



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

June, 2013

SYNC® with MyFord Touch® Customer Satisfaction Program 13A01
(C-MAX ENERGI PLUG-IN HYBRID)

Mr. John Sample
123 Main Street
Anywhere, USA 12345


Your Vehicle Identification Number: 12345678901234567

Ford is pleased to provide a Software Update V3.5 for the MyFord Touch® system in your vehicle. Ford has authorized your dealer to install this software Performance Upgrade in your vehicle at no cost to you.

Elements of v3.5 Update

Our goal is to make your C-MAX Energi (Plug-in Hybrid) driving experience with the MyFord Touch® system more enjoyable than ever. The latest MyFord Touch® update includes all the improvements from previous updates. In addition, we are providing feature enhancements for your C-MAX Energi (Plug-in Hybrid).

V3.5 includes all of the following improvements

- Simplified phone pairing process.
- Enhanced voice recognition performance.
- Improved call sound quality.
- Simplified voice commands for radio and USB-connected audio players.
- Enhanced voice and screen destination entry for vehicles equipped with Navigation.
- Updated Bluetooth® device/SYNC® compatibility.
- Outside air temperature display on the 8-inch touchscreen.
- **MyFord Touch® Special Features for Plug-in Hybrid Vehicles:**
 - Addition of "EV Info" button  on MyFord Touch® Home screen provides access to unique screens for your C-MAX Energi (Plug-in Hybrid):
 - Charge Settings screen including On-Board Charge Programming, Cabin Preconditioning, and State of Charge.
 - Powerflow Screen that shows energy flow information.
 - For vehicles equipped with Navigation, update includes rings representing vehicle Electric Range and updated Electric Charging Station POIs with over-the-air updates via SiriusXM TravelLink (requires active account)
 - Customizable Charge Port Light Ring illumination settings.

Please call your dealer to request a service date for Customer Satisfaction Program 13A01 (calling in advance will help ensure that parts are available when you arrive). Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle, which is printed near your name at the beginning of this letter.

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

MyFord Touch® Special Features for Plug-in Hybrid/All-Electric Vehicles User Guide is enclosed with this letter. Please take the time to familiarize yourself with the new features, and place this in the glove box of your vehicle for future reference. Additional information about the V3.5 Performance & Feature Upgrade can found at www.ford.com/mftupdates.

MyFord® Mobile App Connection

We hope you are already enjoying the benefits and convenience of MyFord® Mobile on your smartphone app or web-based portal to: find current and projected state of charge information, locate charging stations, remotely lock/unlock doors, schedule Go Times, locate your vehicle, and much more...

After having this service performed, if you already have a MyFord® Mobile account, you may need to re-add your vehicle to the account at myfordmobile.com.

If you have not already established a MyFord® Mobile account, you can register at myfordmobile.com.

Keep up to date on future software updates

To be notified of future software updates for your MyFord Touch® system, please make sure to set up your **Owner Profile Information** in your **Account Settings** in your SYNC® owner account at syncmyride.com.

If you have questions, or need further assistance with MyFord Touch® or MyFord® Mobile, contact the Ford In Vehicle Technology Center at 1-800-392-4040. Representatives are available Monday through Saturday 8:30AM – 9:00PM EST and Sunday 10:30AM – 7:30PM EST.

Thank you for your loyalty to Ford. We greatly appreciate your business, and we know you will enjoy the enhancements to your MyFord Touch® system.

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June, 2013

SYNC® with MyFord Touch® Customer Satisfaction Program 13A01
(C-MAX HYBRID AND FUSION HYBRID)

Mr. John Sample
123 Main Street
Anywhere, USA 12345


Your Vehicle Identification Number: 12345678901234567

Ford is pleased to provide a Software Update V3.5 for the MyFord Touch® system in your vehicle. Ford has authorized your dealer to install this software Performance Upgrade in your vehicle at no cost to you.

Elements of v3.5 Update

Our goal is to make your Hybrid driving experience with the MyFord Touch® system more enjoyable than ever. The latest MyFord Touch update includes all the improvements from previous updates. In addition we are providing feature enhancements that will provide you information about your Hybrid.

V3.5 includes all of the following improvements:

- Simplified phone pairing process.
- Enhanced voice recognition performance.
- Improved call sound quality.
- Simplified voice commands for radio and USB-connected audio players.
- Enhanced voice and screen destination entry for vehicles equipped with Navigation.
- Updated Bluetooth® device/SYNC compatibility.
- Outside air temperature display on the 8-inch touchscreen.
- New "EV Info" button  on Home screen that will take you to a Powerflow Screen that shows energy flow information.

Please call your dealer to request a service date for Customer Satisfaction Program 13A01. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle, which is printed near your name at the beginning of this letter.

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SYNC® with MyFord Touch® Customer Satisfaction Program 13A01
(FOCUS BATTERY ELECTRIC VEHICLE)

Mr. John Sample
123 Main Street
Anywhere, USA 12345


Your Vehicle Identification Number: 12345678901234567

Ford is pleased to provide a Software Update V3.5 for the MyFord Touch® system in your vehicle. Ford has authorized your dealer to install this software Performance Upgrade in your vehicle at no cost to you.

Elements of v3.5 Update

Our goal is to make your Focus Electric Vehicle driving experience with the MyFord Touch® system more enjoyable than ever. The latest MyFord Touch® update includes all the improvements from previous updates. In addition, we are providing feature enhancements for your Focus Electric Vehicle.

V3.5 includes all of the following improvements:

- Simplified phone pairing process.
- Enhanced voice recognition performance.
- Improved call sound quality.
- Simplified voice commands for radio and USB-connected audio players.
- Enhanced voice and screen destination entry.
- Enhanced drivability.
- Updated Bluetooth® device/SYNC® compatibility.
- Outside air temperature display on the 8-inch touchscreen.
- **MyFord Touch® Special Features for All-Electric Vehicles**
 - Addition of "EV Info" button  on MyFord Touch® Home screen provides access to unique screens for your Focus Electric Vehicle:
 - Charge Settings screen including On-Board Charge Programming, Cabin Preconditioning, and State of Charge.
 - Powerflow Screen that shows energy flow information.
 - For vehicles equipped with Navigation, update includes rings representing vehicle Electric Range and updated Electric Charging Station POIs with over-the-air updates via SiriusXM TravelLink (requires active account)
 - Customizable Charge Port Light Ring illumination settings.

Please call your dealer to request a service date for Customer Satisfaction Program 13A01 (calling in advance will help ensure that parts are available when you arrive). Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle, which is printed near your name at the beginning of this letter.

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