



THE LINCOLN MOTOR COMPANY

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

May 2020

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

Equipment Recall Notice 20C10 / NHTSA Recall 20E-025

Mr. John Sample
123 Main Street
Anywhere, USA 12345

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

The Lincoln Motor Company has decided that your dealership purchased one or more Korea & China replacement headlamp assemblies that fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) 108 requirements, including headlamp beam pattern, side marker presence and markings.

What is the issue? Certain replacement headlamps that are not approved for use in the U.S. may have inadvertently been installed on U.S. based vehicles.

According to our records, your dealership purchased, and may have installed or sold over the counter, one of the suspect parts with service part numbers **DP5Z-13008-T, DP5Z-13008-V, DP5Z-13008-TCP, or DP5Z-13008-VCP.**

There is no vehicle traceability for these non-compliant service parts, and as such your dealership principal is the owner of record. A separate letter has been sent notifying your dealership principal.

What is the risk? Incorrect replacement headlamps do not comply with the requirements of FMVSS 108. Replacement headlamps that do not meet FMVSS 108 may affect the visibility to other vehicles increasing the risk of a crash.

What should you do? Please have your parts and service departments complete the following:

- Review your customer-pay invoices to determine if you have installed any of the affected headlamps on U.S. based vehicles.
- Review part sales records and contact any customers or third-party repair facilities (body shops, etc.) that purchased the suspect parts from you over the counter.
- Arrange to inspect potentially affected vehicles. Please contact the Special Service Support Center (SSSC) via the Web Contact Site, using a VIN specific Non-Involved Vehicle Request, to request adding a vehicle to this equipment recall prior to performing this service action.
- Post the customer flyer in your parts department where customers can view it. The flyer is included with this letter and available on PTS as an attachment to 20C10
- Check to see if you have any suspect service parts in inventory and return them as needed following the normal part return process.

Thank you for your attention to this important matter.

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