



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

**Safety Recall Notice 15S13 / NHTSA Recall 15V-005
Aviso de Revisión de Seguridad 15S13**

2014 Fiesta
Your Vehicle Identification Number (VIN):

This notice is sent to you in accordance with 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 VIN 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, the fuel pump may have been manufactured incorrectly, leading to increased susceptibility to fuel pump seizure and a loss of fuel pressure. This may result in a no start condition, or an engine stall without warning. An engine stall without warning while driving, with the inability to restart the engine, increases the risk of a crash.

We are working closely with our suppliers to produce parts to correct the condition. Parts are anticipated to be available for all vehicles in 4th Quarter, 2015.

What should you do?

At this time, if your vehicle is exhibiting symptoms of no start or stalling, please call your dealer and request a service date for fuel pump replacement under Safety Recall 15S13.

If your vehicle is not exhibiting any symptoms, continue to monitor for changes. When replacement parts are available, Ford will notify you by mail to contact your dealer to schedule a service appointment. Unless your vehicle is exhibiting symptoms of no start or stalling, there is **no need** to contact your dealer for a service appointment now.

When requesting a service date for this recall, provide the dealer with the VIN of your vehicle, which 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.

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.



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| What will Ford and your dealer do? | <p>When parts are available for Safety Recall 15S13, Ford Motor Company will notify you by mail to schedule a service appointment with your dealer to have the fuel pump replaced. Parts for Safety Recall 15S13 are anticipated to be available in 4th Quarter, 2015.</p> <p>We apologize for any inconvenience these part shortages may cause you. We are working closely with our suppliers to accelerate part availability.</p> <p>In the meantime, if your vehicle exhibits symptoms of no start or stalling, contact your dealer and request a service date for Safety Recall 15S13. This repair will be completed free of charge (parts and labor).</p> |
| How long will it take? | <p>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.</p> |
| Can we assist you further? | <p>If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.</p> <p>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).</p> <p>If you wish to contact us through the Internet, our address is: www.Fordowner.com.</p> <p><i>Para asistencia en Español:</i></p> <p><i>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.</i></p> <p>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).</p> <p>Or you may contact us through the Internet at www.fleet.ford.com.</p> |
| Do you need a rental vehicle? | <p>Your dealer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel and insurance) while your vehicle is at the dealership for repairs. Please see your dealer for guidelines and limitations.</p> |
| What if you no longer own this vehicle? | <p>If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.</p> <p>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.</p> |
| Still having difficulty? | <p>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 15V-005.</p> |

Thank you for your attention to this important matter.

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