

CSC-10058251-5350



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

July 2015

Regional Program 15R01 Programa Regional 15R01

Mr. John Sample
123 Main Street
Anywhere, USA 12345

This notice applies to your vehicle, 12345678901234567.

At Ford Motor Company, 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 Regional Customer Satisfaction Program for your vehicle with the VIN shown above.

What is the issue? Ford Motor Company is conducting a safety recall (15S14) on certain 2013-2015 Fusion and MKZ vehicles, and 2015 Edge vehicles registered in corrosion states. In these states, where road salt is frequently used in the winter months, it may be possible for the steering gear motor attachment bolts to fracture due to corrosion. If the steering gear motor becomes loose or detaches from the gear housing, it may result in a loss of power steering assist. The steering system would default to manual steering mode, requiring higher steering efforts at lower vehicle speeds, which may increase the risk of a crash.

Our records indicate that your vehicle is not registered in a state where road salt is frequently used, and therefore is not subject to the safety recall. However, we want to inform you that your vehicle is eligible for a free, one time repair of the power steering gear under this Regional Customer Satisfaction Program (15R01).

What will Ford and your dealer do? If at any time your vehicle experiences a loss of power steering assist because of condition described above, Ford Motor Company has authorized your dealer to replace the power steering gear free of charge (parts and labor).

How long will it take? The time needed for this 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 should you do?** If you have concerns regarding the power steering gear in your vehicle, please contact your dealer and reference Regional Customer Satisfaction Program 15R01. Otherwise, no action is required. If you do contact your dealer, please be prepared to provide the Vehicle Identification Number (VIN) of your vehicle. 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 www.Fordowner.com for dealer addresses, maps, and driving instructions.
- Have you previously paid for this repair?** If you have previously paid for a repair that addresses the issue described in this letter, you may still have this Regional Customer Satisfaction Program performed to ensure the correct parts were used.
You may be eligible for a refund of previously paid repairs. Refunds will only be provided for service related to replace the steering gear. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer.
- 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 require further assistance in getting your vehicle repaired promptly and without charge, please contact your dealership's Service Advisor.
RETAIL OWNERS: If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332**, where one of our representatives will be happy to assist you. Or visit us at www.Fordowner.com.
For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).
Si necesita ayuda o tiene alguna pregunta, por favor llame al Centro de Relación con Clientes al 1-866-436-7332 y presione 2 para Español.
FLEET OWNERS: If you have questions or concerns, please contact the **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).
Or you can contact us at www.fleet.ford.com.

Thank you for your attention to this important matter.

Ford Customer Service Division