



Ford Motor Company  
Ford Customer Service Division  
P. O. Box 1904  
Dearborn, Michigan 48121

June 2018

**\* \* \* IMPORTANT SAFETY RECALL \* \* \***

**Compliance Recall Notice 18C04 / NHTSA Recall 18V312**

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

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

Ford Motor Company has decided that your vehicle, with the VIN shown above, fails to conform to Federal Motor Vehicle Safety Standard (FMVSS) 135, "Light vehicle brake systems" which requires vehicles to be equipped with a brake fluid reservoir cap with specific warnings. Additionally, the owner's manual kit in your vehicle may not contain certain information required and therefore may not conform to multiple FMVSSs.

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.

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|---|---|
| <b>What is the issue?</b>                 | On your vehicle, it may be possible the incorrect Brake Fluid Reservoir Cap and Owner's Manual Kit were installed on your vehicle.  |
| <b>What is the risk?</b>                  | This may result in either mistakenly refilling the brake fluid with incorrect replacement brake fluid, or not properly cleaning the cap or filling the reservoir. Any of these errors could affect brake performance, increasing the risk of a crash. Additionally the Owner's Manual has specific language included to reduce the risk of crash or injury. |
| <b>What will Ford and your dealer do?</b> | Ford Motor Company has authorized your dealer to install the correct Brake Fluid Reservoir Cap and Owner's Manual Kit free of charge (parts and labor).   |
| <b>How long will it take?</b>             | 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. Please keep in mind your dealer will need to order parts prior to your service date, which could take a week to receive.   |
| <b>What should you do?</b>                | Please call your dealer without delay and request a service date for Recall 18C04. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.   |

**What should you do?  
(continued)**

If you do not already have a servicing dealer, you can access [www.Fordowner.com](http://www.Fordowner.com) for dealer addresses, maps, and driving instructions. Ford Motor Company wants you to have this recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

**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.**

(SYNC FordPass) NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition there are other features such as reserving and paying for parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

**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 have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: [www.Fordowner.com](http://www.Fordowner.com).

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

**FLEET OWNERS:** If you have questions or concerns, please contact our **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: [www.fleet.ford.com](http://www.fleet.ford.com).

Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

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](http://www.safercar.gov). Reference NHTSA Safety Recall 18C04.

Thank you for your attention to this important matter.

Ford Customer Service Division