

# Customer Inspection Sheet

Note before starting: If you plan to use an internet browser on your personal computer, you can use the graphic in Step 4 to write down your vehicle's information before logging into the web site. If you will be using a mobile device, you can enter your vehicle's information directly into the website as you inspect your vehicle.

**Step 1** **PC USERS:** Using your internet browser, navigate to [lincolnlatchrecall.com](http://lincolnlatchrecall.com).

Or

**MOBILE USERS:** Using your mobile device, scan the QR code to open the customer inspection website. Using this option will enter the vehicle identification number (VIN) of your affected vehicle for you.

Alternatively, you can type the address in your mobile browser.



**Step 2** Watch the brief tutorial video on the website to familiarize yourself with the procedure. You can also refer to the illustrated guide beginning on the next page.

**Step 3** **PC USERS:** Enter the VIN of your affected vehicle in the VIN field of the website. Note that the VIN of your vehicle should match the VIN at the beginning of this letter.

Or

**MOBILE USERS:** If you use the QR code to open the website on your mobile device, confirm that the VIN displayed in the VIN field matches the VIN on the vehicle you are inspecting.

**Step 4** Record the door latch codes from all four door latches in the website. Remember – latch codes may be 4 to 7 characters long (numbers and/or letters). Be sure you record all the characters for each latch. For the rear doors, you also need to document whether or not the child locks are present.

\_\_\_\_\_   
 Left (Driver) Front Latch Code

\_\_\_\_\_   
 Left (Driver) Rear Latch Code

Child Lock Present?  Yes  No



\_\_\_\_\_   
 Right (Passenger) Front Latch Code

\_\_\_\_\_   
 Right (Passenger) Rear Latch Code

Child Lock Present?  Yes  No

**Step 5** Double check the information that you entered for each door!

Once you are certain that the information has been entered correctly, click the Submit button.

**Step 6** If the website reports that it is able to confirm the information you entered, you're done! No further action is required – your vehicle will automatically be closed out of this program.

If the website cannot confirm your information, you need to recheck the information you entered and resubmit. If the codes you entered were correct, you need to take your vehicle to your dealer for additional inspection and/or repairs. Refer to your owner letter for more information.

# Vehicle Inspection Guide

## What do you need?

You'll need the following items to help with your inspection:

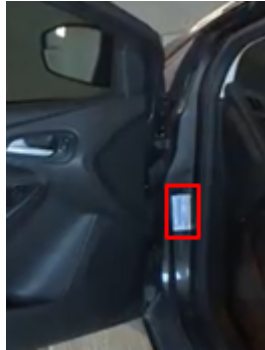
1. A flashlight
2. A cloth for wiping away dirt from the latch opening
3. Your inspection sheet and a pen or mobile device

## Check your VIN

Your VIN is located in one of the following locations:

- (1) the **forward** portion of the driver front door opening (shown to the right)
- (2) the **rearward** portion of the driver front door opening

Compare your vehicle's VIN to the VIN in the website (if using a mobile device with the QR code) or to the VIN printed near the top of your owner letter to be sure they match.



## Check your front door codes

The door latch is located on the rearward part of the front door – the door must be open to see it.

The code will be stamped into the plastic and can be 4-7 characters (numbers and/or letters).

If you cannot read the code, be sure it is not obscured by dirt. If you still cannot read the code even after cleaning, be sure to note this in the website when you submit the results of your inspection.



Above: Driver side door is pictured; passenger side door is similar

## Check your rear door codes

The door latch is located on the rearward part of the rear door – the door must be open to see it.

The code will be stamped into the plastic and can be 4-7 characters (numbers and/or letters).

If you cannot read the code, be sure it is not obscured by dirt. If you still cannot read the code even after cleaning, be sure to note this in the website when you submit the results of your inspection.



Above: Driver side door is pictured; passenger side door is similar

## Check your child locks

The child lock is located in the inner, rearward edge of the rear door, just above the latch opening. The door must be open to see it.

If you can see a slotted white circle, your child lock is present.

If you cannot see a slotted white circle in this opening, be sure to note this in the website when you submit the results of your inspection.



Above: Driver side door is pictured; passenger side door is similar