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

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2011 Edge

December 2012

Ford Motor Company would like to remind you that your 2011 Edge has not had the following no charge recall completed.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

Recall Number and Description: 10C14 - Disabled Liftgate Lock

What Are We Asking You To Do? Please contact your dealer to schedule an appointment to have this important service procedure completed. If you do not already have a servicing dealer, you can access **http://www.FordOwner.com** for dealer addresses, maps and driving instructions.

The vehicle owner is responsible for having this service action performed. Ford Motor Company reserves the right to deny coverage for any vehicle damage that may result from failure to have this recall performed on a timely basis. Therefore, please have this recall performed as soon as possible.

Service Assistance: If you have additional questions, please contact the Ford Motor Company Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Office Hours are Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

If you wish to contact us through the Internet, our address is: **www.FordOwner.com.**

If your authorized dealer has recently completed this recall repair, please disregard this reminder.

We apologize for any inconvenience this may cause 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.

Thank you for your attention to this important matter.

Ford Customer Service Division

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