



THE LINCOLN MOTOR COMPANY

IMPORTANT SAFETY RECALL NOTICE

May 2020

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

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. The Lincoln Motor Company has decided that a defect which relates to motor vehicle safety may exist in certain replacement headlamp assemblies that were sold as service replacement parts between May 2016 and March 2019 intended for installation on 2013-2016 Model Year MKZ Vehicles.

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 crash. Affected headlamp part numbers are **DP5Z-13008-T, DP5Z-13008-V, DP5Z-13008-TCP, or DP5Z-13008-VCP.**

What should you do? If you purchased an affected headlamp or believe that an affected headlamp may have been installed in your vehicle, please contact your local dealer without delay and request a service date for Equipment Recall 20C10. The Lincoln Motor Company has authorized your dealer to inspect and replace the headlamp if necessary, free of charge (parts and labor). If you do not already have a servicing dealer, you can access www.LincolnOwner.com for dealer addresses, maps, and driving instructions. The vehicle owner is responsible for making arrangements to have the work completed.

If you have questions or concerns, please contact our **Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.Lincolnowner.com.

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (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 www.safercar.gov. Reference NHTSA Safety Recall 20E-025.

Thank you for your attention to this important matter.

The Lincoln Motor Company
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Post until December 31, 2020