



Ford Motor Company
 Ford Customer Service Division
 P.O. Box 1904
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2013 C-MAX Hybrid

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

According to our records, your 2013 C-MAX Hybrid has not had necessary safety recall repairs made. We urge you to have the free repair performed at your local dealership as soon as possible.

KEY INFORMATION

- Your vehicle is involved in an important safety recall
- Your safety is important to us. Schedule an appointment to have service procedure completed
- This procedure will be performed free of charge
- *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*

Recall Number 14C03 - Front Seat Backrest Frame Replacement and Description:

What is the Issue? On your vehicle, it may be possible that the front driver and/or passenger seatback assemblies were produced with sub-standard welds. A sub-standard weld joint may separate and result in noise in the seatback or a loose or leaning seatback. Also, sub-standard welds may not meet the requirements of FMVSS 207, potentially increasing the risk of injury in certain crashes.

Recall Number 14S04 - Reprogram Restraints Control Module and Description:

What is the Issue? On your vehicle, a software concern may cause a delay in the deployment of the safety canopy in certain roll-over circumstances, potentially increasing the risk of injury.

What Are We Asking You To Do? Please contact your dealer to schedule an appointment to have these important service procedures completed. If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps and driving instructions.

The vehicle owner is responsible for having these service actions performed. Ford Motor Company reserves the right to deny coverage for any vehicle damage that may result from failure to have these recalls performed on a timely basis. Therefore, please have this recall performed as soon as possible.

Service Assistance: If you have additional questions, 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). Office Hours are Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

If you wish to contact us through the Internet, our address is: www.Fordowner.com.

If your authorized dealer has recently completed these recall repairs, please disregard this reminder.

We apologize for any inconvenience this may cause and want to assure you that, with your assistance, we will correct these conditions. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

Thank you for your attention to these important matters.

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