



Ford Motor Company
Ford Customer Service Division
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287/000144/0001



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

Compliance Recall Notice 14C07 / NHTSA Recall 14V-484
Aviso de Revisión de Seguridad 14C07

This notice applies to your vehicle:

2015 MKC

Your Vehicle Identification Number:

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, fails to conform to the requirements specified in Federal Motor Vehicle Safety Standard (FMVSS) 205 - Glazing Materials.

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?

On your vehicle, it may be possible that air was trapped between the laminated layers of the windshield during manufacture. When exposed to high temperatures over time, such as when parked outside in the sun with the windows closed, a windshield with trapped air may develop visible bubbles. The presence of bubbles in the windshield may affect driver visibility, which could increase the risk of a crash.

What will Lincoln and your dealer do?

The Lincoln Motor Company has authorized your dealer to inspect your windshield and to replace your windshield if there are visible bubbles 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?

If your vehicle's original equipment windshield has visible bubbles or if you are unsure, please call your dealer without delay and request a service date for Recall 14C07. 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 for dealer addresses, maps, and driving instructions.

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 - 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.

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 - 8:00PM (Eastern Time).

Or you may contact us through the Internet at 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. Reference NHTSA Safety Recall 14V-484.

Thank you for your attention to this important matter.

The Lincoln Motor Company