



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

March, 2012

Mr. John Sample
 123 Main Street
 Anywhere, USA 12345

Vehicle ID #: 123456789012345

*******PLEASE COMPLETE CUSTOMER SATISFACTION PROGRAM 10B13*******

Ford Motor Company records indicate your vehicle has not been brought to a Ford or Lincoln Mercury dealer for a no-charge Customer Satisfaction Program 10B13. On your vehicle, the brake system software may unnecessarily cause the regenerative brake system to transition to conventional brakes with full Antilock Brake function. If this occurs, the red Brake Warning Lamp will illuminate, the message "Check Brake System" will appear and a warning chime will sound. The driver may experience a different brake response which may initially be perceived as the brakes not working. However, the vehicle can be safely stopped by continuing to press on the brake, as conventional boosted hydraulic braking with Antilock Brakes is available. Once the condition occurs, the brakes will continue to operate in the conventional mode for the remainder of the drive with consistent feel. Ford Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. 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 10B13 has been extended through February 28, 2012.

What should you do?

Please call your dealer without delay and request 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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