



THE LINCOLN MOTOR COMPANY

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



F A/8/000009/0001



MS. DONNA BAKER  
330 TOWN CENTER DRIVE  
STE. 500  
DEARBORN, MI 48126

Dear Valued Ford, Lincoln, or Mercury Owner,

**\* \* \* IMPORTANT NOTICE \* \* \***

We are sending you the enclosed letter(s) to ensure you are aware of any open Field Service Actions (FSAs) on your vehicle.

During the time periods when the FSA owner letters were first mailed, your vehicle was identified as belonging to a Fleet. Our records now reflect that you are the most recent registered owner of this vehicle. As such, we are forwarding you the enclosed letter(s) for your consideration.

If you have not yet scheduled a service appointment as recommended in the "What Should You Do?" section, we encourage you to do so at the earliest opportunity. If you have recently had this repair performed at a Ford or Lincoln Dealer, please disregard this notice.

If you previously paid for a repair related to an open Field Service Action, you may be eligible for a reimbursement as indicated in the "Have you previously paid for this repair?" section.





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August 2019

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

**Safety Recall Notice 18S10 / NHTSA Recall 18V-214**

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?** A clip that secures the transmission cable to the transmission may not be seated properly.

**What is the risk?** The driver may experience the following if this condition occurs:

- **Unintended vehicle movement or roll away, if the parking brake is not applied, increasing the risk of a crash or injury.**
- When exiting the vehicle, the ignition key (if equipped) can be removed with no instrument panel warning message or chime indicating that the transmission is not in Park
- The transmission gear as displayed in the instrument cluster may be different than indicated by the position of the transmission shift lever.
- No ability to restart the vehicle, unless the transmission gear as displayed in the instrument cluster is Park or Neutral.

These conditions increase the risk of a crash or injury.

**What will Ford and your dealer do?** Ford Motor Company has authorized your dealer to inspect your transmission selector lever cable, and repair as necessary, 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.

**What should you do?** **When operating your vehicle prior to repair, please make sure the parking brake is applied whenever the vehicle is parked.**

Please call your dealer without delay and request a service date for Recall 18S10. Provide the dealer with your VIN, 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](http://www.Fordowner.com) for dealer addresses, maps, and driving instructions. Ford Motor Company wants you to have this safety recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this recall performed on a timely basis. Therefore, please have this recall performed as soon as possible.

**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.**

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).

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

**MOTORHOME OWNERS:** If you have questions or concerns, please contact our **Motorhome Customer Assistance Center toll free at 1-866-906-9811**. Representatives are available 24 hours a day.

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 18V-214.

Thank you for your attention to this important matter.

Ford Customer Service Division

