



Frank M. Ligon
Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

July 2005

Customer Satisfaction Program 04B26

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

At Ford Motor Company, it has been our goal for more than 100 years to provide customers with high-quality, dependable products. In order to maintain these standards, Ford Motor Company is providing a no-charge Customer Satisfaction Program (Program Number 04B26), to owners of certain 1997 model year Ford Crown Victoria and Mercury Grand Marquis vehicles with Electronic Traction Control.

What is the issue?

The rear brake tube may abrade and eventually leak beneath the vehicle in the area under the front seats. The brake system is divided into two circuits, front and rear. A leak in the rear brake circuit will be observable through a soft feel in the brake pedal and/or fluid leakage onto the ground. If a leak is unrepaired it may result in an increase in stopping distance.

What will Ford and your dealer do?

In the interest of customer satisfaction, Ford Motor Company and your dealer will repair your vehicle free of charge under the terms of this program. Your dealer will install revised brake tube clips to prevent this condition. Also, the brake tubes in this location will be inspected for leakage and repaired if necessary.

This Customer Satisfaction Program will be in effect until July 31, 2006, regardless of mileage. Coverage is automatically transferred to subsequent owners.

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. In addition, your vehicle will require inspection prior to determining if parts need to be ordered.

What are we asking you to do?

Please call your dealer without delay and request a service date for Customer Satisfaction Program 04B26. 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.

If you do not already have a servicing dealer, you can access <http://www.genuinefilmservice.com> for dealer addresses, maps, and driving instructions.

Have you previously paid for this repair?

If you paid to have this service performed before the date of this letter, you may be eligible for a refund. To initiate a refund request, please give your paid original receipt to your dealer. To avoid delays, do not send receipts to Ford Motor Company. Owners who have previously paid for this repair are still eligible to have the service described in this letter performed.

Have you changed your address or sold the vehicle?

If you have, please fill out the enclosed prepaid postcard and mail it to us so we can update our records. If you have sold the vehicle, the information you provide on the postcard will be used to notify the new owner about this program.

Can we assist you further?

If you have difficulty getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

If you still have concerns, please contact the Ford Motor Company Customer Relationship Center and one of our representatives will be happy to assist you.

Call 1-800-392-3673. For the hearing impaired call 1-800-232-5952 (TDD).

Office Hours are Monday through Friday 8AM – 5PM (Eastern Time Zone)

If you wish to contact us through the Internet, our address is:

www.ownerconnection.com

Thank you for your attention to this important matter.

Sincerely,



Frank M. Ligon
Director
Service Engineering Operations