



Ford Motor Company
Export Operations & Global Growth Initiatives
P. O. Box 1904
Dearborn, Michigan 48121

May 2012

Your Vehicle Identification Number: 12345678901234567

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 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 rear axle could potentially crack leading to rear axle fatigue and fracture. If the rear axle should completely fracture, there may be a loss of vehicle control increasing the risk of a crash.

What will Ford and your dealer do? Ford Motor Company has authorized your dealer to clean and visually inspect the axle beam for cracks. Vehicles that pass inspection will have reinforcement brackets installed. If the axle does not pass inspection, technicians will install a replacement axle. The rear axle inspection and repair will be performed free of charge (parts and labor).

How long will it take? The time needed to inspect the rear axle is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. In addition, your vehicle will require an inspection to determine if a replacement axle needs to be ordered.

What should you do? Please call your dealer without delay and request a service date for Recall 12S30. 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 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: US Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

What if you no longer own this vehicle?

If you have, please fill out the enclosed prepaid postcard and mail it to us so we can update our records. If you did not receive a address change prepaid post card please contact a Ford dealer to have the vehicle owner information updated.

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner. Or contact a Ford dealer with the new owner information so it can be updated for this Vin.

Can we assist you further?

If you wish to contact us through the Internet, our address is:

<http://www.ford.com/about-ford/company-information/ford-international-websites>

Do you need a rental vehicle?

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.

Have you previously paid for this repair?

If you have previously paid for a repair that addresses the issue described in this letter, you still need to have this recall performed to ensure the correct parts and procedures were used.

You may be eligible for a refund of previously paid repairs. Refunds will only be provided for service related to a cracked rear axle. 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.

Thank you for your attention to this important matter.

Ford Customer Service Division
Export Operations & Global
Growth Initiatives
Ford Motor Company