

## 2024 Lincoln Nautilus Hybrid 24B23 Client Outreach

### Voicemail Message

**Outbound Voicemail Message:** Hello, Mr./Ms. \_\_\_\_\_ this is \_\_\_\_\_ calling from Lincoln to remind you about an important customer satisfaction program notification, number 24B23, mailed to you in May 2024. Our records show that this program has not yet been completed on your 2024 Nautilus. It is important that you make a 24B23 service appointment at your local Lincoln retailer to have the engine fuel injectors replaced, at no cost to you. If you need assistance, you can reach us at \_\_\_\_\_. Thank you for your attention to this important matter and for being part of the Lincoln family.

### Customer Answers

**Outbound Customer Answers:** Hello, Mr./Ms. \_\_\_\_\_ this is \_\_\_\_\_ calling from Lincoln regarding your 2024 Nautilus and an important service notification 24B23 that was mailed back in May. It doesn't appear that you have completed it yet. I was looking to help you set up an appointment at your preferred Lincoln retailer to get the repair remedied, which includes replacing your fuel injectors at no cost to you. (Assist using current process... phone call to retailer, retailer website, client calls, etc.)

(Answer client questions & explain 24B23 notification)

I appreciate being able to speak to you today because we are committed to ensuring your continued satisfaction with your 2024 Nautilus. Thank you for your attention to this important matter and for being part of the Lincoln family.

### 24B23 Q&A

**What about a Loaner or Pick-Up and Delivery?** Complimentary loaner vehicle or vehicle Pick-Up & Delivery service may also be available upon request from your retailer. You/I can make that request and have the retailer assist you with what options are available.

**Why are you receiving this notice?** It is possible that one or more of your vehicle's high-pressure fuel injector tips will crack or become dislodged from the injector. This may cause further damage to your engine. At Lincoln, we are committed not only to building high-quality, dependable products but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle. This Customer Satisfaction Program will be in effect until May 31, 2025, regardless of mileage. Coverage is automatically transferred to subsequent owners.

**What is the effect?** A cracked or dislodged injector tip may allow excessive fuel into the engine leading to poor combustion in that injector's cylinder, which may result in engine vibration and illumination of the Malfunction Indicator Lamp (MIL). Continued use of the vehicle could lead to an engine hydro-lock condition with too much fuel in the engine, resulting in a "Stop Safely Now" message displaying in the instrument cluster and the vehicle transitioning to electric drive mode. Continued driving in electric drive mode will deplete the high voltage battery, which may result in a loss of motive power.

**What will Lincoln and your retailer do?** In the interest of customer satisfaction, Lincoln has authorized your retailer to replace the high-pressure fuel injectors 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 retailer may need your vehicle for a longer period of time. Additional time may be required to allow the engine to cool before performing this repair.

**What should a client do?** Schedule a service appointment for Customer Satisfaction Program 24B23 without delay. Lincoln wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed, and I am wanting to assist you.

**What if I don't have the repair completed now or wait?** This Customer Satisfaction Program will be in effect until May 31, 2025, regardless of mileage. Coverage is automatically transferred to subsequent owners. Lincoln strongly recommends having this repair performed as soon as possible to prevent the occurrence of an injector failure.

**What if client no longer owns this vehicle?** The client can disregard our outreach effort. Our records rely primarily on state registration and title data, which haven't yet updated to the current owner. If the client has an address for the current owner, they can forward this letter to the new owner.