



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

**Safety Recall Notice 15S31 / NHTSA Recall 15V-712
Aviso de Revisión de Seguridad 15S31**

2010 Edge
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? If your vehicle is operated in high corrosion areas for an extended period (where salt is used on the roadways during winter months), it is possible that salt and moisture may become trapped under the fuel tank mounting reinforcement brackets. Over time, corrosion under these reinforcement brackets can spread to the fuel tank that can result in a fuel leak. If a leak occurs, you may experience symptoms of a fuel odor, fuel on the ground, or illumination of the "Service Engine Soon" indicator. Fuel leakage in the presence of an ignition source may result in a fire.

What should you do? If your vehicle exhibits symptoms of a fuel odor, fuel on the ground, or illumination of the "Service Engine Soon" indicator (shown to the left), please contact your dealer and request a service appointment for diagnosis and repair relating to Safety Recall 15S31. Provide the dealer with the VIN of your vehicle, which is printed near your name at the beginning of this letter.



Service Engine Soon
Indicator

If your vehicle does not exhibit these symptoms, Ford will notify you by mail when service parts are available to repair all vehicles, at which time a service appointment to perform this safety recall should be scheduled.

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.

What will Ford and your dealer do?

When parts for Safety Recall 15S31 become available to repair all vehicles, you will be notified by Ford Motor Company via mail to schedule a service appointment with your dealer to inspect, and either clean and treat or replace the fuel tank. Parts to repair all vehicles are anticipated to be available in the second quarter of 2016.

We apologize for any inconvenience these part shortages may cause you. We are working closely with our suppliers to accelerate part availability.

Until parts become available to repair all vehicles, if your vehicle exhibits symptoms of a fuel odor, fuel on the ground, or illumination of the "Service Engine Soon" warning indicator, contact your dealer and request a service date for Safety Recall 15S31.

This repair will be completed free of charge (parts and labor).

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.

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 were used.

You may be eligible for a refund of previously paid repairs. Refunds will only be provided for service related to repair or replacement of the fuel tank for fuel leaks caused by corrosion. 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.

**Can we assist
you further?
(continued)**

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 15V712.

Thank you for your attention to this important matter.

Ford Customer Service Division

