

CSC-10055936-9809



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

April 2014

Customer Satisfaction Program 14N01
Programa de Satisfacción del Cliente 14N01

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 14N01 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 that an electronic module (Lighting Control Module) that supplies power to the headlights may fail. This results in the headlamps not working properly except for the flash-to-pass operation.

In the interest of customer satisfaction, Ford Motor Company is extending the limited warranty on the Lighting Control Module to 15 years or 250,000 miles from the warranty start date of the vehicle, whichever occurs first.

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

What will Ford and your dealer do? If the headlamps on your vehicle do not work properly and the module is the cause, Ford Motor Company has authorized your dealer to replace the module free of charge (parts and labor).

This is a one-time repair program.

If your vehicle has already exceeded the mileage limit, this coverage will last through October 31, 2014. Coverage is automatically transferred to subsequent owners

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 experience both headlights not functioning properly when the headlight switch is "ON."

- What should you do?
(Continued)** Please keep this letter as a reminder of the extended warranty coverage for your Lighting Control Module. If this component 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 14N01. 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 for dealer addresses, maps, and driving instructions.
- Have you previously paid for this repair?** If you paid for this repair before the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to headlights where the cause was the Lighting Control Module. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before October 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 - 8:00PM (Eastern 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 - 8:00PM (Eastern 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.

Ford Customer Service Division