



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



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DEARBORN, MI 48126-2796

January 2014

**\*\*\* IMPORTANT SAFETY RECALL \*\*\***  
**(PROGRAMA DE SEGURIDAD IMPORTANTE)**

**This notice applies to your vehicle:**  
2014 MKZ Hybrid  
Vehicle ID #:

**Compliance Recall Notice 13C09**  
**Programa de Cumplimiento 13C09**

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

The Lincoln Motor Company has decided that your vehicle, with the Vehicle Identification Number shown above, does not conform to the requirements specified in Federal Motor Vehicle Safety Standard (FMVSS) No. 114, Section 5.3, Theft Protection and Rollaway Prevention.

We apologize for this situation 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.

**What is the issue?**

Your vehicle may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) No. 114, Section 5.3, Theft Protection and Rollaway Prevention. Your vehicle may have been built with a transmission range sensor that does not function properly and allows the transmission to shift out of Park without the brake pedal applied, increasing the risk of unintended vehicle movement.

**What will Lincoln and your dealer do?**

The Lincoln Motor Company has authorized your dealer to reprogram the Powertrain Control Module free of charge (parts and labor) under the terms of this program.

**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 should you do?**

Please call your dealer without delay and request a service date for Recall 13C09. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter.

If you do not already have a servicing dealer, you can access [www.Lincolnowner.com](http://www.Lincolnowner.com) for dealer addresses, maps, and driving instructions. For your convenience, you can also have this service performed at a Ford dealership.

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

**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 that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that 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 still have concerns, 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). Representatives are available Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

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

**FLEET OWNERS:** If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, Option #3 and one of our representatives will be happy to assist you. Representatives are available Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

Or you may contact us through the Internet at [www.fleet.ford.com](http://www.fleet.ford.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, 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 [www.safercar.gov](http://www.safercar.gov). Reference NHTSA Safety Recall 13V-594.

Thank you for your attention to this important matter.

The Lincoln Motor Company