



Ford Motor Company  
 Ford Customer Service Division  
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193/000097/0002



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July 2015

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

**Safety Recall Notice 15S18 / NHTSA Recall 15V-340  
 Aviso de Revisión de Seguridad 15S18**

2012 Taurus  
 Your Vehicle Identification Number (VIN):

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 power steering assist 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 a crash.

**What will Ford and your dealer do?**

Ford Motor Company is working to produce the software required for this repair. When the software becomes available for Safety Recall 15S18, Ford Motor Company will notify you via mail to schedule a service appointment with your dealer for repairs to be completed free of charge. Software is anticipated to be available by the end of September 2015.

In addition, owners will be provided extended coverage of the power steering gear. This extended coverage provides for one time replacement of the power steering gear up to 10 years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first. This repair will be free of charge (parts and labor). If a vehicle has already exceeded the mileage limit, this program will last through December 31, 2015 for eligible owners. The extended coverage is automatically transferred to subsequent owners.

**What should you do?**

When the software becomes available to complete this repair, Ford Motor Company will send a letter to inform you that the software is available, and to contact your dealer to schedule an appointment. Please wait to contact your dealer, unless you are currently experiencing a loss of power steering assist.

<b>What should you do?</b>	If you do not already have a servicing dealer, you can access <a href="http://www.Fordowner.com">www.Fordowner.com</a> for dealer addresses, maps, and driving instructions.
<b>(continued)</b>	<b>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.</b>
<b>Have you previously paid for this repair?</b>	<p>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.</p> <p>You may be eligible for a refund of previously paid repairs. Refunds will only be provided for service related to the replacement of the power steering gear. To verify eligibility and <u>expedite reimbursement</u>, give your paid original receipt to your dealer.</p> <p>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.</p> <p>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.</p>
<b>What if you no longer own this vehicle?</b>	<p>If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.</p> <p>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.</p>
<b>Can we assist you further?</b>	<p>If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.</p> <p><b>RETAIL OWNERS:</b> 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).</p> <p>If you wish to contact us through the Internet, our address is: <a href="http://www.Fordowner.com">www.Fordowner.com</a>. <i>Para asistencia en Español:</i></p> <p><i>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.</i></p> <p><b>FLEET OWNERS:</b> 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).</p> <p>Or you may contact us through the Internet at <a href="http://www.fleet.ford.com">www.fleet.ford.com</a>.</p> <p>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 <a href="http://www.safercar.gov">www.safercar.gov</a>. Reference NHTSA Safety Recall 15V-340.</p>

Thank you for your attention to this important matter.

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