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Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
Dearborn, Michigan 48121

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Customer Satisfaction Program 08N01

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

At Ford Motor Company, it has been our goal for more than 100 years to provide customers with high-quality, dependable products. In order to maintain these standards, Ford Motor Company is providing additional coverage under Customer Satisfaction Program 08N01 for your vehicle, with the Vehicle Identification Number shown above.

What is the reason for this additional coverage program?

In the interest of customer satisfaction, Ford Motor Company is extending the limited warranty on the engine Positive Crankcase Ventilation (PCV) hose assembly to a total of 10 years or 100,000 miles from the warranty start date, whichever occurs first.

If your vehicle has already accumulated more than 100,000 miles, this coverage will last through September 30, 2008. Coverage is automatically transferred to subsequent owners.

The warranty is being extended on the PCV hose assembly because there is a possibility that the original part may leak or become disconnected under normal operating conditions. Vehicle symptoms indicating that this may have occurred include rough running engine, no-start, or stall at engine idle or start-up.

This one-time replacement coverage exceeds the original warranty coverage provisions of your vehicle for this part.

What will Ford and your dealer do?

If the engine PCV hose assembly on your Lincoln LS is leaking or disconnected, Ford Motor Company has authorized your dealer to install a revised PCV hose assembly free of charge (parts and labor).

How long will it take?

If the PCV hose assembly requires replacement, the time needed for the 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?

You should not return to your dealer for this repair unless your Lincoln LS develops driveability symptoms that are typical of a leaking or disconnected PCV hose assembly (a rough running engine, no-start, or stall at engine idle or start-up). If your vehicle develops these symptoms, the PCV hose assembly may require replacement. If a leaking or disconnected PCV hose assembly is confirmed by your dealer to be the cause, your dealer will replace the part at no charge to you under the terms of this program.

Your dealer is only authorized to perform this repair if the covered condition (leaking or disconnected PCV hose assembly) is present on your vehicle.

Please keep this letter as a reminder of the extended warranty coverage for the PCV hose assembly.

NOTE: Please be aware that the driveability symptoms described above may be caused by other engine components. This program only covers the costs associated with the replacement of the PCV hose assembly.

When contacting the dealer, please provide the dealer with the Vehicle Identification Number (VIN) of your vehicle and request a service date for Customer Satisfaction Program 08N01. 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 <http://www.genuineservice.com> for dealer addresses, maps, and driving instructions.

Have you previously paid for this repair?

If you paid to have the PCV hose assembly replaced before the date of this letter you may be eligible for a refund. To initiate a refund request, please give your paid original receipt to your dealer before September 30, 2008. To avoid delays, do not send receipts to Ford Motor Company.

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 our records, which are based primarily on state registration and title data, 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 the Ford Motor Company 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). Office Hours are Monday through Friday: 8:00AM - 5:00PM (Your Local Time). If you wish to contact us through the Internet, our address is: www.ownerconnection.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 8:30AM - 5:00PM (Eastern Time). Or you may contact us through the internet at www.fleet.ford.com.

Thank you for your attention to this important matter and remember to save this letter in case you need to take advantage of this additional coverage program.

Ford Customer Service Division