



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

February 2023

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

Safety Recall Notice 22S27 / NHTSA Recall 22V255

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): XXXXXXXXXX

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 that a rear axle mounting bolt may fracture during vehicle acceleration.

What is the risk? A fractured rear axle bolt will allow the rear axle housing to move out of position, resulting in severe noise and vibration. If the rear axle bolt breaks, the driveshaft or half-shafts may become disconnected, resulting in loss of the vehicle's forward power and loss of transmission torque to the rear wheels. Loss of the vehicle's forward power increases the risk of crash and injury. Transmission torque is necessary to hold the vehicle in park. If the parking brake is not applied, the loss of the primary park torque will allow the vehicle to roll in park increasing the risk of crash and 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, Ford Motor Company will notify you via mail to schedule a service appointment with your dealer for the repair of the rear axle bolts, free of charge - (Parts and labor). Parts are anticipated to be available in the second quarter of 2023. As soon as parts are available, we will send a letter asking you to contact your dealer to have the rear axle bolts replaced - free of charge. Please accept our apologies for the delay. If a concern occurs with the rear axle before this time, please contact your dealer for further assistance.

What should you do? **Until parts are available, and the recall repair is completed, customers should apply the parking brake when the vehicle is in park.**
When parts are available, Ford Motor Company will send a letter to inform you that parts are available and to contact your dealer to schedule a repair.

What should you do?
(continued...)

If severe noise and/or vibration from the rear axle is noticed, please find a safe parking location, and call your dealer immediately.

Ford has not issued instructions to stop driving your vehicle under this safety recall. When parts are available, you should contact your dealer for an appointment to have your vehicle remedied as soon as practicable. You can continue to drive your vehicle.

If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions.

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 nhtsa.gov. Reference NHTSA Safety Recall 22V255.

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 parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

Thank you for your attention to this important matter.

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