

Equipment Safety Recall 14S07
Certain 2006 through 2011 Model Year Fusion, Milan, Zephyr and MKZ Vehicles
Equipped with Ford All Weather Floor Mats
All Weather Floor Mat Replacement

DEALER Q & A

Q1. What is the problem?

- A. Ford is voluntarily recalling certain Ford rubber all weather floor mats having either a single hook or double post retention design that may be installed on 2006 through 2011 model year Fusion, Milan, Zephyr and MKZ vehicles. If the driver's side rubber floor mat is not properly installed or moves out of position, it could interfere with the accelerator pedal, potentially inhibiting the engine's return to idle, and increase the risk of a crash.

Q2. Why is this called an Equipment Safety Recall?

- A. The recall applies specifically to certain Ford rubber all weather floor mats having either a single hook or double post retention design.

Q3. Why do customers need to return the mats and have the driver mat cut in half? What about the passenger mats?

- A. Ford wants to ensure the affected mats are identified and the driver mat is eliminated after replacement. Front and rear passenger mats can be retained by the owner.

Q4. Why do replacement mats only come in black and look different?

- A. Colored mats are no longer available. The mats provided are of the latest design level.

Q5. Why do owners with affected colored mats get a four-piece kit, but others get a two-piece front kit?

- A. Ford recognizes that this is an inconvenience, and owners take pride in their vehicles. Kits are provided to ensure the vehicle has matching mats.

Q6. Why are only a portion of these vehicles listed in OASIS?

- A. Safety Equipment Recall 14S07 currently includes the known VINs of vehicles that were sold with pre-installed Ford Custom Accessory rubber all weather floor mats. In addition to the known VINs above, 44,582 sets of the affected floor mats may have been purchased over-the-counter by customers at Ford and Lincoln Dealers. The VINs of the vehicles that contain these mats are unknown to Ford and, therefore, are not listed in OASIS.

Q7. How will the VINs with affected over-the-counter purchased Ford rubber all weather mats get added to OASIS?

- A. Potentially affected owners will receive instructions on how to identify affected mats that may be installed in their vehicle. If affected, they will be directed to a website (or their dealer) to register their vehicle, so their VIN is added to Equipment Safety Recall 14S07.

Equipment Safety Recall 14S07
Certain 2006 through 2011 Model Year Fusion, Milan, Zephyr and MKZ Vehicles
Equipped with Ford All Weather Floor Mats
All Weather Floor Mat Replacement

DEALER Q & A (Continued)

Q8. How will owners be notified?

- A. All potentially affected owners will be mailed letters by the end of July, 2014. Depending on the listed equipment at the time of vehicle production, owners will receive one of two letters.
- Owners of vehicles originally sold with pre-installed Ford all weather floor mats will be directed to verify they have the affected mats and to contact their dealer to order replacement mats.
 - Owners that purchased Ford all weather floor mats over-the-counter will be directed to verify they have the affected mats. If affected, they will be directed to register their vehicle into Equipment Safety Recall 14S07, and to contact their dealer to order replacement mats.

Q9. What if a customer provides a carpeted mat or unlisted all-weather floor mat for replacement?

- A. Only Ford rubber all-weather mats with the affected part number prefixes indicated (6E5J, AE5J, 6N7J, AN7J, 6H6J, or 7H6J) on the back of the mat are included. See Technical Information in Attachment III for more detail. Other mats will not be replaced.