



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



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

Safety Recall Notice 13S04 / NHTSA Recall 13V227

2013 Fusion Hybrid

Vehicle ID #:

Service parts are available to perform the necessary repairs to your vehicle

Ford Motor Company previously sent to you a letter indicating 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 the delay in part availability, 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 over time the fuel delivery module in the fuel tank may develop a crack that could result in a fuel leak. If a leak occurs, you may experience symptoms of a fuel odor or liquid fuel leak. Fuel leakage in the presence of an ignition source may result in a fire.

What will Ford and your dealer do?

Ford Motor Company has authorized your dealer to replace the fuel delivery module 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?

Please call your dealer without delay and request a service date for Recall 13S04. 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.

What should you do? (Continued)	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.
What if you no longer own this vehicle?	<p>If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.</p> <p>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.</p>
California and Massachusetts Registration Requirements	<p>The State of California and the Commonwealth of Massachusetts require the completion of emission related recall repairs prior to vehicle registration renewal. If your vehicle is registered in California or Massachusetts, it is subject to these requirements and your Department of Motor Vehicles (DMV) may refuse to register your vehicle until this recall is complete.</p> <p>If your DMV refuses to register your vehicle, your dealer can complete this recall and provide you with a Vehicle Emission Recall Proof of Correction certificate to submit to the DMV.</p> <p>In order to ensure your full protection under emissions warranty provisions, and to avoid any inconvenience when renewing your registration, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could be determined as lack of proper maintenance of your vehicle.</p>
Can we assist you further?	<p>If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.</p> <p>RETAIL OWNERS: If you still have concerns, please contact our 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).</p> <p>If you wish to contact us through the Internet, our address is: www.Fordowner.com.</p> <p>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).</p> <p>Or you may contact us through the Internet at www.fleet.ford.com.</p> <p>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 13V227.</p>

Thank you for your attention to this important matter.

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