



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

April, 2013

SYNC® with MyFord Touch® Customer Satisfaction Program 13A01

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 the 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.

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.

Keep up to date on future software updates

Additional information about the V3.5 Performance & Feature Upgrade can found at www.ford.com/mftupdates. 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, 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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