

RAV Offer Letter

Date _____
Customer Name _____
FSA 10S13
Vehicle Yr/Make/Trim
VIN: _____

Mr./Mrs. (Dealer service personnel)

As a follow-up to your conversation with the Special Service Support Center, the remedy that Ford Motor Company is offering in regards to Recall 10S13 is to repurchase this vehicle for the amount of \$ (TABLE "Excellent Value").

The above offer is based on an average Kelly Blue Book, Private Party, Excellent Condition, Trim Level assuming 12,000 miles per year. *As a reference point, changing the vehicle condition from "Excellent" to "Fair" would reduce the value to (Table "Fair Value")*

We appreciate your assistance in extending this offer to the customer. Please complete the Vehicle/Owner information form and contact the SSSC within 24 hours at 1-800-325-5621 to confirm that the offer has been presented to the customer.

Once the Vehicle/Owner Information sheet is returned the customer and your dealership will receive the RAV vehicle specific offer within the next 2 business days. The packet will include information and directions related to the repurchase offer of this vehicle.

Please introduce and establish a relationship between the customer and the new and/or used vehicle sales manager in regards to any potential sales incentives* that may be available on new & used Ford Motor Company vehicles.

* **Note:** Please review FDCI-05240 regarding an Owner Loyalty Direct Offer and Ford Credit Owner Loyalty Bonus Cash for select 1998-2003 model Windstar vehicles which can be used in conjunction with the RAV offer.

Thank you,
Team Lead First Name
Ford Special Service Support Center