

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



47 / 04 / 000181542 / 0555



February 2015

2012 Expedition
Vehicle ID#:

***** IMPORTANT SAFETY RECALL REMINDER *****
(RECORDATORIO IMPORTANTE PROGRAMA DE SEGURIDAD)

According to our records, your 2012 Expedition has not had necessary safety recall repairs made. We urge you to have the free repair performed at your local dealership as soon possible.

KEY INFORMATION

- Your vehicle is involved in an important safety recall
- Your safety is important to us. Schedule an appointment to have service procedure completed
- This procedure will be performed free of charge
- *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*

Recall Number and Description: 12C22 - Passenger Side 2nd Row Seat Backrest Frame Inspection & Repair

What is the Issue? On your vehicle, the passenger side second row seat may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) No. 202a - Head Restraints. On this seat, the headrest may loosen increasing the risk of injury in the event of a crash.

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 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.

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