



Ford Motor Company
 Ford Customer Service Division
 P.O. Box 1904
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1309 / 05 / 329590 /



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*** * * IMPORTANT SAFETY RECALL REMINDER * * ***

According to our records, your 2017 Explorer has not had necessary safety recall repairs made. We urge you to have the free repair performed at your local dealership as soon as possible.

KEY INFORMATION

- Your vehicle is involved in an important safety recall
- Your safety is important to us. Schedule an appointment to have service procedure completed
- This procedure will be performed free of charge

Recall Number **17S23 - Electronic Power Assist Steering Heat Shield Fastener Inspection**
and Description:

What is the Issue?

On your vehicle, the fasteners used to secure the electronic power assist steering heat shield may not have proper corrosion protection.

If the fasteners do not have proper corrosion protection, they may not retain the heat shield over time, exposing the steering gear to higher than expected temperatures. If the steering gear connectors melt, you may experience loss of assist accompanied by the fault message "SERVICE POWER STEERING NOW" in the instrument cluster. Loss of power steering assist would require higher steering effort, especially at lower speeds, which may result in an increased risk of a crash.

What Are We Asking You To Do?

Please contact your dealer to schedule an appointment to have this important service procedure completed. If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps and driving instructions.

The vehicle owner is responsible for having this service action performed. Ford Motor Company reserves the right to deny coverage for any vehicle damage that may result from failure to have this recall performed on a timely basis. Therefore, please have this recall performed as soon as possible.

Service Assistance:

If you have additional questions, 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). Office Hours are Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

If you wish to contact us through the Internet, our address is: www.Fordowner.com.

If your authorized dealer has recently completed this recall repair, please disregard this reminder.

We apologize for any inconvenience this may cause 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.

Thank you for your attention to this important matter.

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