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**Customer Satisfaction Program 07N10**

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 additional coverage under Customer Satisfaction Program 07N10 to owners of certain 2005 through 2007 Model Year Ford Five Hundred, Freestyle & Mercury Montego FWD & AWD Vehicles.

**What is the reason for this additional coverage program?**

In the interest of customer satisfaction, Ford Motor Company is extending the limited warranty on the rear brake pads to a total of 3 years or 36,000 miles from the warranty start date, whichever occurs first. Your vehicle may have had direct exposure to moisture for an extended period that may have caused the pads to "swell" and create a slight drag condition. Low levels of brake drag could lead to premature brake pad wear. If your vehicle has already accumulated more than 36,000 miles, this coverage will last until December 31, 2007. Coverage is automatically transferred to subsequent owners. This one-time replacement coverage exceeds the original warranty coverage provisions of your vehicle for this part.

**What will Ford and your dealer do?**

Ford Motor Company has authorized your dealer to replace worn out (less than 3mm of brake lining material remaining) rear brake pads and if necessary, resurface or replace the rear rotors free of charge (parts and labor).

NOTE: Brake pad inspection is part of normal maintenance of your vehicle and is not covered as part of this program. If your vehicle is within this extended time and mileage coverage and you experience a brake system symptom or during a normal maintenance inspection (brakes every 15,000 miles or more often, please see your Scheduled Maintenance Guide) your vehicle's rear brake pads are found to have less than 3 millimeters (0.118 inch) of lining material, then Ford Motor Company will cover the cost of replacing the rear brake pads.

**How long will it take?**

If the rear brake pads are worn out and require replacement, the time needed for the 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?**

You do not need to return to your dealer for this repair unless you have rear brake pads that have worn out. Please keep this letter as a reminder of the extended warranty coverage for your rear brake pads. If rear brake pads require replacement, and your vehicle is within the indicated time/mileage limitations, contact your dealer for a service date. Your dealer will replace the pads at no charge to you.

When calling, provide the dealer with the Vehicle Identification Number (VIN) of your vehicle and request a service date for Customer Satisfaction Program 07N10. The VIN is printed near your name at the beginning of this letter.

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

**FLEET OWNERS:** If you do not already have a servicing dealer, you may access our Dealer Locator on <https://www.fleet.ford.com> for dealer addresses, maps, and driving instructions.

**Have you previously paid for this repair?**

If you paid to have the rear pads replaced 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.

**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 our records, which are based primarily on state registration and title data, indicate that you are the current owner. As soon as we receive updated state registration data, we will revise our records.