



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

April 2014

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

Safety Recall Notice 13S12
NHTSA Recall 13V583 and 13V584

Aviso de Revisión de Seguridad 13S12

Mr. John Sample
123 Main Street
Anywhere, USA 12345

This notice applies to your vehicle, 12345678901234567

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

Ford Motor Company previously sent 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, localized overheating of the engine cylinder head may cause the cylinder head to crack, causing an oil leak that may result in a fire in the engine compartment (NHTSA Recall 13V-583).

In addition, the service fuel line jumper that was installed during previous Safety Recall 12S35 may have been installed incorrectly. An improperly installed fuel line jumper may chafe on other engine components over a period of time and leak fuel. A fuel leak in the presence of an ignition source may result in a fire (NHTSA Recall 13V-584).

What will Ford and your dealer do?

Ford Motor Company has authorized your dealer to make repairs to address potential overheating that may result in a fire in the engine compartment, and to inspect the installation of the fuel line jumper and replace it if necessary.

Additionally, some vehicles have been observed with an engine oil overfill condition that occurred when the oil capacity was not properly identified during service. A revised dip stick and label will be added to help with proper maintenance.

These enhancements and repairs will be completed free of charge (parts and labor).

How long will it take? The time needed for this repair is less than one day. However, due to service

scheduling requirements, your dealer may need your vehicle for a longer period of time. In addition, if replacement of the fuel line jumper is required parts will need to be ordered.

What should you do? Please call your dealer without delay and request a service date for Recall 13S12. 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.

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.

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 and insurance) while your vehicle is at the dealership for repairs. Please see your dealer for guidelines and limitations.

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.

California and Massachusetts Registration Requirements

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.

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.

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.

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

Can we assist you *Para asistencia en Español:*
Si necesita ayuda o tiene alguna pregunta, por favor llame al Centro de

further? (Continued)

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.

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 13V-583 and 13V-584.

Thank you for your attention to this important matter.

Ford Customer Service Division