



IMPORTANT SAFETY RECALL

Joe Smith
123 Any Street
Hometown, PA 12345
Reimbursement code: TT1015XXXX

Dear Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Dorman Products has decided that a defect which relates to motor vehicle safety exists in certain aftermarket replacement steering shafts. As a result of this determination, Dorman Products is recalling part numbers 425-359 and 7-0359 which **were sold for replacement use** on the following makes and models:

| Make | Model | Year |
|---------|----------------|-----------|
| Ford | Crown Victoria | 1995-2002 |
| Lincoln | Town Car | 1995-2002 |
| Mercury | Grand Marquis | 1995-2002 |

Only steering shafts with the part numbers stated above are included in this recall.

Defect: A potential defect could result in steering shaft separation without warning, thus impairing steering control of the vehicle, increasing the risk of a vehicle crash.

Remedy: Dorman Products wishes to recover as many of these parts as possible. Dorman believes that you currently have or have previously owned a motor vehicle in which one of these parts was installed. For this reason we ask that you arrange for your dealer or independent automotive repair facility to replace this part without delay. Dorman will provide replacement parts and will reimburse you or the repair facility for labor. If you 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. In order to qualify for this reimbursement, you must send original invoices and receipts to **Dorman Products, Inc., 3400 East Walnut Street, Colmar, PA 18915, Attn: Steering Shaft Recall.** For more information please call our toll free hotline at 1-800-523-2492 and press 5.

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We regret any inconvenience that this action may cause you. However, we are concerned about your safety. If your dealer or independent automotive repair facility is unwilling or is unable to remedy this defect within a reasonable time, you may 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>. Thank you for your patience and support in helping us to keep you safe.

Sincerely,

Michael Campana
Director of Quality

NEW PRODUCTS. NEW SOLUTIONS. NEW OPPORTUNITIES.