



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

August 2013

Customer Satisfaction Program 13N01

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 additional coverage under Customer Satisfaction Program 13N01 for your vehicle, with the Vehicle Identification Number shown above.

**What is the reason for this additional coverage program?**

On your vehicle, it may be possible to have a "Service Engine Soon" indicator light illuminate on the instrument cluster due to a leak in the evaporative emission system. This condition can occur if the "Easy Fuel" capless fuel fill flap in the fuel fill pipe becomes bent and will not allow the flap to seal properly.

In the interest of customer satisfaction, Ford Motor Company is extending the limited warranty for a one time replacement of the "Easy Fuel" capless fuel fill pipe assembly to a total of 15 years or 150,000 miles from the warranty start date, whichever occurs first.

If your vehicle has already exceeded the mileage limits listed above, this coverage will last through February 28, 2014. Coverage is automatically transferred to subsequent owners.

This coverage exceeds the original warranty coverage provisions of your vehicle for this part.

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

If your vehicle's "Easy Fuel" capless fuel fill pipe assembly requires replacement due to a bent "Easy Fuel" fill flap and your vehicle is within the indicated time/mileage limitations, Ford Motor Company has authorized your dealer to replace the "Easy Fuel" capless fill pipe assembly with an improved design part free of charge (parts and labor).

**How long will it take?**

If the component mentioned above requires replacement, 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 should you do?** You do not need to return to your dealer for this repair unless you have a "Service Engine Soon" indicator light on the instrument cluster due to a leak in the evaporative emission system. Your dealer will check for Diagnostic Trouble Codes to determine if the "Service Engine Soon" indicator light is related to this condition. If evaporative emission system diagnostic codes are present, repairs are covered under this program. Please keep this letter as a reminder of the extended warranty coverage for your "easy fuel" capless fuel fill pipe assembly.

If the "Easy Fuel" capless fuel fill pipe assembly requires replacement, and your vehicle is within the indicated time/mileage limitations, contact your dealer for a service date. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle and request a service date for Customer Satisfaction Program 13N01. The VIN is printed near your name at the beginning of this letter. Your dealer will replace the part at no charge.

If you do not already have a servicing dealer, you can access [www.Fordowner.com](http://www.Fordowner.com) for dealer addresses, maps, and driving instructions.

**Have you previously paid for this repair?** If you paid to have this service done before the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to a "Service Engine Soon" indicator light on the instrument cluster due to a leak in the evaporative emission system as determined by an applicable evaporative emission system related Diagnostic Trouble Code. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before February 28, 2014. To avoid delays, do not send receipts to Ford Motor Company.

**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 our 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 - 8:00PM (Eastern Time).

If you wish to contact us through the Internet, our address is:  
[www.Fordowner.com](http://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 - 8:00PM (Eastern Time).

Or you may contact us through the Internet at [www.fleet.ford.com](http://www.fleet.ford.com).

Thank you for your attention to this important matter and remember to save this letter in case you need to take advantage of this additional coverage program.

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