



THE LINCOLN MOTOR COMPANY

The Lincoln Motor Company  
P. O. Box 1904  
Dearborn, Michigan 48121



125/000032/0001



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

July 2014

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

**Equipment Safety Recall Notice 14S07 / NHTSA Recall 14E-028**  
**Equipo Aviso de Revisión de Seguridad 14S07**

**This notice applies to your vehicle:**

2011 MKZ

Your Vehicle Identification Number:

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

The Lincoln Motor Company has decided that a defect which relates to motor vehicle safety exists in the Lincoln Custom Accessory all weather floor mat (constructed from heavy duty rubber) originally ordered with 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?**

Your vehicle was originally sold and equipped with optional Lincoln all weather floor mats (see attached). If the driver's side all weather floor mat is not properly installed or moves out of position, it could interfere with the accelerator pedal, potentially inhibiting the engine's return to idle, which could result in unintended vehicle speeds and increase the risk of a crash.

**What will Lincoln and your dealer do?**

The Lincoln Motor Company has authorized your dealer to replace your original rubber all weather floor mats with new rubber all weather floor mats free of charge (parts and labor).

**What should you do?**

Your all weather floor mats need to be inspected to determine if they are included in this recall. You have the option to perform the inspection yourself, or you can have the inspection performed by your dealer.

If you choose to do the inspection yourself, please use the attached inspection sheet to identify if you have affected all weather floor mats. If you do have affected mats, please call your dealer. You will need to return your original all weather floor mats to your dealer in order to exchange them for new replacement rubber all weather floor mats. If you do not have affected rubber all weather floor mats, no further action is necessary.

**What should  
you do?  
(Continued)**

If you do not already have a servicing dealer, you can access [www.Lincolnowner.com](http://www.Lincolnowner.com) for dealer addresses, maps, and driving instructions.

The Lincoln Motor Company wants you to have this equipment safety recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. The Lincoln 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.**

**How long will  
it take?**

The time needed to exchange the mats during your service visit should be less than one hour. Please contact your dealership to coordinate the exchange of your all weather floor mats.

**What if you no  
longer own this  
vehicle / these  
floor mats?**

If you no longer own this vehicle/these floor mats, 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 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.Lincolnowner.com](http://www.Lincolnowner.com).

*Para asistencia en Español:*

*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.*

**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](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 14E-028.

Thank you for your attention to this important matter.

The Lincoln Motor Company



## ALL WEATHER FLOOR MAT INSPECTION SHEET

Please inspect your vehicle floor mats to determine if you have affected rubber all weather floor mats, using this inspection sheet. Affected floor mats are being recalled within "Equipment Safety Recall 14S07". You have the option to perform the inspection yourself or you can have the inspection performed by your dealer. Affected all weather floor mats are to be returned to your Ford or Lincoln dealer to have them exchanged for a new set of rubber all weather mats.

### INSPECTION PROCEDURE

1. Do you have all weather floor mats that look similar to the ones pictured in Figure 1?

- If Yes or if unsure, proceed to Step 2.
- If No, your floor mats are not in this program and no further action is required.  
Thank you for your time.

**NOTE:** Fusion all weather floor mats shown, Milan, Zephyr and MKZ all weather mats similar.

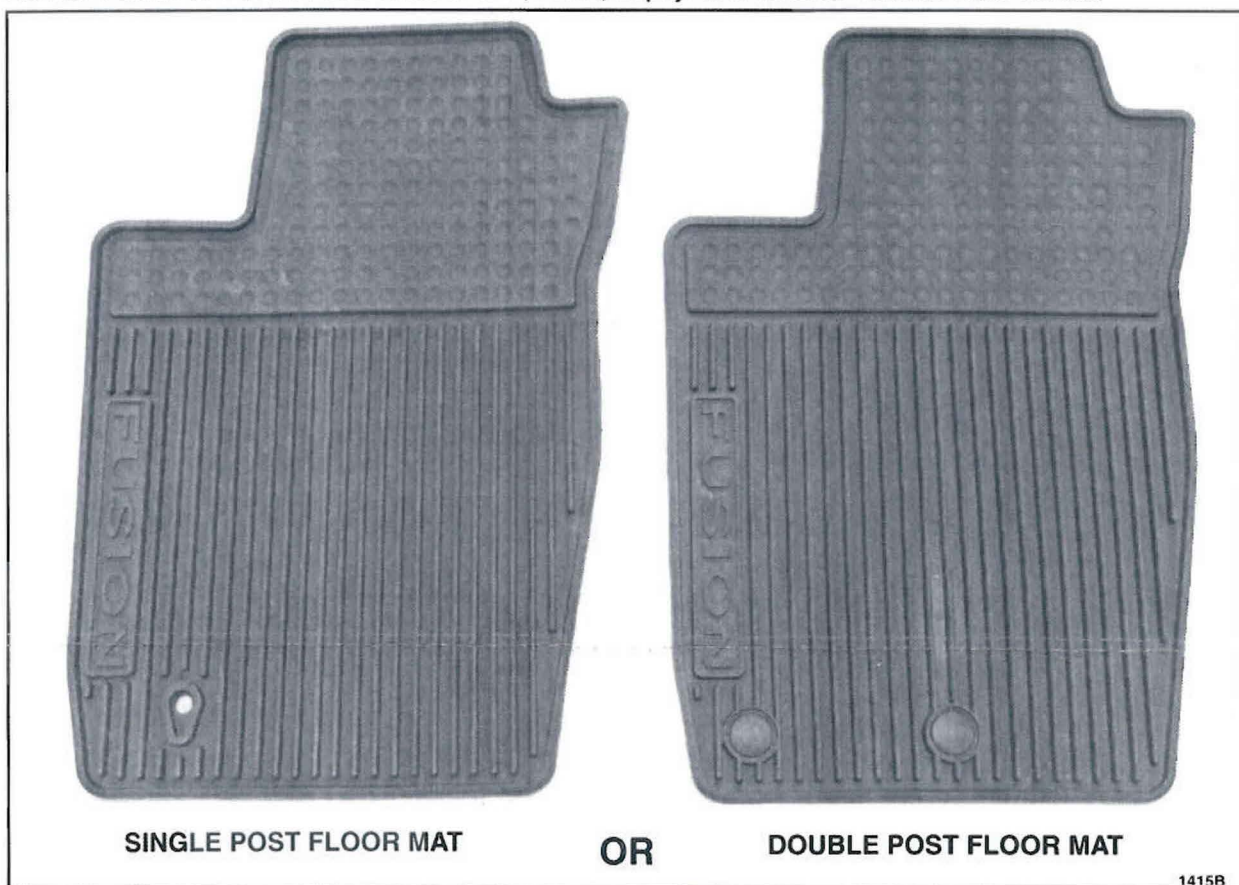


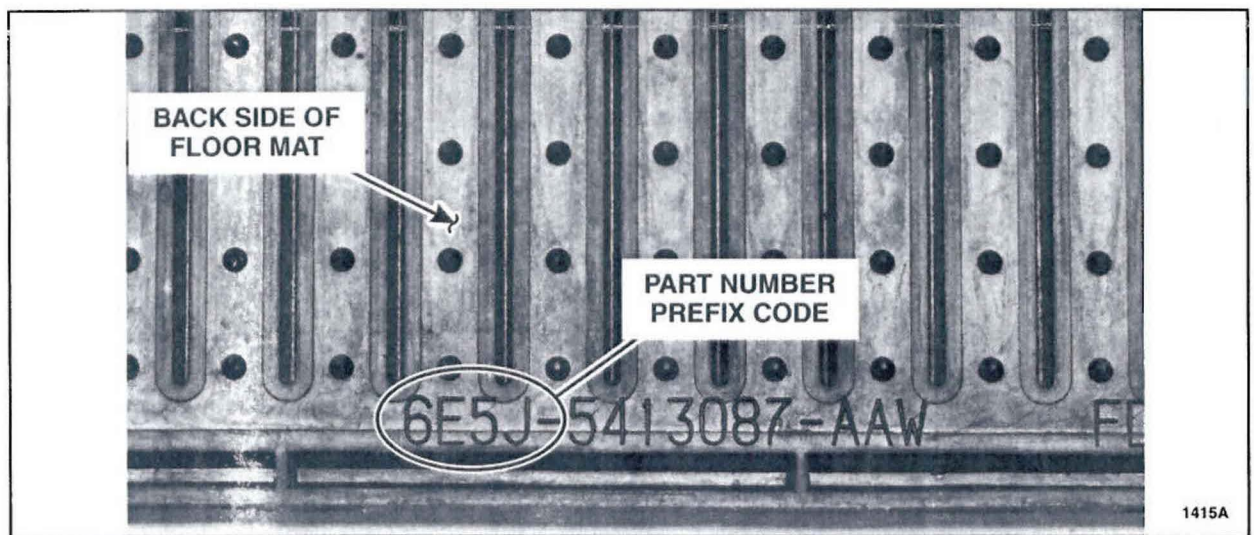
FIGURE 1



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2. Remove the driver side floor mat from the vehicle and inspect the part number prefix code on the back of the mat for one of the following prefix codes. See Figure 2.

Vehicle	Original Part Number Prefix on Back of Mat
Fusion	6E5J
	AE5J
Milan	6N7J
	AN7J
MKZ/Zephyr	6H6J or 7H6J
	AH6J



**FIGURE 2**

3. Inspection results:

- If the part number prefix code does not match one of the affected codes no further action is required. Reinstall your driver side floor mat and secure to the retention hook/posts. See your owner manual for additional information. Thank you for your time.
- If the part number prefix code matches one of the affected codes, please call your dealer to have them order replacement floor mats and to schedule an appointment to exchange the affected floor mats for the replacement floor mats.

**NOTE:** If the original mats are black, you will receive a new set of black front mats (driver and front passenger). If the original mats are a different color (gray or tan), you will receive a *new* set of all four mats in black.



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Ford Customer Service Division  
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July 2014

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

**Equipment Safety Recall Notice 14S07 / NHTSA Recall 14E-028**  
**Equipo Aviso de Revisión de Seguridad 14S07**

**This notice applies to your vehicle:**

2010 Milan

Your Vehicle Identification Number:

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 the Ford Custom Accessory all weather floor mat (constructed from heavy duty rubber) originally ordered with 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?**

Your vehicle was originally sold and equipped with optional Ford all weather floor mats (see attached). If the driver's side all weather floor mat is not properly installed or moves out of position, it could interfere with the accelerator pedal, potentially inhibiting the engine's return to idle, which could result in unintended vehicle speeds and increase the risk of a crash.

**What will Ford and your dealer do?**

Ford Motor Company has authorized your dealer to replace your original rubber all weather floor mats with new rubber all weather floor mats free of charge (parts and labor).

**What should you do?**

Your all weather floor mats need to be inspected to determine if they are included in this recall. You have the option to perform the inspection yourself, or you can have the inspection performed by your dealer.

If you choose to do the inspection yourself, please use the attached inspection sheet to identify if you have affected all weather floor mats. If you do have affected mats, please call your dealer. You will need to return your original all weather floor mats to your dealer in order to exchange them for new replacement rubber all weather floor mats. If you do not have affected rubber all weather floor mats, no further action is necessary.

**What should you do?  
(Continued)**

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 equipment 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.**

**How long will it take?**

The time needed to exchange the mats during your service visit should be less than one hour. Please contact your dealership to coordinate the exchange of your all weather floor mats.

**What if you no longer own this vehicle / these floor mats?**

If you no longer own this vehicle/these floor mats, 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 require further assistance in getting your vehicle repaired promptly and without charge, please contact your dealership's Service Advisor.

**RETAIL OWNERS:** If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332**, where one of our representatives will be happy to assist you. Or visit us at [www.Fordowner.com](http://www.Fordowner.com).

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

*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.*

**FLEET OWNERS:** If you have questions or 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 can contact us 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 14E-028.

Thank you for your attention to this important matter.

Ford Customer Service Division



## ALL WEATHER FLOOR MAT INSPECTION SHEET

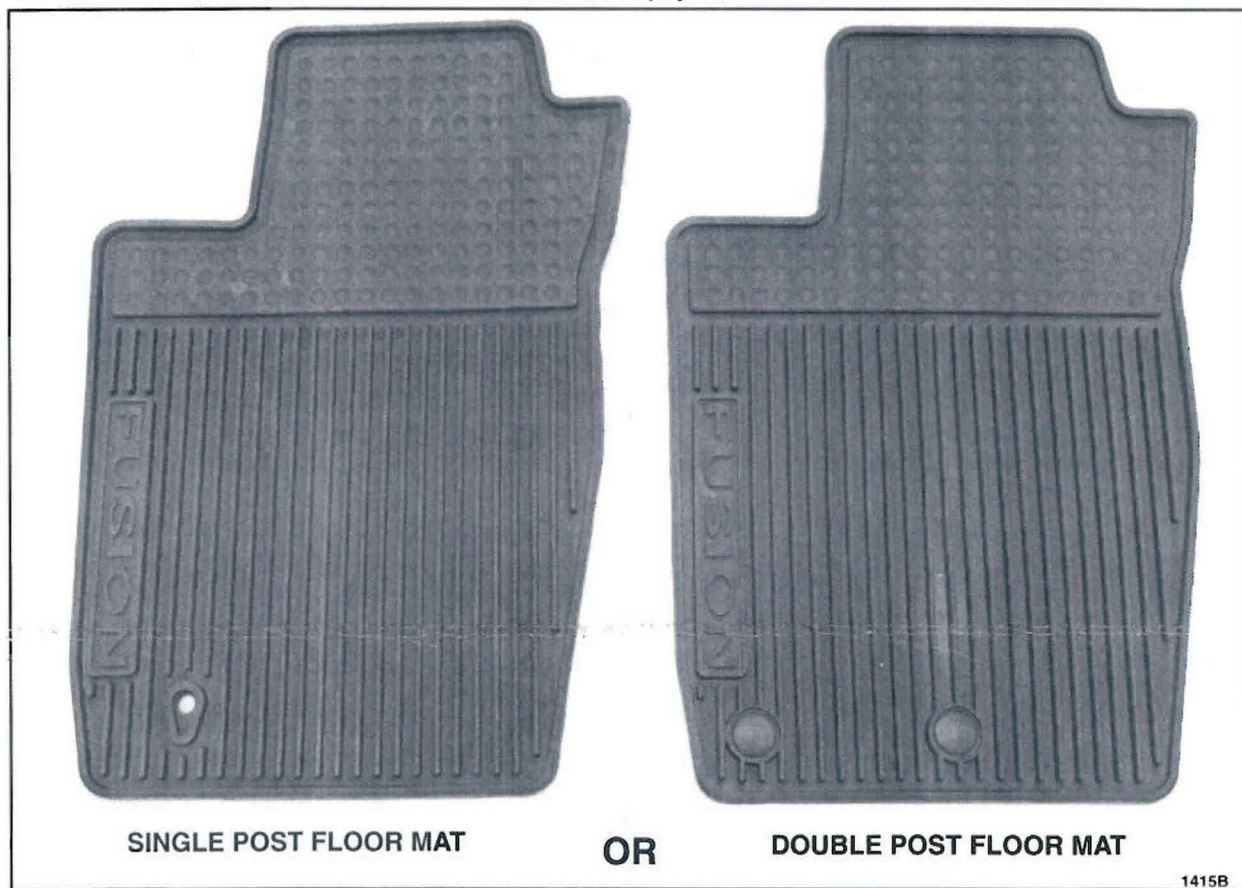
Please inspect your vehicle floor mats to determine if you have affected rubber all weather floor mats, using this inspection sheet. Affected floor mats are being recalled within "Equipment Safety Recall 14S07". You have the option to perform the inspection yourself or you can have the inspection performed by your dealer. Affected all weather floor mats are to be returned to your Ford or Lincoln dealer to have them exchanged for a new set of rubber all weather mats.

### INSPECTION PROCEDURE

1. Do you have all weather floor mats that look similar to the ones pictured in Figure 1?

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**NOTE:** Fusion all weather floor mats shown, Milan, Zephyr and MKZ all weather mats similar.



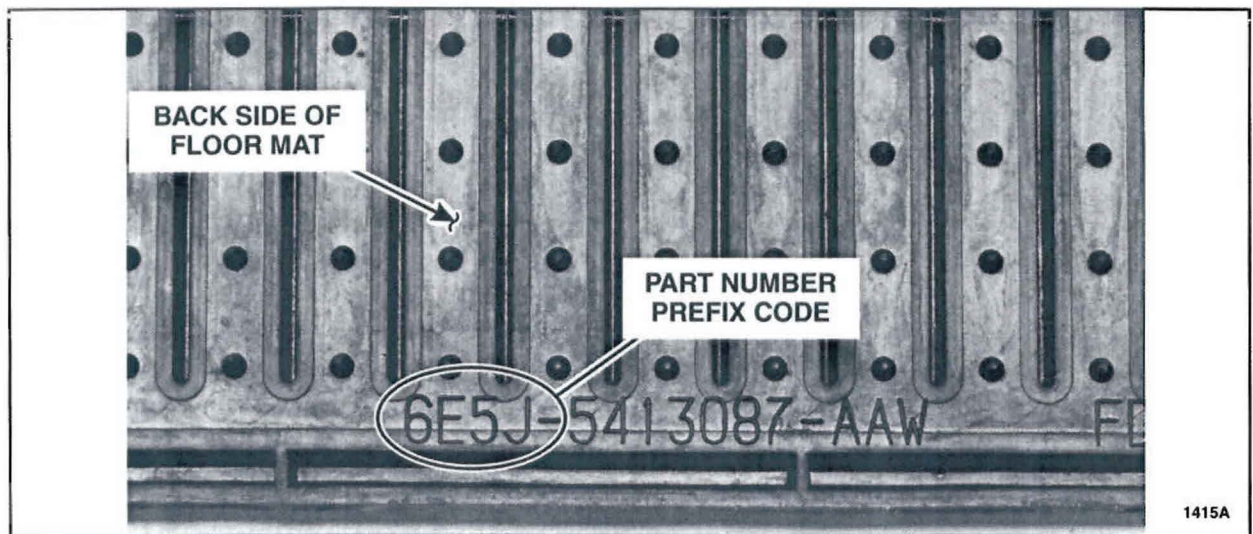
**FIGURE 1**



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2. Remove the driver side floor mat from the vehicle and inspect the part number prefix code on the back of the mat for one of the following prefix codes. See Figure 2.

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Fusion	6E5J
	AE5J
Milan	6N7J
	AN7J
MKZ/Zephyr	6H6J or 7H6J
	AH6J



**FIGURE 2**

3. Inspection results:

- If the part number prefix code does not match one of the affected codes no further action is required. Reinstall your driver side floor mat and secure to the retention hook/posts. See your owner manual for additional information. Thank you for your time.
- If the part number prefix code matches one of the affected codes, please call your dealer to have them order replacement floor mats and to schedule an appointment to exchange the affected floor mats for the replacement floor mats.

**NOTE:** If the original mats are black, you will receive a new set of black front mats (driver and front passenger). If the original mats are a different color (gray or tan), you will receive a *new* set of all four mats in black.



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