



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

March 2008

Compliance Recall 08C02

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

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 with one of the neck injury requirements specified in Federal Motor Vehicle Safety Standard (FMVSS) No. 208 - Occupant Crash Protection for an unbelted 5th percentile female sitting in the passenger seat while it is in the full forward position.

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? During an airbag deployment, if a small female in the front passenger seat is not wearing the safety belt, and has the seat in the full forward position, there may be an increased potential for a neck injury.

What will Ford and your dealer do? To address this issue, Ford Motor Company has authorized your dealer to reprogram the Restraint Control Module free of charge (parts and labor). We urge you to have this recall performed as soon as possible. However, in the meantime, **you can eliminate any real world risk associated with this noncompliance by making certain that the front seat passenger is wearing a safety belt and that the seat is positioned rearward, away from the airbag.** Ford recommends that all vehicle occupants always wear a safety belt.

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 are we asking you to do? Please call your dealer without delay and request a service date for Recall 08C02. 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.

The vehicle owner is responsible for having this service action performed. Ford Motor Company reserves the right to deny coverage for any vehicle damage that may result from failure to have this recall performed on a timely basis. Therefore, please have this recall performed as soon as possible.

If you do not already have a servicing dealer, you can access <http://www.genuineservice.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.

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 your vehicle repaired 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). Office Hours are Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

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

FLEET OWNERS: If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, select option #3 and one of our representatives will be happy to assist you. Representatives are available Monday through Friday 8:30AM - 5:00PM (Eastern Time). Or you may contact us through the internet at 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 <http://www.safercar.gov>.

Thank you for your attention to this important matter.

Ford Customer Service Division