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Ford Motor Company of Canada, Limited
Ford du Canada Limitée



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WHEATLAND COUNTY
242006 RGE RD 243
WHEATLAND COUNTY, AB T1P 2C4



March 18, 2022

VIN: See Listing

21S32 / Department of Transport # 2021-438

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

Parts are now available to repair your vehicle.

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

Ford Motor Company of Canada, Limited (Ford) apologizes for this situation and wants 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?

Vehicles exposed to a corrosive environment where road salt is used extensively during winter months could experience a seized rear suspension toe link ball joint resulting in a fractured rear suspension toe link.

What is the risk?

A rear toe link fracture may cause a loss of steering control, increasing the risk of a crash.

What will Ford and your dealer do?

Parts are now available to repair your vehicle. Ford has authorized your dealer to install updated rear toe links free of charge (parts and labour) under the terms of 21S32.

Additionally, for customers who receive the updated rear toe links under program 21S32 prior to July 31, 2023 and subsequently have a knocking noise coming from a rear suspension toe link ball joint, Ford will provide a no-cost, one-time repair to both toe link ball joints under customer satisfaction program 22N01. Eligibility will expire six (6) months from the Repair Order date of 21S32.

Completion of 21S32 automatically completes all prior Toe Link Field Service actions (16S18, 17S11, 18S43, 19S17, and 20S62) that may apply to your vehicle.

How long will it take?

The time needed for Recall 21S32 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 21S32. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.

Ford has not issued instructions to stop driving your vehicle under this safety recall. You should contact your dealer for an appointment to have your vehicle remedied as soon as practicable. You can continue to safely drive your vehicle.

If you do not already have a servicing dealer, you can access ford.ca for dealer addresses, maps, and driving instructions.

What should you do? (continued)

Ford wants you to have this safety recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

Please note: Any vehicle lessor receiving this recall notice should forward a copy of this notice to the lessee within 10 working days.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass or the Lincoln Way App. The app can be downloaded at no charge through the App Store or Google Play.

Have you previously paid for this repair?

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 were used.

You may be eligible for a refund of previously paid repairs. Refunds will only be provided for service related to rear toe link fracture. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer.

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.

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 Manager.

If you still have concerns, please contact the Ford Customer Relationship Centre at 1-888-222-7814 and one of our representatives will be happy to assist you. For the hearing impaired please dial 7-1-1 (where offered by your telephone service provider). Please have your vehicle's identification number ready for our representative when you call. Representatives are available Monday through Friday: 8:30AM – 8:00PM (Eastern Time).

Thank you for your attention to this important matter.

National Service Operations
FORD MOTOR COMPANY OF CANADA, Limited



21S32 / Department of Transport # 2021-438
21S32 / Transports Canada n° 2021-438



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242006 RGE RD 243
WHEATLAND COUNTY, AB T1P 2C4

1	1FM5K8AT4EGC41349	2014 Ford Police Interceptor / Ford Police Interceptor 2014	# UNIT (14915)
2	1FM5K8AT6GGC74758	2016 Ford Police Interceptor / Ford Police Interceptor 2016	# (16925)