



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



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

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

**Safety Recall Notice 14S22 / NHTSA Recall 14V-682**  
**Aviso de Revisión de Seguridad or Cumplimiento 14S22**

**This notice applies to your vehicle:**

2007 Edge

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?**

If your vehicle is operated in high corrosion areas for an extended period (where salt is used on the roadways during winter months), it is possible that salt and moisture may become trapped under the fuel tank mounting reinforcement brackets. Over time, corrosion under these reinforcement brackets can spread to the fuel tank that can result in a fuel leak. If a leak occurs, you may experience symptoms of a fuel odor, fuel on the ground, or illumination of the "Service Engine Soon" warning indicator. Fuel leakage in the presence of an ignition source may result in a fire.

**What should you do?**



Service Engine Soon  
Indicator

If your vehicle exhibits symptoms of a fuel odor, fuel on the ground, or illumination of the "Service Engine Soon" warning indicator, please contact your dealer and request a service appointment for diagnosis and repair relating to Safety Recall 14S22. 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 vehicle does not exhibit these symptoms, Ford will notify you by mail when service parts are available, at which time a service appointment to perform this safety recall can be scheduled.

**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.

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 Safety Recall 14S22, you will be notified by Ford Motor Company via mail to schedule a service appointment with your dealer to repair or replace the fuel tank. Parts for 14S22 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 vehicle exhibits symptoms of a fuel odor, fuel on the ground, or illumination of the "Service Engine Soon" warning indicator, contact your dealer and request a service date for recall 14S22.

This repair will be completed 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.

**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 repair or replacement of the fuel tank for fuel leaks caused by corrosion. 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](http://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](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 14V-682.

Thank you for your attention to this important matter.

Ford Customer Service Division