

SB-10025549-1201



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

May 2010

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Vehicle ID #: 123456789012345

*******PLEASE COMPLETE CUSTOMER SATISFACTION PROGRAM 08B03*******

Ford Motor Company records indicate your vehicle has not been brought to a Ford dealer for a no-charge Customer Satisfaction Program (08B03) to install a Fuel Tank Stopper Bracket on your vehicle's frame. Ford is conducting this customer satisfaction program to improve the integrity of the vehicle fuel system in extremely high energy front impact crashes. While there is no defect in any component or system in these vehicles, completing this action will help reduce the potential for a fuel tank leak in certain high energy frontal impacts.

The expiration date for Customer Satisfaction Program 08B03 has been extended through April 30, 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. Parts are available for your dealer to complete this repair.

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 1-888-222-2751. 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 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.

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.

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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