



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

6309/000002098/000000011



STATE OF ALASKA
 2200 E 42ND AVE
 ANCHORAGE, AK 99508-5202

July 2014

***** IMPORTANT SAFETY RECALL *****
(PROGRAMA DE SEGURIDAD IMPORTANTE)

Safety Recall Notice 14S06 / NHTSA Recall 14V-286
Aviso de Revisión de Seguridad 14S06

This notice applies to your vehicles:

Your Vehicle Identification Numbers: See Listing

This notice is sent to you in accordance with the requirements of 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 Vehicle Identification Number 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 power steering system may revert to manual steering mode while driving due to a steering system sensor fault. If this condition should occur, a message will display in the Instrument Cluster Message Center, a chime will sound, and the steering effort may be greater at low speeds, which may increase the risk of accident.

What will Ford and your dealer do? Ford Motor Company has authorized your dealer to update the Power Steering Control Module to prevent loss of steering assist while driving due to a motor position sensor fault. Alternatively, the dealer may need to replace the steering gear. This service will be performed 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? Please call your dealer without delay and request a service date for Recall 14S06. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle. The VIN 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 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.

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.

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 steering gear replacement for loss of power steering assist. 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 still have concerns, please contact the Ford Motor Company Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

If you wish to contact us through the Internet, our address is: www.Fordowner.com.

Para asistencia en Español:

Si necesita ayuda o tiene alguna pregunta, por favor llame al Centro de Relación con Clientes al 1-866-436-7332 y presione 2 para Español.

FLEET OWNERS: If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, Option #3 and one of our representatives will be happy to assist you. Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

Or you may contact us through the Internet at www.fleet.ford.com.

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 14V-286.

Thank you for your attention to this important matter.

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1	1FMHK8B8XCGA13862	2012 Explorer	√ 38417
2	1FMHK8B80BGA39627	2011 Explorer	√ 38079
3	1FMHK8B82BGA66263	2011 Explorer	√ 38018
4	1FMHK8B82BGA84388	2011 Explorer	√ 38382
5	1FMHK8B83BGA39623	2011 Explorer	√ 38091
6	1FMHK8B83BGA54137	2011 Explorer	√ 38060
7	1FMHK8B83BGA94234	2011 Explorer	√ 38181
8	1FMHK8B83CGA13864	2012 Explorer	√ 38416
9	1FMHK8B83CGA13833	2012 Explorer	√ 38418
10	1FMHK8B85BGA54138	2011 Explorer	√ 38088
11	1FMHK8B85BGA84384	2011 Explorer	√ 38223
12	1FMHK8B87BGA39625	2011 Explorer	√ 38078
13	1FMHK8B87BGA84385	2011 Explorer	√ 38196
14	1FMHK8B89BGA39626	2011 Explorer	√ 38077
15	1FMHK8B89BGA84386	2011 Explorer	√ 38274
16	1FMHK8F82CGA26020	2012 Explorer	√ 38427
17	1FM5K8B80DGA14703	2013 Explorer	√ 38528
18	1FM5K8B82DGA14704	2013 Explorer	√ 38529
19	1FM5K8B82DGA14752	2013 Explorer	√ 38476 - CAR
20	1FM5K8B82DGA14685	2013 Explorer	√ 38501
21	1FM5K8B83DGA14694	2013 Explorer	√ 38517
22	1FM5K8B84DGA14705	2013 Explorer	√ 38530
23	1FM5K8B85DGA14695	2013 Explorer	√ 38518
24	1FM5K8B88DGA14688	2013 Explorer	√ 38510