

**Customer Relationship Center Communications to Customers
Safety Recall 25S04**

Email Communication to Customer If Unable to Connect via Phone:

Hello 'Customer Name',

I am following up in connection to my recent voicemail regarding a Safety Recall for your 2024 F-150. The steering gear assembly in your F-150 contains an incorrect steering rack, which can cause the pinion gear or rack teeth to fracture. Fractured steering gear teeth can cause the steering to bind or lock, increasing the risk of a crash.

For your safety, please call your dealer as soon as possible to schedule this Safety recall service. If you have any questions, feel free to give us a call back at 1-833-807-3673.

We sincerely apologize for the inconvenience and value you as a loyal member of the Ford family.