



Ford Motor Company
Ford Customer Service Division
P.O. Box 1904
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*** * * IMPORTANT SAFETY RECALL REMINDER * * ***
(RECORDATORIO IMPORTANTE PROGRAMA DE SEGURIDAD)

According to our records, your 2012 Explorer has not had necessary safety recall repairs made. We urge you to have the free repair performed at your local dealership as soon as possible.

KEY INFORMATION

- Your vehicle is involved in an important safety recall
- Your safety is important to us. Schedule an appointment to have service procedure completed
- This procedure will be performed free of charge
- *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*

Recall Number and Description: **14S06 - Electric Power Steering**

What is the Issue?

If you have not yet had Safety Recall 14S06 performed 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 and a chime will sound. Loss of power steering assist would require greater steering effort, especially at lower speeds, which may increase the risk of a crash. If you have already had Safety Recall 14S06 performed on your vehicle, this letter is to inform you of extended coverage on the steering gear for up to 10 years or 150,000 miles from the warranty start date, whichever occurs first.

What Are We Asking You To Do?

Please contact your dealer to schedule an appointment to have this important service procedure completed. If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps and driving instructions.

The vehicle owner is responsible for having this service action performed. Ford Motor Company reserves the right to deny coverage for any vehicle damage that may result from failure to have this recall performed on a timely basis. Therefore, please have this recall performed as soon as possible.

Service Assistance:

If you have additional questions, 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). Office Hours are Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

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

If your authorized dealer has recently completed this recall repair, please disregard this reminder.

We apologize for any inconvenience this may cause 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.

Thank you for your attention to this important matter.

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