



Frank M. Ligon  
Ford Motor Company  
P. O. Box 1904  
Dearborn, Michigan 48121

November 2005

Safety Recall 05S39

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 decided that a defect which relates to motor vehicle safety exists in certain 2006 Lincoln Navigator vehicles.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with Ford and Lincoln Mercury dealers, is to provide you with the highest level of service and support.

**What is the issue?** Your vehicle may have been built with an improperly manufactured part in the park system within the transmission. If your vehicle has this defective part, the transmission may not lock into the park position, even when the shifter indicates that the transmission is in park. As a result of this condition, your vehicle could roll if parked without the parking brake applied, which could result in a crash or injury.

**What will Ford and your dealer do?** Ford Motor Company and your dealer will install a new park pawl guide plate free of charge (parts and labor). We urge you to return to your dealer for this service.

**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.

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

**REMINDER : As recommended in your owners guide, always be sure to fully apply the parking brake when leaving your vehicle unattended.**

Call toll-free 1-800-248-0186 and inform the Ford representative that you wish to have your vehicle serviced under Recall 05S39. Representatives are available 7:30AM to 7:30PM Monday through Friday, and 7:45AM to 3:00PM on Saturday (Eastern Time Zone).

Please have this letter with you when you call. The Ford representative will ask for the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter.

Arrangements will be made with the dealership of your choice to have parts available. If you do not already have a servicing dealer, you can access <http://www.genuineservice.com> for dealer addresses, maps, and driving instructions. The dealership will call you to schedule an appointment. If you have not heard from your dealer within two working days, call your dealer to request a service appointment.

**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.**

**Have you changed your address or sold the vehicle?**

If you have, please fill out the enclosed prepaid postcard and mail it to us so we can update our records. If you have sold the vehicle, the information you provide on the postcard will be used to notify the new owner about this recall.

**Can we assist you further?**

If you have difficulty getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

If you still have concerns, please contact the Lincoln Customer Relationship Center and one of our representatives will be happy to assist you.

Call 1-800-521-4140. For the hearing impaired call 1-800-232-5952 (TDD).

Office Hours are Monday through Friday 8AM – 5PM (Your Local Time)

Fleet Owners: If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET and one of our representatives will be happy to assist you. Representatives are available 9:30AM to 5:00PM Monday through Friday (Eastern Time Zone). Or you may contact us through the internet at [www.fleet.ford.com](http://www.fleet.ford.com).

If you wish to contact us through the Internet, our address is: [www.ownerconnection.com](http://www.ownerconnection.com)

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, 400 Seventh Street S. W., 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 <http://www.safercar.gov>.

Thank you for your attention to this important matter.

Sincerely,

A handwritten signature in cursive script that reads "Frank M. Ligon".

Frank M. Ligon  
Director  
Service Engineering Operations