



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



16729/008365/0034

December 2012



R. FILE
 330 TOWN CENTER DR
 STE 500
 DEARBORN, MI 48126-2796

2013 Fusion
 Vehicle ID #:
Safety Recall Notice 12S41 / NHTSA Recall 12V-551

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, engine overheating can lead to fluid leaks that may come into contact with the hot exhaust system, resulting in a fire. Ford is developing a service remedy, and you will be contacted when more information is available.

If you experience engine overheating, you should safely pull off the road as soon as possible, turn off the engine, exit the vehicle, and do not open the hood. Engine overheating may be indicated by instrument cluster messages: "Power reduced to lower temperature", "High engine temperature Stop safely", or "Engine Coolant Overtemperature." The instrument cluster may also sound a chime and illuminate a red Engine Coolant Temperature indicator.

Ford Motor Company recommends that you contact your dealer as soon as possible for alternative transportation.

What will Ford and your dealer do?

Ford Motor Company has authorized your dealer to provide you with a vehicle to drive while repair procedures and parts are being developed. These services will be provided to you free of charge except for fuel. You will be contacted when the service remedy is available.

What should you do?

Please contact your dealer as soon as possible to make arrangements for alternative transportation. 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.

**What should you do?
(Continued)**

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 bring your vehicle to your dealer so that you can receive a rental vehicle until your vehicle can be serviced.

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.

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 alternative transportation 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 - 5:00PM (Your Local Time).

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

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 - 5:00PM (Your Local Time).

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

If you are still having concerns, you may write the Administrator, National Highway Traffic Safety Administration, 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 12V-551.

Thank you for your attention to this important matter.

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