



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

March 2011



45/000000023/000000001



R. FILE
 330 TOWN CENTER DR
 STE 500
 DEARBORN, MI 48126-2796

2011 MKX
 Vehicle ID #: 10S14 – Re-Inspection

This notice is sent to you in accordance with the requirements of 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 Vehicle Identification Number shown above.

We understand that you just recently had your vehicle inspected for Recall 10S14. However, additional service is required on your vehicle under this safety recall because an issue with the inspection procedure prevented accurate identification of suspect Body Control Modules. We understand that a return visit is an inconvenience to you and we sincerely apologize for this situation. Your safety is important to us and we want to assure you that, with our corrected procedure and your assistance, we will resolve this concern. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

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| What is the issue? | The Body Control Module in your vehicle was recently inspected using a procedure that we have found to be ineffective. As a result, the Body Control Module in your vehicle may have a contaminated power circuit board. The contamination may lead to a short circuit which can result in a fire. |
| What will Ford and your dealer do? | Ford Motor Company has authorized your dealer to re-inspect the Body Control Module with a corrected procedure and, if required, replace it free of charge (parts and labor). |
| How long will it take? | The time needed for the inspection is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. If Body Control Module replacement is required: <ul style="list-style-type: none"> • All vehicle key programming will be erased. Please bring all your keys with you in case it is necessary to replace the Body Control Module. • The repair may take more than one day due to part availability. |
| What should you do? | Please call your dealer without delay and request a service date for Recall 10S14. Provide the dealer with 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.

**What should you do?
(Continued)**

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 within ten days.

Do you need a rental vehicle?

If your vehicle requires Body Control Module replacement, your dealer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel, insurance, and tax) while your vehicle is at the dealership for repairs. Please see your dealer for guidelines and limitations.

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 still have concerns, 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). Representatives are available 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.

FLEET OWNERS: If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, select option #3 and one of our representatives will be happy to assist you. Representatives are available Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

Or you may contact us through the Internet at www.fleet.ford.com.

MOTORHOME OWNERS: If you still have concerns, please contact the Motorhome Customer Assistance Center toll free at 1-866-906-9811. Representatives are available 24 hours a day.

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.

Thank you for your attention to this important matter.

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