

Rockport

COMMERCIAL VEHICLES



A Berkshire Hathaway Company

November 21, 2014

ATLANTIC BINGO & SUPPLY INC.
500 S. CENTER ST.
POTTSVILLE, PA 17901

IMPORTANT SAFETY RECALL NOTIFICATION

NHTSA Recall Campaign # 14V-684

This notice applies to your vehicle: 1FDXE4FS0EDA88169

Dear Rockport Commercial Vehicles Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Rockport Commercial Vehicles has decided that a defect, which relates to motor vehicle safety, exists in certain 2014 – 2015 model years Rockport, Parcelport, Cargoport & Workport.

Rockport Commercial Vehicles has determined that vehicles that had the front end alignment done by Rockport Commercial Vehicles on Ford E-Series Cutaways that the camber adjustment sleeve upper ball joint pinch bolt was potentially not torqued to the proper tightness. Loose pinch bolts could exhibit noise, vibration and, in extreme cases if left uncorrected, separation of the joint, increasing the risk of a crash.

The remedy for the affected vehicles will be to have the Ford Dealer inspect the camber adjustment sleeve upper ball joint pinch bolt for tightness and correct as necessary to Ford alignment procedure. If you have had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall.

If your Ford dealer is unable to perform the recall within a reasonable time frame, please contact Rockport Commercial Vehicles Warranty Department for further instructions. If you choose to take your vehicle to a non-Ford dealer, they must contact Rockport Commercial Vehicles prior to making the recall repairs for proper authorization and instruction. If you have sold or traded your vehicle, or for any reason cannot have this recall service performed, please let us know by completing the information on the enclosed post card and returning it to us promptly. Federal regulations require that any vehicle lessor receiving this notice must forward a copy of this notice to the lessee within ten days.

If, however, you take your commercial vehicle to your Ford dealer on the agreed service date and the dealer does not remedy this condition on that date or within three (3) days, please contact our warranty department at 888-711-1600. After contacting your Ford dealer and Rockport Commercial Vehicles and you are not able to have the safety defect remedied without charge and/or within a reasonable time, you may wish to submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with Rockport Commercial Vehicles.

Sincerely,

Rockport Commercial Vehicles