



THE LINCOLN MOTOR COMPANY

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



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R. FILE
330 TOWN CENTER DR
STE 500
DEARBORN, MI 48126-2796

October 2015

***** IMPORTANT SAFETY RECALL REMINDER *****
(RECORDATORIO IMPORTANTE PROGRAMA DE SEGURIDAD)

2010 Lincoln Town Car
Your Vehicle Identification Number:

According to our records, your 2010 Lincoln Town Car has not had necessary safety recall repairs made. Parts are now available for final repairs. We urge you to have the free repair performed at your local dealership as soon as possible.

Recall Number and Description: Safety Recall 13S08 / NHTSA Recall 13V385 – Steering Column Shaft

What is the Issue? On your vehicle, severe corrosion of the joints on the Lower Intermediate Steering Shaft can result in a steering column separation, leading to a loss of steering control, increasing the risk of a crash.

What are we asking you to do? **Parts are now available for final repairs.** Please contact your dealer to schedule an appointment to have this important service procedure completed. If you do not already have a servicing dealer, you can access www.Lincolnowner.com for dealer addresses, maps, and driving instructions.
The vehicle owner is responsible for having this service action performed. The Lincoln Motor Company reserves the right to deny coverage for any vehicle damage that may result from failure to have this recall performed on a timely basis. Therefore, please have this recall performed as soon as possible.

Service Assistance: If you have additional questions, please contact our Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Office Hours are Monday through Friday: 8:00AM - 8:00PM (Eastern Time)..

If you wish to contact us through the Internet, our address is:
www.Lincolnowner.com.

*Para asistencia en Español:
Si necesita ayuda o tiene alguna pregunta, por favor llame al Centro de Relación con Clientes al 1-866-436-7332 y presione 2 para Español.*

If your authorized dealer has recently completed this recall repair, please disregard this reminder.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner. If you are not the current owner, and you have an address for the current owner, please forward this letter to the new owner

We apologize for any inconvenience this may cause 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.

Thank you for your attention to this important matter.

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