



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

Safety Recall Notice 16S28 / NHTSA Recall 16V-479
Aviso de Revisión de Seguridad 16S28

2016 Focus Electric
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, it may be possible for components within the transmission to prematurely wear, causing noise, harshness, and eventual transmission differential failure without additional warning. This can result in a loss of motive power while driving and loss of transmission park function, increasing the risk of a crash or injury.

What will Ford and your dealer do? Ford Motor Company is working closely with its suppliers to produce parts for this repair. When parts become available for Safety Recall 16S28, Ford Motor Company will notify you via mail to schedule a service appointment with your dealer to have the transmission differential gear replaced free of charge (parts and labor). Coverage is automatically transferred to subsequent owners.

What should you do? When parts are available, Ford Motor Company will send a letter to inform you to contact your dealer to schedule a repair. Please wait to contact your dealer, unless you are currently experiencing a concern with your vehicle.
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.

Thank you for your attention to this important matter.

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