



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

July, 2018

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

Safety Recall Notice 18S20 / NHTSA Recall 18V471

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

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 bushing in the transmission shifter cable may degrade over time. This may cause the transmission shifter cable to not be able to fully move the transmission to the selected gear position.

What is the risk? If the driver attempts to shift to park in this condition, the transmission may not be in the park position even though the shifter position indicates the vehicle is in park, and the "Transmission Not in Park" warning may not appear. This could result in unintended vehicle movement, increasing the risk of injury or crash.

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 repairs to be completed free of charge (parts and labor). Parts are anticipated to be available late third quarter 2018.

What should you do? 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.
Please apply the parking brake before removing the ignition key and exiting the vehicle. Refer to the Owner's Manual for additional information.

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

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.

Thank you for your attention to this important matter.

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