



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

January 2019

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

Safety Recall Notice 18S45 / NHTSA Recall 18V-894

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 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, the engine block heater wire assembly may be susceptible to excess water intrusion or corrosion in the in-line connector.

What is the risk? While the vehicle is parked and the block heater is plugged in, an inoperative engine block heater, tripping of household breakers or GFCI equipped outlets, and/or a resistive short may occur. A resistive short may increase the risk of overheated or melted wiring, and/or fire.

What will Ford and your dealer do? Ford Motor Company has authorized your dealer to inspect the engine block heater wire assembly in-line connector for water intrusion and/or corrosion, and replace if necessary, free of charge (parts and labor).

After the inspection, if the in-line connector requires replacement, and parts are not available to repair your vehicle, your dealer will perform an interim repair of applying grease and will provide you with a Customer Information sheet.

If your dealer performs an interim repair because parts are not currently available, Ford Motor Company will send a letter to inform you when parts are available. You may contact your dealer to schedule a final repair at that time. Parts are anticipated to be available first quarter 2019.

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. In addition, your vehicle will require an inspection to determine if parts need to be ordered.

What should you do? 1) **Ford does not recommend owners use their engine block heater until your vehicle is inspected.** If the engine block heater continues to

be used, ensure the vehicle is parked outside and away from any structures, connect the system to a ground-fault circuit interrupter (GFCI) 120-volt AC electrical outlet and follow all instructions and warnings in your vehicles owner's manual.

- 2) Please call your dealer without delay and request a service date for Recall 18S45. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.

Ford has not issued instructions to stop driving your vehicle under this safety recall. Owners should contact their dealer for an appointment to have their vehicle remedied as soon as practicable.

- 3) Owners can continue to safely drive their vehicle if they follow all instructions and warnings contained in the recall notice.

If you do not already have a servicing dealer, you can access 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.

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 and procedures were used.

You may be eligible for a refund of previously paid repairs. Refunds will only be provided for service related to a genuine Ford engine block heater wire assembly with base part number 6B018.

- Installation of complete engine block heater kits are not covered (example, base part number 6D008 or equivalent is not reimbursable).
- Installation of a non-Ford aftermarket engine block heater kit is not reimbursable.

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 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.

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.

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. Reference NHTSA Safety Recall 18V-894.

Thank you for your attention to this important matter.

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