[redacted] Richmond, CA
★ SUPPORT OUR TROOPS ★

NEF-010 JL

May 2018

CA-111127 08-5279

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

Safety Recall 18V-167
NHTSA

Sirs: ① Attached is a copy of your Safety Recall 18508
Notice to NHTSA Recall 18V-167 dated May 20, 2018
Vehicle (VIN) 3FA6P0LU4FR[redacted] : WE ARE
STILL HAVING TROUBLE GETTING ~~THERE~~ TO: ADMINISTRATOR, NATIONAL HIGHWAY
TRAFFIC SAFETY ADMINISTRATOR, 1200 NEW
JERSEY AVE S.E. WASHINGTON D.C. REF NHTSA
SAFETY RECALL 18V-167

THE TROUBLE IS:

OUR CAR KEYS HAVE BEEN STOLEN; WE CANNOT DRIVE THE CAR TO OUR FORD DEALER, WE WILL PROBABLY NEED TO HAVE THE CAR TOWED TO HIM; IF SO WE NEED TO HEAR FROM YOU AS TO WHAT WE SHOULD DO?? SUCH AS:
① ORDER A REPLACEMENT KEYS OR
② TOW THE CAR TO OUR DEALER: ALBANY FORD 929 SAN PABLO AVE ALBANY, CA 94706 (FIRST WE MUST HAVE AN APPOINTMENT WITH HIM ?!?) about 25 to 30 miles (510) 528 1244

TO CONTACT US WITH YOUR DECISION CALL OUR RESIDENCE: [redacted] AT OUR ADDRESS [redacted]

Please advise!!!
us

What to do?

INFORMATION REDACTED PURSUANT TOTHE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

[redacted]

NM
7.20.18
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JR

11 1 2018

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

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[redacted]
RICHMOND, CA [redacted]

May 2018

* * * IMPORTANT SAFETY RECALL * * *

Safety Recall Notice 18S08 / NHTSA Recall 18V-167

2015 Fusion
Your Vehicle Identification Number (VIN): 3FA6P0LU4FR[redacted]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the VIN shown above.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

What is the issue?

On your vehicle, the steering wheel attachment bolt may loosen over time, potentially causing the steering wheel to separate from the steering column, increasing the risk of a crash while driving.

What will Ford and your dealer do?

Ford Motor Company has authorized your dealer to replace the steering wheel attachment bolt 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?

Please call your dealer without delay and request a service date for Recall 18S08. Provide the dealer with your VIN, which 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.

Ford Motor Company wants you to have this safety recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this recall performed on a timely basis. Therefore, please have this recall performed as soon as possible.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee

Have you previously paid for this repair? (continued)

You may be eligible for a refund of previously paid repairs. Refunds will only be provided for service related to a loose steering wheel bolt. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer.

Refund requests may also be sent directly to Ford Motor Company. To request your refund from Ford, send the refund request with all required documentation, including your original repair receipt (no photocopies), to Ford Motor Company at P.O. Box 6251, Dearborn, Michigan 48121-6251. Refund requests mailed to this address may take up to 60 days to process. Your original receipt will be returned to you.

Detailed information regarding eligibility for Ford's reimbursement program and documentation requirements may be obtained by contacting the Ford Customer Relationship Center at 1-866-436-7332.

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 government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which 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 have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: 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).

FLEET OWNERS: If you have questions or concerns, please contact our **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.fleet.ford.com.

Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to www.safercar.gov. Reference NHTSA Safety Recall 18V-167.

Thank you for your attention to this important matter.

Ford Customer Service Division

[redacted] Richmond, CA

★ PROUD SUPPORTER OF THE USO ★

OAKLAND CA 945

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MAY 22 2018

Scanned by USPS Postal Office

Administrator
National Highway Traffic Safety administration
1200 New Jersey ave.
S.E. Washington D.C.
20590

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