



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

January 2014

Customer Satisfaction Program 13N03
Programa de satisfacción del cliente 13N03

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 13N03 for your vehicle, with the Vehicle Identification Number shown above.

What is the reason for this additional coverage program?

Your vehicle may develop contamination on the internal motor contacts of the Throttle Body, resulting in intermittent electrical connectivity. If this condition is present, the Malfunction Indicator Lamp or Wrench Lamp will illuminate, and the vehicle may also enter a Failure Mode Effects Management strategy. In this mode, the engine power and vehicle speed is reduced, while full function of the power steering, power braking, lighting, and climate control systems are maintained.

In the interest of customer satisfaction, Ford Motor Company is extending the warranty on the Throttle Body to a total of 10 years or 150,000 miles from the warranty start date, whichever occurs first. This is a one-time repair program.

If your vehicle has already exceeded the time or mileage limits listed above, this coverage will last through January 31, 2015. 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 the Throttle Body on your vehicle requires replacement based upon diagnosis of an engine warning lamp, and your vehicle is within the indicated time/mileage limitations, Ford Motor Company has authorized your dealer to replace the Throttle Body free of charge (parts and labor).

NOTE: You will be notified, later this spring, when an updated powertrain calibration is available for your vehicle that will improve vehicle performance in the event that contamination of the Throttle Body motor contacts occurs. The recalibration will also be available to you at no charge.

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?** If your vehicle exhibits an engine warning lamp, contact your dealer and request a service date for Customer Satisfaction Program 13N03. Your dealer will need the Vehicle Identification Number printed near your name at the beginning of this letter.
- If dealer diagnosis identifies the Throttle Body as the causal component, and your vehicle is within the indicated time/mileage limitations, your dealer will replace the Throttle Body at no charge under this program.
- Please keep this letter as a reminder of the extended warranty coverage for the Throttle Body on your vehicle.
- If you do not already have a servicing dealer, you can access 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 Throttle Body replacement. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before July 31, 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 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).
- 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.
- 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 and remember to save this letter in case you need to take advantage of this additional coverage program.

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