



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

September 2009

Customer Satisfaction Program 09B08

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 09B08), for your vehicle, with the Vehicle Identification Number shown above.

What is the issue? Your vehicle may contain fuel injector o-rings that can prematurely wear. As a result, fuel may leak into the crankcase causing the oil level to rise. High oil levels can cause drivability concerns and ultimately lead to engine damage.

What will Ford and your dealer do? In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to replace affected fuel injector(s) and check the crankcase oil level. If the crankcase is overfilled, your dealer will also inspect the Charge Air Cooler for contamination, clean if necessary, and change the oil and filter. Repairs will be performed free of charge (parts and labor) under the terms of this program.

This Customer Satisfaction Program will be in effect until August 31, 2010 regardless of mileage. Coverage is automatically transferred to subsequent owners.

How long will it take? The time needed for this repair is less than one day. However, due to service scheduling requirements and part availability, your dealer may need your vehicle for a longer period of time.

What are we asking you to do? Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle and request a service date for Customer Satisfaction Program 09B08. The VIN is printed near your name at the beginning of this letter.

CSC-10029024-3823

The vehicle owner is responsible for having this service action performed. Ford Motor Company reserves the right to deny coverage for any vehicle damage that may result from the failure to have this service performed on a timely basis. Therefore, please have this service performed as soon as possible.

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

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

If you paid to have this service done 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 before March 31, 2010. 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.

**Can we assist you
further?**

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you still have concerns, please contact the Ford Motor Company Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

If you wish to contact us through the Internet, our address is: www.ownerconnection.com.

FLEET OWNERS: If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, Option #3 and one of our representatives will be happy to assist you. Representatives are available Monday through Friday: 8:30AM - 5:00PM (Eastern Time). Or you may contact us through the internet at www.fleet.ford.com.

MOTORHOME OWNERS: If you still have concerns, please contact the Motorhome Customer Assistance Center toll free at 1-866-906-9811. Representatives are available 24 hours a day.

Thank you for your attention to this important matter.

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Vehicle ID #: 123456789012345

*******PLEASE COMPLETE CUSTOMER SATISFACTION PROGRAM 09B08*******

Ford Motor Company records indicate your vehicle has not been brought to a Ford dealer for a no-charge Customer Satisfaction Program (09B08) to address a fuel injector leak issue. Until this repair is performed, fuel may leak into the crankcase causing the oil level to rise. High oil levels can cause drivability concerns and ultimately lead to engine damage.

The expiration date for Customer Satisfaction Program 09B08 has been extended through August 31, 2010.

What are we asking you to do?

The vehicle owner is responsible for contacting a Ford or Lincoln Mercury dealer to schedule a service appointment to complete this **no-charge** Customer Satisfaction Program. Ford Motor Company reserves the right to deny coverage for any vehicle damage that may result from the failure to have this service performed on a timely basis. Therefore, please have this service performed as soon as possible. Parts are available for your dealer to complete this repair.

If you need help locating a dealer near you, please access <http://www.genuineservice.com> for dealer addresses, maps, and driving instructions.

Questions?

RETAIL OWNERS: If you have any questions, please contact the Ford Motor Company Customer Relationship Center at 1-888-222-2751. For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available 8:00AM to 5:00 PM (Your Local Time). You may also contact us through the Internet at: www.ownerconnection.com

FLEET OWNERS: If you have any questions, please contact the Fleet Customer Information Center at 1-800-34-FLEET, Option #3. Representatives are available 8:30AM to 5:00PM Monday through Friday (Eastern Time Zone). You may also contact us through the internet at www.fleet.ford.com.

MOTORHOME OWNERS: If you have any questions, please contact the Motorhome Customer Assistance Center toll free at 1-866-906-9811. Representatives are available 24 hours a day.

If you have recently had this Customer Satisfaction Program service completed or no longer own the vehicle, please disregard this notice.

Our commitment, together with Ford and Lincoln Mercury dealers, is to provide you with the highest level of service and support possible. Thank you for attending to this very important matter.

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