



Ford Motor Company
 Ford Customer Service Division
 P. O. Box 1904
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*** * * IMPORTANT SAFETY RECALL * * ***
(PROGRAMA DE SEGURIDAD IMPORTANTE)

Compliance Recall Notice 11C20 / NHTSA Recall 11V-445
Aviso de Revisión de Seguridad 11C20

2011 E-250 Econoline
 Your Vehicle Identification Number:

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 your vehicle, with the Vehicle Identification Number shown above, may not conform to the requirements specified in Federal Motor Vehicle Safety Standard (FMVSS) 205, Glazing Materials. 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, it may be possible that air was trapped between the laminated layers of safety glass during windshield manufacture. Over time, a windshield with trapped air may develop visible bubbles when it is exposed to high temperatures, such as when the vehicle is parked in the sun with the windows closed in temperatures greater than 27° C (80° F). The presence of bubbles may affect driver visibility thereby increasing the risk of a crash.

What will Ford and your dealer do? Ford Motor Company has authorized your dealer to replace your original equipment windshield if there are visible bubbles 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 your vehicle's original equipment windshield has visible bubbles, please call your dealer without delay and request a service date for Recall 11C20. If you are unsure if your windshield exhibits bubbles, please bring your vehicle(s) to a dealer to have the windshield inspected. There will be no charge to owners for this service.

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

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.

Ford Motor Company wants you to have this recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

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.

Have you previously paid for this repair?

If you have previously paid for a repair that addresses the issue described, you may be eligible for a refund. Refunds will only be provided for service related to windshield replacement due to visible bubbles. 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 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 - 8:00PM (Eastern Time).

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

Para asistencia en Español:

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 still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, 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 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.

Can we assist you further? (Continued) 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 11V-445.

Thank you for your attention to this important matter.

Ford Customer Service Division

