



Ford Motor Company
Ford Customer Service Division
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3655/001219/0007



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November 2014

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

Safety Recall Notice 14S25 / NHTSA Recall 14V-704
Aviso de Revisión de Seguridad 14S25

This notice applies to your vehicle:

2008 Crown Victoria

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 upper intermediate steering shaft was serviced incorrectly during previous repairs for Safety Recall 13S08 or Regional Program 13R01. If serviced incorrectly, it is possible for the upper intermediate steering shaft to separate, resulting in a loss of steering control.

What will Ford and your dealer do? Ford Motor Company has authorized your dealer to inspect the upper intermediate steering shaft and steering column lower bearing and repair as needed, 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.

What should you do? Please call your dealer without delay and request a service date for Safety Recall 14S25. 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.

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

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-704.

Thank you for your attention to this important matter.

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