

Ford Motor Company

Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121
1-800-392-3673

January 2001

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Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

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

Ford Motor Company has determined that certain 1998 - 2001 model year Lincoln Town Cars, modified to 80 inch stretch or longer limousines, may not conform to the requirements specified in the Federal Motor Vehicle Safety Standard (FMVSS) No. 110 for normal load limit of the tires.

We apologize for this inconvenience and want to assure you that we are dedicated to maintaining your Lincoln Town Car Limousine as an exceptional vehicle. Our commitment, together with your dealer, is to provide you with the highest level of service and support possible.

What the non-compliance issue is ...

Your vehicle, modified to 80 inch stretch or longer, and originally equipped with Michelin P225/70R16 101S WSW tires, may not comply with FMVSS 110 requirements for normal load limit of the tires.

The vehicles as built by Ford Motor Company meet all applicable FMVSS requirements. However, as modified by the coach builders, the load on these tires may exceed normal load limits as specified by FMVSS 110.

What Ford Motor Company and your dealer will do ...

Your dealer must replace all 5 tires (including the spare tire) on your vehicle with higher load rated Michelin 225/70R16 107T reinforced WSW tires.

Ford Motor Company will repair your vehicle 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 issues, your dealer may need your vehicle for a longer period of time.

**What we are asking
you to do ...**

We are asking you to contact Program Headquarters at 1-800-248-0188 to identify a dealer of your preference to replace the tires on your vehicle. Please have this letter with you when calling.

You will need to supply your vehicle identification number (VIN), which is located in the upper left side of this letter under your name and address. Program Headquarters will arrange for the dealer to procure the tires from Michelin. The dealer will then contact you and arrange a service date to have your vehicle's tires replaced.

When you bring your vehicle in, show the dealer this letter. If you misplace this letter, your dealer will still do the work, free of charge.

**If you've already paid
for this service ...**

If you paid to have this service done before the date of this letter, Ford is offering a full refund. For the refund, please give your paid original receipt to your dealer. To avoid delays, do not send receipts to Ford Motor Company.

**If you've changed
address or sold the
vehicle ...**

Please fill out the enclosed prepaid postcard and mail it to us if you have changed address or sold the vehicle.

**If you have
concerns ...**

If you have trouble getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager. If you still need assistance, please contact the Lincoln Customer Relationship Center and one of our representatives will be happy to assist you:

CALL: (800) 521-4140
(800) 232-5952 (TDD for the Hearing Impaired)

Office Hours: (Eastern Standard Time)

Monday-Friday: 8am - 11pm

Saturday: 9am - 8pm

or you may contact us through the Internet at:

www.ownerconnection.com

Our current response time to Internet inquiries is three business days.

You also may send a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S. W., Washington, D. C. 20590 or call the toll free Auto Safety Hotline 1-800-424-9393 or 1-888-327-4863.

Quality Care service is there for you all year round.



Quality Care is the commitment of Ford Motor Company and its dealerships to provide you with a superior service and ownership experience. While we regret the inconvenience caused by this program, we stand committed with our dealers to assist you with all of your automotive service needs. With our nationwide dealer network, we're here to ensure you receive Quality Care service so that your vehicle maintains peak performance throughout your ownership experience.

We pride ourselves on becoming the world's leading consumer company for automotive products and services. Thank you for your attention to this important matter.

Sincerely,

A handwritten signature in black ink that reads "Ann O'Neill". The signature is fluid and cursive.

**Ann O'Neill
Director
Vehicle Service and Programs**