



Ford Motor Company
Ford Customer Service Division
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November 2014

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

Safety Recall Notice 14S21 / NHTSA Recall 14V-597
Aviso de Revisión de Seguridad 14S21

This notice applies to your vehicle:

2014 MKZ Hybrid

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, the restraints control module may develop a short circuit over time. If this occurs, the airbag warning indicator lamp will illuminate in the instrument cluster and the deployable restraint systems (for example: airbags and side airbag curtains) may not function as intended in the event of a crash, increasing the risk of injury. A short circuit may also affect the function of other systems that use data from the restraints control module, including stability control. If this occurs, the corresponding indicator lamps will also illuminate.

**What should
you do?**



**Airbag Warning
Indicator**

If your airbag warning indicator is illuminated, please call your dealer and request a service date for replacement of the restraints control module under Safety Recall 14S21. When requesting a service date for this recall, 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 your airbag warning indicator is not illuminated, you do not need to take any action at this time. When replacement parts are available, Ford will notify you by mail to contact your dealer to schedule a service appointment.

Until this time, if you have any questions regarding this recall, including the most current part availability status or when to make a service appointment, feel free to contact Ford directly by calling 1-866-436-7332. Representatives are available to answer your questions.

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.

What will Ford and your dealer do?

When parts are available for 14S21, you will be notified by Ford Motor Company via mail to schedule a service appointment with your dealer to have the restraints control module replaced. Parts for Safety Recall 14S21 are anticipated to be available in the third quarter of 2015.

We apologize for any inconvenience these part shortages may cause you. We are working closely with our suppliers to accelerate part availability.

In the meantime, if your airbag warning indicator is illuminated, contact your dealer and request a service date for recall 14S21.

This repair will be completed free of charge (parts and labor).

How long will it take?

The time needed for repairs is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

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 were used.

You may be eligible for a refund of previously paid repairs. Refunds will only be provided for service related to replacement of the restraints control module. 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 questions or concerns regarding this recall, 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.

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-597.

Thank you for your attention to this important matter.

Ford Customer Service Division