



Lincoln  
PO Box 1904  
Dearborn, Michigan 48121

July 2024

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

**Safety Recall Notice 24S06 / NHTSA Recall 24V099**

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

This Notice Applies to Your Vehicle, Vehicle Identification Number (VIN): 12345678901234567

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Lincoln has decided that a defect which relates to motor vehicle safety exists in certain 2018-2020 Lincoln Navigator vehicles, with the VIN shown above.

For this situation and want to assure you, with your assistance, we will correct this condition. Our commitment, together with your retailer, is to provide you with the highest level of service and support.

**What is the issue?** On some of the affected vehicles, the driver and/or front passenger seatbelt retractor pretensioners may deploy inadvertently while the vehicle's engine is on.

**What is the risk?** Inadvertent deployment of the retractor pretensioner will result in the seatbelt being locked in position and will not retract or extend, which is noticeable to the occupant. A seatbelt that does not retract or extend may result in injury in the event of a crash.

**What will Lincoln and your retailer do?** Parts are now available to repair your vehicle. Lincoln has authorized your dealer to inspect and, if necessary, replace the front seat belt retractors 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. In addition, your vehicle will require an inspection to determine if parts need to be ordered.

**What should you do?** Please call your retailer without delay to schedule a service appointment for Recall **24S06**. Provide the retailer 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 retailer for an appointment to have your vehicle remedied as soon as practicable.

If you do not already have a servicing retailer, you can access [Lincoln.com/support](https://www.lincoln.com/support) for retailer addresses, maps, and driving instructions.

Lincoln wants you to have this safety recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Lincoln can deny coverage for any vehicle damage that may result from the failure to have this recall performed on a timely basis. Therefore, please make arrangements to have this recall performed as soon as possible.

**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.**

**Pick-Up and Delivery** Complimentary vehicle Pick-Up & Delivery service may also be available upon request from your retailer. Your retailer will pick up your vehicle and return it with the repair completed.

**Have you previously paid for this repair?** If you have previously paid for a repair that addresses the issue described in this letter, you still need to have this recall performed to ensure the correct parts and procedures were used.

You may be eligible for a refund of previously paid repairs. Refunds will only be provided for services related to front seat belt inspection/replacement. To verify eligibility and expedite reimbursement, give your paid original receipt to your retailer.

To request your refund directly from Lincoln, send the refund request with all required documentation, including your original repair receipt (no photocopies), to Lincoln at PO Box 6251, Dearborn, Michigan 48121-6251. Refund requests mailed to this address may take up to 60 days to process. Your original receipt will be returned to you.

Detailed information regarding eligibility for Lincoln's reimbursement program and documentation requirements may be obtained by contacting our Customer Relationship Center at 1-866-436-7332.

**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 notification to be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate 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 **Ford Customer Relationship Center (CRC) at 1-866-436-7332** and one of our representatives will be happy to assist you. The CRC is open on weekdays from 8:00 AM – 11:00 PM and on Saturday 8:00 AM - 8:00 PM (Eastern Time). TTY/TDD users, please contact the CRC at the number listed using the Telecommunication Relay Service by dialing 711.

If you wish to contact us through the internet, our address is [lincoln.com/support](http://lincoln.com/support).

**FLEET OWNERS:** If you have questions or concerns, please contact our **Ford Pro Contact Center at 1-800-34-FLEET**, choose Option #1, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is [fleet.ford.com](http://fleet.ford.com).

Representatives are available Monday through Friday: 7:00 AM – 11:00 PM and Saturday 7:00 AM – 5:00 PM (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 [NHTSA.gov](http://NHTSA.gov). Reference NHTSA Safety Recall **24V099**.

Thank you for your attention to this important matter.

Lincoln