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Ford Motor Company
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EXECUTIVE COACH AN
7180 INDUSTRIAL RD
LAS VEGAS, NV 89118-4523

September 2005

2005 Lincoln Town Car
Vehicle ID #: 1L1FM88WX5Y624867 05B31

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 a no-charge Customer Satisfaction Program (Program Number 05B31) to owners of certain 1995 through 2006 Lincoln Town Car vehicles equipped with the Limo Prep Package.

What is the issue? Although there is no defect with your vehicle, Ford is providing an optional shield kit to enhance the rear collision performance of your vehicle. Due to the increased weight and stiffness of the Town Car stretch limousine, there is an increased chance that the fuel tank may be punctured in a high speed/high energy rear collision. Your vehicle meets or exceeds all current Federal Motor Vehicle Safety Standards requirements as shipped from Ford Motor Company.

What will Ford do? Ford Motor Company will provide an upgrade kit, free of charge under the terms of this program. You will be responsible for the installation of the kit. The upgrade kit contains the same axle shields and fuel tank strap shields that are being used on the Ford Crown Victoria Police Interceptor vehicles.

This Customer Satisfaction Program will be in effect until March 31, 2006, regardless of mileage. Coverage is automatically transferred to subsequent owners.

What are we asking you to do? Ford recommends that you order a no-charge upgrade kit and install it on your vehicle. To order a kit, or if you have any questions, please call toll-free 1-800-248-0186. Representatives are available 7:30AM to 7:30PM Monday through Friday, and 7:45AM to 3:00PM on Saturday (Eastern Time Zone).

Please have this letter with you when you call. The Ford representative will ask for the Vehicle Identification Number (VIN) of your vehicle(s) and the shipping address for kit delivery. The VIN is printed near your name at the beginning of this letter.

Have you changed your address or sold the vehicle? If so, please fill out the enclosed prepaid postcard and mail it to us so we can update our records. If you have sold the vehicle, the information you provide on the postcard will be used to notify the new owner about this program.

Thank you for your attention to this important matter.

Sincerely,

Frank M. Ligon
Director
Service Engineering Operations