

CSC-10025549-7067



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

May 2008

Customer Satisfaction Program 08B03

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 08B03) for your vehicle, with the Vehicle Identification Number shown above.

**What is the issue?**

To address potential customer concerns about the performance of these vehicles in extremely high energy front impact crashes, Ford is conducting a customer satisfaction program to improve the integrity of the vehicle fuel system in this type of crash. There is no defect in any component or system in these vehicles, and they meet or exceed all currently applicable Federal Motor Vehicle Safety Standards as shipped from Ford Motor Company. Ford has determined that in certain high energy frontal impacts with a rigid surface, it may be possible for the fuel tank to sustain damage and leak fuel. This action is being taken to enhance the vehicle performance in these rare types of impacts.

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

Ford Motor Company has authorized your dealer to install a fuel tank stopper bracket free of charge (parts and labor). This Customer Satisfaction Program will be in effect until April 30, 2010.

**How long will it take?**

The time needed for this 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?**

Please call your dealer without delay and request a service date for Customer Satisfaction Program 08B03. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter. 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 failure to have this program performed on a timely basis. Therefore, please have this program 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.

**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 government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which 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). Office Hours are 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](http://www.ownerconnection.com).

**FLEET OWNERS:** If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, select 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](http://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. Ford representatives are available 24 hours a day.

Thank you for your attention to this important matter.

Ford Customer Service Division