



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



33043/016522/0071



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

August 2014

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

Safety Recall Notice 14S10 / NHTSA Recall 14V-393
Aviso de Revisión de Seguridad 14S10

2014 Flex
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 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?

On your vehicle, it may be possible that the right-hand halfshaft was not fully inserted on the intermediate shaft during assembly. A halfshaft that is not fully seated may move outward over time, which can result in noise, vibration, damage to the part, and/or halfshaft disengagement from the intermediate shaft. If the two shafts fully disengage, the halfshaft will no longer transmit torque to the wheel, and the vehicle will experience loss of drive function. Additionally, if the two shafts are disengaged, unexpected vehicle movement may occur if the gearshift lever is placed in the "Park" position without the park brake being applied, increasing the risk of a crash.

What will Ford and your dealer do?

Ford Motor Company has authorized your dealer to inspect to verify the right-hand halfshaft is fully inserted and retained on the intermediate shaft. If the halfshaft is not fully inserted and retained on the intermediate shaft, your dealer will make repairs 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. In addition, your vehicle will require an inspection to determine if parts need to be ordered.

What should you do?

Please call your dealer without delay and request a service date for Recall 14S10. 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.

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?

If your dealer determines that halfshaft repairs are required and needs your vehicle overnight, your dealer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel, insurance, and tax) while your vehicle is at the dealership for repairs. Please see your dealer for guidelines and limitations.

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 procedures were used.

You may be eligible for a refund of previously paid repairs. Refunds will only be provided for service related to right-hand halfshaft disengagement/failure. 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 - 8:00PM (Eastern Time).

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

**Can we assist
you further?
(Continued)**

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 14V-393.

Thank you for your attention to this important matter.

Ford Customer Service Division



THE LINCOLN MOTOR COMPANY

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



1627/000543/0002



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

August 2014

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

Safety Recall Notice 14S10 / NHTSA Recall 14V-393
Aviso de Revisión de Seguridad 14S10

2014 MKT

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 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?

On your vehicle, it may be possible that the right-hand halfshaft was not fully inserted on the intermediate shaft during assembly. A halfshaft that is not fully seated may move outward over time, which can result in noise, vibration, damage to the part, and/or halfshaft disengagement from the intermediate shaft. If the two shafts fully disengage, the halfshaft will no longer transmit torque to the wheel, and the vehicle will experience loss of drive function. Additionally, if the two shafts are disengaged, unexpected vehicle movement may occur if the gearshift lever is placed in the "Park" position without the park brake being applied, increasing the risk of a crash.

What will Lincoln and your dealer do?

The Lincoln Motor Company has authorized your dealer to inspect to verify the right-hand halfshaft is fully inserted and retained on the intermediate shaft. If the halfshaft is not fully inserted and retained on the intermediate shaft, your dealer will make repairs 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. In addition, your vehicle will require an inspection to determine if parts need to be ordered.

What should you do?

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If you do not already have a servicing dealer, you can access www.Lincolnowner.com for dealer addresses, maps, and driving instructions.

The Lincoln 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.

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?

If your dealer determines that halfshaft repairs are required and needs your vehicle overnight, your dealer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel, insurance, and tax) while your vehicle is at the dealership for repairs. Please see your dealer for guidelines and limitations.

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You may be eligible for a refund of previously paid repairs. Refunds will only be provided for service related to right-hand halfshaft disengagement/failure. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer.

Refund requests may also be sent directly to The Lincoln Motor Company. To request your refund from Lincoln, send the refund request with all required documentation, including your original repair receipt (no photocopies), to The Lincoln 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 Lincoln's reimbursement program and documentation requirements may be obtained by contacting our Customer Relationship Center at 1-866-436-7332.

What if you no longer own this vehicle?

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Can we assist you further?

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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 14V-393.

Thank you for your attention to this important matter.

The Lincoln Motor Company

