



October 26, 2010

«CstName»
«cstadd»
«cstcsz»

Attention: «CstName»

Subject: «VIN»

Ford Motor Company has determined that **there is a safety defect in the Windstar identified above**. As a result of this recall, Ford Motor Company is offering to Repurchase the subject vehicle for the amount of <\$X.XX> to you in exchange for returning your vehicle. In order to process this transaction in a timely manner, Reacquired Vehicles Headquarters will require the following:

- **Certificate of Title (Please be sure to complete the appropriate sections.)**
- **Signed and Notarized Release Statement**

If additional documents are required from you, a representative from RAV HQ will inform you.

CUSTOMER OBLIGATIONS

Clear Title: You and the dealer are responsible for delivery of a clear title, free of liens, to Ford. If the title to your vehicle is held by a lending institution, you are required to provide Ford a notarized and signed Power(s) of Attorney. Signing a Limited Power(s) of Attorney enables Ford Motor Company to obtain a replacement title for the repurchased vehicle. Otherwise, you will be required to sign the first available space marked "seller" on the title and bring it with you to the dealership. You will also be asked to sign an Odometer Statement and Release form in order to complete this transaction.

Condition: Your dealer will perform an inspection at vehicle turn-in to verify the condition of your vehicle. Any missing equipment, abnormal wear, or damage may need to be corrected prior to completion of the refund transaction.

Accessories:

Recoverable aftermarket accessories (e.g., stereos, hitches, tires/wheel) may be returned to you.

Service Contract: If you have purchased a Ford Extended Service Plan (ESP) and this plan is still active (not canceled and still within the time and mileage parameters of the contract), you are to arrange for cancellation with your selling dealer to receive the appropriate refund. If you have a non-Ford service contract, you are responsible for obtaining any refund that you may be entitled to under the terms of the contract.

How long do I have to accept this offer?

You have 7 business days from receipt of this letter to accept or decline this offer. If no response is received within this period, the offer will expire without further notification unless an extension has been approved by Ford.

What should I do next?

You should sign and return this letter in the enclosed pre-paid envelope. Keep the second copy for your personal records. Please contact <Dealership Name> at <Dealership Phone> to work out the details of this transaction or if you have any questions. Ford will forward a copy of this letter to <Dealership Name> inform <Dealer Contact> to expect your call.

Lending Institution: _____

Address: _____

Phone # of Lending Institution: _____

Loan #: _____

I authorize the above mentioned lending institution to release the payment history and loan balance for my <Make and Model> to Ford Motor Company in order to process said refund transaction.

_____ I am aware that Ford has determined that there is a safety defect in this vehicle. I have decided to **ACCEPT** Ford's offer to purchase my vehicle at the price indicated above.

_____ I am aware that Ford has determined that there is a safety defect in this vehicle. I have decided to **DECLINE** Ford's offer to purchase my vehicle at the price indicated above. I understand that Ford Motor Company will contact me when parts are available for the repair of my vehicle. I have also been advised that given the number of vehicles affected by this recall and the number of parts presently available, it is likely to take several months until parts are available to repair my vehicle.

Current mileage _____ (please enter vehicle mileage as of the date this letter is signed.)

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AGREED AND SIGNED _____ **DATE** _____

CO-OWNER _____ **DATE** _____