



Ford Motor Company
Environmental and
Safety Engineering

330 Town Center Drive
Dearborn, Michigan 48126

3M EMT™ 9165 TRANSMISSION
TELEPHONE: (313) 594-2268

AUTOMOTIVE SAFETY OFFICE
PRODUCTION VEHICLE SAFETY
AND COMPLIANCE
FAIRLANE PLAZA SOUTH, Suite 500
DEARBORN, MI 48126

DATE: 10/4/00

TIME: 2³⁰ PM

Please deliver to:

Name: KATHY DEMETER

Organization: _____

Room # and Building: _____

Telephones: _____

FAX: _____

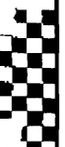
Number of Sheets being Transmitted (including this one): 5

Special Instructions/Notes:

KATHY,
PLEASE REVIEW AND CALL ME/OR FAX YOUR
COMMENTS. THANKS.

Transmission sent by (Name/Telephone):

JOHN KUNZ 313-594-1460





10/4/00
UN AFFECTED

*****DRAFT*****DRAFT*****DRAFT*****DRAFT*****
September [XX], 2000

[Sample, Sample A.
000 Example St.
NonAffected, USA 12345]

(insert model year) Lincoln Navigator
Vehicle ID # [12345678901234567 00C20]

Dear Sample,

In the last few days, you may have seen media coverage concerning a Continental/General tire service action.

In an effort to answer your questions, this letter is to inform you that, according to our records, your (insert year) Lincoln Navigator, with factory-equipped ContiTrac tires *is not* affected by this service action. The only tires involved in this service action are certain 16-inch Continental ContiTrac tires on 1998 and 1999 Lincoln Navigators.

Unless you have had your tires changed from the original equipment provided with this vehicle, the vehicle listed above is not affected by the ContiTrac service action. Attached are details on how to identify the tire code along with a list of codes affected by this service action.

Lincoln supports Continental's service action and remains 100 percent committed to ensuring your satisfaction.

At Lincoln, providing the highest level of customer satisfaction is our top priority. We will put forth our greatest efforts to keep you informed during this Continental ContiTrac tire service action. In the meantime, you may call the Lincoln Customer Assistance Center at 1-800-521-4140 or visit the Continental/General website at www.continentaltire.com for additional information.

Sincerely,

Mark Hutchins
President

RECEIVED
OCT-6 PM 1:52
OFFICE
RECEIVED INVESTIGATION

CONTINENTAL TIRE INSPECTION

AFFECTED VEHICLES: 1998 AND 1999 MODEL YEAR LINCOLN NAVIGATORS
EQUIPPED WITH P245/75 R18 CONTINENTAL
CONTITRAC AS TIRES

OVERVIEW

This procedure outlines how to check the DOT code on the tires and determine if they must be replaced. Only Continental P245/75 R16 ContTrac AS tires are involved in this program. No other Continental tires are affected.

INSPECTION

1. Raise the vehicle on a hoist.
2. Locate the DOT code on the inboard sidewall of all tires including the spare. Clean the area if necessary, in order to accurately read the code. The last three (3) digits of the DOT code indicate the build date of the tire. See Figure 1.

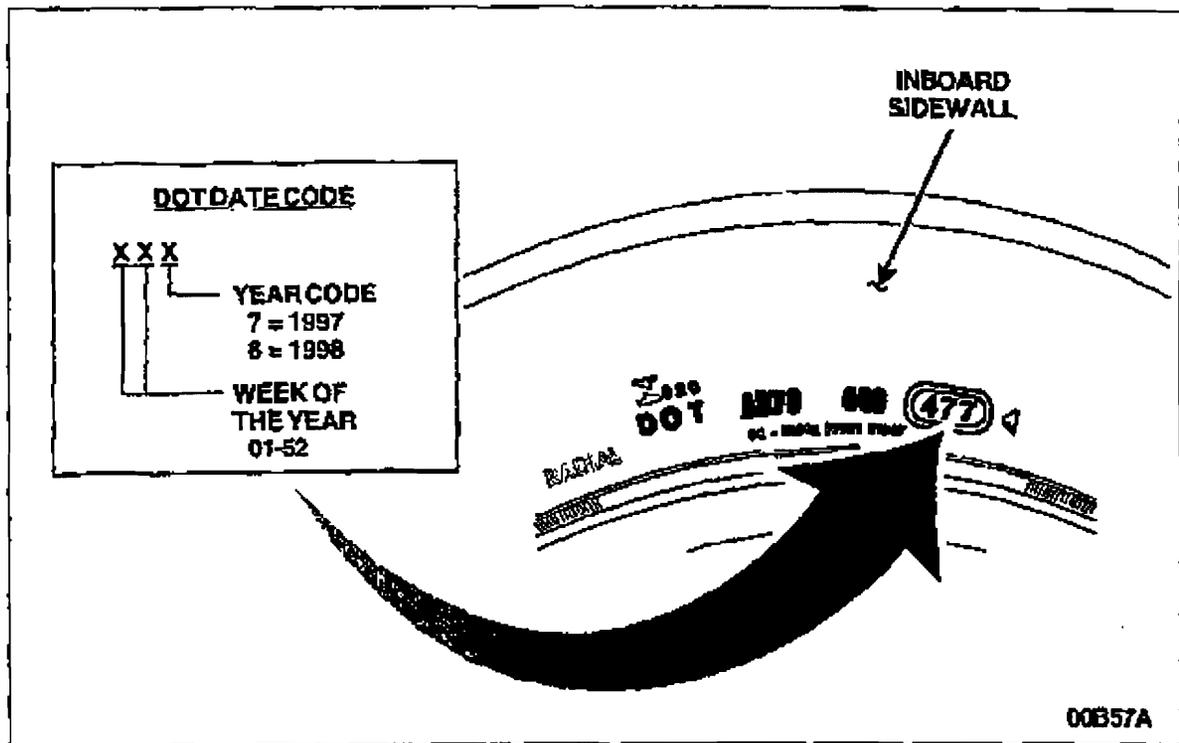


FIGURE 1



- 3. The affected tires were built from the first week of 1997 (code 017) through the eleventh week of 1998 (code 118). Refer to the chart below.

017	107	197	287	377	467	038
027	117	207	297	387	477	048
037	127	217	307	397	487	058
047	137	227	317	407	497	068
057	147	237	327	417	507	078
067	157	247	337	427	517	088
077	167	257	347	437	527	098
087	177	267	357	447	018	108
097	187	277	367	457	028	118

NOTE: Tires that must be replaced:

- All tires with a DOT date code ending in 7.
 - All tires with a DOT date code ending in 8 preceded by a number of 11 or less.
4. Only tires built in this time frame must be replaced. Refer to the dealer bulletin to determine the correct replacement tires.
 5. If the tire build date falls outside the affected range, release the vehicle to the owner.

