



Ford Motor Company
Ford Customer Service Division
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***** IMPORTANT SAFETY RECALL *****
(PROGRAMA DE SEGURIDAD IMPORTANTE)

Safety Recall Notice 14S06 / NHTSA Recall 14V-286
Aviso de Revisión de Seguridad 14S06

2011 Explorer
Your Vehicle Identification Number (VIN):

This notice is to remind you of Safety Recall 14S06 and to inform you of new extended coverage on the steering gear for the vehicle with the VIN shown above.

What is the issue?

If you have not yet had Safety Recall 14S06 performed on your vehicle, the power steering system may revert to manual steering mode while driving due to a steering system sensor fault. If this condition should occur, a message will display in the Instrument Cluster Message Center and a chime will sound. Loss of power steering assist would require greater steering effort, especially at lower speeds, which may increase the risk of a crash.

If you have already had Safety Recall 14S06 performed on your vehicle, this letter is to inform you of extended coverage on the steering gear for up to 10 years or 150,000 miles from the warranty start date, whichever occurs first.

What will Ford and your dealer do?

If you have not yet had Safety Recall 14S06 performed on your vehicle, Ford Motor Company has authorized your dealer to update the Power Steering Control Module software to prevent loss of steering assist while driving due to a motor position sensor fault. Alternatively, the dealer may need to replace the steering gear if certain conditions are present. This service will be performed free of charge (parts and labor).

If the steering gear is not replaced during the completion of this safety recall, owners will be provided extended coverage of the power steering gear. This extended coverage provides for one time replacement of the power steering gear if certain conditions are present, for up to 10 years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first. This repair will be free of charge (parts and labor). If a vehicle has already exceeded the mileage limit, this program will last through December 31, 2015 for eligible owners. The extended coverage is automatically transferred to subsequent owners.

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?

If you have not yet had Safety Recall 14S06 performed on your vehicle, please call your dealer without delay and request a service date for Safety Recall 14S06. Provide the dealer with the VIN of your vehicle. The VIN is printed near your name at the beginning of this letter.

Ford Motor Company wants you to have this safety recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

**What should you do?
(continued)**

If you have already had Safety Recall 14S06 performed on your vehicle, you do not need to return to your dealer for this repair unless you have experienced a loss of power steering assist. Please keep this letter as a reminder of the extended warranty coverage for your steering gear. If the steering gear requires replacement, and your vehicle is within the indicated time/mileage limitations, contact your dealer for a service date. Provide the dealer with the VIN of your vehicle and request a service date for Safety Recall 14S06. Your dealer will replace the steering gear at no charge.

If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions.

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.

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 and procedures were used.

You may be eligible for a refund of previously paid repairs. Refunds will only be provided for service related to the replacement of the steering gear. 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.

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.

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-286.

Thank you for your attention to this important matter.

Ford Customer Service Division