receive the intended credit when the vehicle was purchased.

This offer will be in effect until February 29, 2024 regardless of mileage.

What should you do? Please visit www.LincolnOwnershipCare.com or scan the QR code below with your mobile device to start the claim process. This letter lists a PIN you can use to access the reimbursement website. Please keep this document until the process is complete.

What if you no longer own this vehicle? This program is only applicable to the original purchaser or lessee of the vehicle, regardless of whether they still own the vehicle. You received this notice because our records, which are based primarily on state registration and title data, indicate you are the original owner.

If you are not the original owner of this vehicle and have their address, please forward this letter to the original owner.

Can we assist you further? If you have questions or concerns, please contact Lincoln Concierge **1-800-521-4140**.

For the deaf or hard of hearing, please contact the Telecommunication Relay Service by dialing 711.

Para asistencia en Español

Si necesita ayuda o tiene alguna pregunta, por favor llame al **1-800-521-4140** y un miembro del equipo dedicado le ayudará.

Personal Identification Number

54321

QR code for direct link to the compensation website:



Thank you for being a member of the Lincoln community.