



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

December 2013

Customer Satisfaction Program 13B13
Programa de Satisfacción del Cliente 13B13

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 a no-charge Customer Satisfaction Program (Program Number 13B13) for your vehicle, with the Vehicle Identification Number shown above.

TIME IS LIMITED – THIS PROGRAM ENDS MAY 31, 2014

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| What is the issue? | In your vehicle, the engine cooling system was filled in production with a coolant mixture containing contaminated water. Over time, the presence of this contamination in the engine coolant can result in the corrosion of internal engine cooling system components. This corrosion can lead to flow restrictions and system leaks, which can result in system overheat, lack of heat, and engine and other component damage. |
| What will Ford and your dealer do? | <p>In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to drain and refill the engine cooling system free of charge (parts and labor) under the terms of this program.</p> <p>This Customer Satisfaction Program will be in effect until May 31, 2014 regardless of mileage. Coverage is automatically transferred to subsequent owners.</p> |
| 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. |
| What should you do? | <p>Please call your dealer without delay and request a service date for Customer Satisfaction Program 13B13. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter.</p> <p>If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions.</p> |

What should you do? (continued)	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 engine 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.
Do you need a rental vehicle?	Your dealer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel and insurance) while your vehicle is at the dealership for repairs. Please see your dealer for guidelines and limitations.
What if you no longer own this vehicle?	<p>If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.</p> <p>You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.</p>
Can we assist you further?	<p>If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.</p> <p>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).</p> <p>If you wish to contact us through the Internet, our address is: www.Fordowner.com.</p> <p>Si necesita ayuda o tiene alguna pregunta, por favor llame al Centro de Relación con Clientes al 1-866-436-7332 y presione 2 para Español.</p> <p>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).</p> <p>Or you may contact us through the Internet at www.fleet.ford.com.</p>

Thank you for your attention to this important matter.

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