

CSC 10026286-4214



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

May 2008

Customer Satisfaction Program 08B01
Owners of affected 1999-2001 MY vehicles registered in New York

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 a no-charge Customer Satisfaction Program (Program Number 08B01), for your vehicle with the Vehicle Identification Number shown above.

What is the issue?

The Warranty Guide provided with your California-emission-certified vehicle registered in New York, indicated that your vehicle was subject to the provisions of the California Emission Warranty. Although New York did not require California Emissions Warranty for your vehicle, Ford will continue to honor it and will also honor the Federal Emissions Warranty coverage for your vehicle, which provides expanded coverage for certain components as set forth below.

What does this mean to you?

Your vehicle, with the Vehicle Identification Number (VIN) identified at the beginning of this letter, is eligible for Federal Emissions Warranty coverage, in addition to California Emissions Warranty coverage. The Federal Emissions Warranty covers the following components and re-calibrations for 8 years/80,000 miles, whichever occurs first.

- Catalytic converters
- Powertrain Control Module (PCM) and emission-related re-calibrations of the PCM
- Vehicle Communication Link (VCL) Module (if so equipped)
- Compuvalve/NGV Module (for natural-gas powered vehicles)

The Federal Emissions Warranty provides a longer coverage period for these components and emission-related re-calibrations than the California Emissions Warranty.

Have you previously paid to have repairs performed?

If you paid to have any of the component replacements or re-calibrations listed above performed while your vehicle was in the Federal Emissions Warranty, 8 years/80,000 miles coverage period, you may be eligible for a refund.

To initiate a refund request, please give your paid original receipt to your dealer before November 30, 2008. To avoid delays, do not send receipts to Ford Motor Company.

What are we asking you to do?

For future reference, please insert this letter in your Warranty Guide. Your Warranty Guide was provided during the delivery of your vehicle when it was first sold and should be located in the glove compartment of your vehicle along with your Vehicle Owner Guide.

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 this mailing was based primarily on state registration and title data, which indicate that you are the current owner.

Thank you for your attention to this important matter.

Ford Customer Service Division