



Ford Motor Company  
Ford Customer Service Division  
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October 2014

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

**Compliance Recall Notice 14C08 / NHTSA Recall 14V-649**  
**Aviso de Revisión de Seguridad 14C08**

**This notice applies to your vehicle:**

2015 Mustang

Your Vehicle Identification Number:

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 your vehicle, with the Vehicle Identification Number shown above, fails to conform to the requirements specified in Federal Motor Vehicle Safety Standard (FMVSS) 208 – Occupant Crash Protection.

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 belt tension sensor in the front passenger safety belt buckle may not have been calibrated, which can result in the misclassification of the front passenger seat occupant (e.g., a child-sized occupant may be classified as an adult, or an adult-sized occupant may be classified as a child). Misclassification of the front passenger seat occupant does not meet the requirements of FMVSS 208. This potentially increases the risk of injury in certain crashes.

**What will Ford and your dealer do?** Ford Motor Company has authorized your dealer to replace the front passenger safety belt buckle 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 14C08. 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. Calling ahead will help ensure parts are available at the time of your appointment.

If you do not already have a servicing dealer, you can access [www.Fordowner.com](http://www.Fordowner.com) for dealer addresses, maps, and driving instructions.

Ford Motor Company wants you to have this 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.**

**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 require further assistance in getting your vehicle repaired promptly and without charge, please contact your dealership's Service Advisor.

**RETAIL OWNERS:** If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332**, where one of our representatives will be happy to assist you. Or visit us at [www.Fordowner.com](http://www.Fordowner.com).

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

*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 have questions or concerns, please contact the **Fleet Customer Information Center at 1-800-34-FLEET**, choose 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](http://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](http://www.safercar.gov). Reference NHTSA Safety Recall 14V-649.

Thank you for your attention to this important matter.

Ford Customer Service Division