

On the path to the future, there are bound to be a few bumps in the road. On behalf of Ford Motor Company and your Ford Dealer, we want to thank you again for working with us to complete your recent Mustang Mach-E servicing.

As a small token of our gratitude, enclosed is a replacement mobile phone charging mat to replace the one in your vehicle. Swapping them is as simple as pulling on the existing mat until it releases and snapping the new one into place. Alternatively, your Ford Dealer would be happy to make the swap for you.

Additionally, as promised, we're depositing 30,000 FordPass® Rewards* Points into your FordPass® account*.

Finally, we'd like to offer you a \$50 Amazon Gift Card or a \$50 mail-check towards reimbursement for gasoline or charging-related expenses you may have incurred for your loaner vehicle. Simply scan the QR code below with your mobile device or go to fordownershipcare.com and enter your personalized PIN (**Renkim to input**)

Again, we truly appreciate your decision to be part of the electric revolution and for choosing a Ford EV

Can we assist you further?

For questions or concerns, our Recall Concierge team will be happy to assist you. They can be reached at 1-833-807-3673 or ford.com/support.

Representatives are available Monday through Friday: 8:30 a.m. – 5:30 p.m. (Eastern Time)

*Must be enrolled in FordPass® Rewards to receive FordPass Rewards Points. Points are not redeemable for cash and have no monetary value. Point earning and redemption values are approximate and vary by products and services redeemed. See the FordPass® Rewards Program terms and conditions at FordPassRewards.com for information regarding expiration, redemption, forfeiture and other limitations on FordPass Rewards Points.