



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

September 2010

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Vehicle ID #: 123456789012345

*******PLEASE COMPLETE CUSTOMER SATISFACTION PROGRAM 09B10*******

Ford Motor Company records indicate your vehicle has not been brought to a Ford dealer for a no-charge Customer Satisfaction Program (09B10). The transmission fluid cooler may develop a crack in the tube below the right hand (RH) mounting bracket from thermal and vibration fatigue. This may lead to a small transmission fluid leak and possible rough / harsh shifts, which could ultimately lead to transmission failure.

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

The expiration date for Customer Satisfaction Program 09B10 has been extended through February 28, 2011.

What are we asking you to do?

Please contact a Ford or Lincoln Mercury dealer to schedule a service appointment to complete this **no-charge** Customer Satisfaction Program as soon as possible.

If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions.

Can we assist you further?

RETAIL OWNERS: If you have any questions, please contact the Ford Motor Company Customer Relationship Center at 1-866-436-7332. 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.Fordowner.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: 8:00AM - 5:00PM (Your Local Time).

Or you may contact us through the Internet at www.fleet.ford.com.

If you have recently had this Customer Satisfaction Program service completed, 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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