



Date:

Sample Dealer  
123 Main Street  
Anywhere, USA 12345

## **IMPORTANT SAFETY RECALL CAMPAIGN ANNOUNCEMENT**

*NHTSA Recall Campaign #14V-xxx*

**This notice applies to the vehicle identification numbers listed below:**

**12345678901234567**

**Dear Rockport Commercial Vehicle Dealer:**

This letter is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

### **DEFECT INVOLVED**

Rockport Commercial Vehicles has decided that a defect, which relates to motor vehicle safety, exists in specific 2014 -2015 Rockport, Parcelport, Cargoport & Workport vehicles.

The affected units were manufactured between December 2013 and October 2014.

Rockport Commercial Vehicles has determined that certain Ford E-Series Cutaway that had the front end alignment done by Rockport may have loose pinch bolts that secure the lower control arm to the steering knuckle.

The remedy for the affected vehicles will be to have the Ford Dealers inspect the camber adjustment sleeve upper ball joint pinch bolt for tightness 103 Nm (76 lb-ft) and correct as necessary to Ford alignment procedure 204-00 Camber and Caster Adjustment.

### **DEALER CAMPAIGN RESPONSIBILITY**

**We strongly suggest that you designate a manager to coordinate the recall to ensure the work is performed and documented properly, and that a warranty claim is submitted to Rockport Commercial Vehicles to verify this repair. This responsibility should also include accountability for all stock units affected by the recall campaign.**

All unsold new vehicles in your possession that are subject to this campaign must be held and repaired per the service procedure of this recall campaign bulletin before owners take possession of these vehicles.

**Federal law requires that all units in your inventory be repaired prior to delivery to a customer. If you have sold a unit recently that you have received a stock recall on, please contact the owner immediately to advise of the recall. You may do this by sending a copy of the retail owner recall notice. In addition, Rockport Commercial Vehicles encourages you to follow up with a telephone call to the customer to assist in scheduling the repairs.**

**Authorized Ford Dealers are to service all vehicles subject to this campaign at no charge to owners, regardless of mileage, age of vehicle or ownership, from this time forward. Recall campaigns should receive the highest priority in your shop because of the safety factor involved and work must be scheduled promptly regardless of where the vehicle was purchased.**

**OWNER NOTIFICATION**

Retail owners of record will be receiving notification of this campaign within two weeks of this dealer notification letter. A copy of the owner notification letter is attached for your review. In addition, make sure the customer signs the claim form that must submit to Rockport Commercial Vehicles for payment. The customer signs the claim form as an indication that the recall was performed.

If you have any question regarding this recall or instructions, please contact us at 888-711-1600 please ask for the Warranty Department.

Thank you for your assistance.

Sincerely,

A handwritten signature in black ink, appearing to read "Danny J Pugh". The signature is fluid and cursive, written over a light grey background.

Danny J Pugh  
Director of Engineering