



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

April 2013

Customer Satisfaction Program 13B02

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

We hope you are enjoying the many great attributes of your new 2013 Fusion! At Ford Motor Company, it has been our goal for more than 100 years to provide our customers with products they fully enjoy. In order to maintain these standards, Ford Motor Company is providing a no-charge Customer Satisfaction Program (Program Number 13B02) for your vehicle, with the Vehicle Identification Number shown above.

What needs to be updated?

It may be possible that wrinkles could develop on the interior headliner of your vehicle around the moon roof opening.

What will Ford and your dealer do?

In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to inspect the headliner in your vehicle and either replace or modify it based upon the results of the inspection. This service will be performed free of charge (parts and labor) under the terms of this program.

This Customer Satisfaction Program will be in effect until April 30, 2014 regardless of mileage. Coverage is automatically transferred to subsequent owners.

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. Calling your dealer in advance will help ensure that parts are available when you arrive. Please note that, depending on the date that your vehicle was produced, your dealer may need to inspect the headliner in your vehicle before parts can be ordered.

What should you do?

Please call your dealer without delay and request a service date for Customer Satisfaction Program 13B02. Simply provide the dealer with the Vehicle Identification Number (VIN) of your vehicle and they will prepare for the updates you need. The VIN is printed near your name at the beginning of this letter.

If you do not already have a servicing dealer, you can access www.Fordowner.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 our records, which are based primarily on state registration and title data, 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). Representatives are available Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

If you wish to contact us through the Internet, our address is:
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.

Thank you for your attention to this important matter.

Ford Customer Service Division