

## Baker, Donna (D.J.)

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**From:** Fronckowiak, Todd (T.M.)  
**Sent:** Wednesday, October 02, 2013 10:37 AM  
**To:** Jennifer.Timian@dot.gov  
**Subject:** FW: Regional FSA VIN Summary  
**Attachments:** 04V-332.pdf; 05V-030.pdf; 10V-385.pdf; 11V-030.pdf; 11V-385.pdf; 13V-081.pdf

Jennifer,  
Thank you for confirming our reporting requirements, and, per your request, please find representative copies of the owner letters attached.

Just FYI – 4 of the 6 attached letters had also been emailed to [RMD.ODI@dot.gov](mailto:RMD.ODI@dot.gov).

Best Regards,

*Todd Fronckowiak*

Assistant Director  
Global Automotive Safety and Compliance  
Automotive Safety Office  
Ford Motor Company  
Phone: (313) 337-6777 | Cell: (734) 837-9409

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**From:** [Jennifer.Timian@dot.gov](mailto:Jennifer.Timian@dot.gov) [<mailto:Jennifer.Timian@dot.gov>]  
**Sent:** Monday, September 30, 2013 5:45 PM  
**To:** Fronckowiak, Todd (T.M.)  
**Cc:** Ott, David (D.J.); Tuneff, Mark (M.S.)  
**Subject:** RE: Regional FSA VIN Summary

Thanks Todd.

Please do send representative copies of the owner letters that were issued as to each of the campaigns.

Also, as to the 13V081 recall, and in addition to the six quarters of reporting on its overlooked VINs, please add the overlooked population to the recall's population on the quarterly reports that are still owed on that campaign (at least 3 if memory serves).

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**From:** Fronckowiak, Todd (T.M.) [<mailto:tfroncko@ford.com>]  
**Sent:** Wednesday, September 25, 2013 11:16 AM  
**To:** Timian, Jennifer (NHTSA)  
**Cc:** Ott, David (D.J.); Tuneff, Mark (M.S.)  
**Subject:** Regional FSA VIN Summary

Jennifer,  
Please find the attached document summarizing the regional FSA VIN issue, owner mailing status, and process robustness actions we discussed last week.

Best Regards,

*Todd Fronckowiak*

Assistant Director

Global Automotive Safety and Compliance  
Automotive Safety Office  
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 Ford Customer Service Division  
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 DEARBORN, MI 48126-2796

August 2013

## Safety Recall Notice 13S01 / NHTSA Recall 13V081

Vehicle ID #:

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?

If your vehicle is operated in high corrosion areas for an extended period (where salt is used on the roadways during winter months), it is possible that the sheet metal that supports the folding 3rd row seat latches could corrode and compromise the forward mounting point of the 3rd row seat. The seat belts and the permanent mounting attachment at the rear of the seat are unaffected. Initially, this condition may result in seat movement when passengers sit on or put weight on the seat, or difficulty latching the seat in the seating position. As the corrosion progresses, the seat latch strikers may become detached from the vehicle and the 3rd row seat may not fully latch into its seating position. In the event of an impact to the rear of the vehicle, an unlatched seat may increase the risk of personal injury.

### What will Ford and your dealer do?

Ford Motor Company has authorized your dealer to install new 3rd row seat latch striker mounting brackets which will re-locate the seat latch strikers away from the potentially corroded area. In addition, dealers will install overlay panels in the exterior of the wheel wells to prevent the entry of water and corrosive elements. This service will be performed on your vehicle 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 13S01. 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](http://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: 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 in this letter, you still need to have this recall performed to ensure the correct parts and procedures are used.

You may be eligible for a refund of previously paid repairs. Refunds will only be provided for service related to 3rd row seat latch striker corrosion. 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 - 5:00PM (Your Local Time).

If you wish to contact us through the Internet, our address is: [www.Fordowner.com](http://www.Fordowner.com).

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 - 5:00PM (Your Local Time).

Or you may contact us through the Internet at [www.fleet.ford.com](http://www.fleet.ford.com).

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](http://www.safercar.gov). Reference NHTSA Safety Recall 13V081.

Thank you for your attention to this important matter.

Ford Customer Service Division