

CSC-10056183-6649



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

May 2014

Customer Satisfaction Program 13B17
Programa de satisfacción del cliente 13B17

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 13B17) for your vehicle, with the Vehicle Identification Number shown above.

What is the issue?

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 Light will illuminate and the vehicle may also enter a Failure Mode Effect Management strategy. In this mode, the engine power and vehicle speed are reduced, while full function of the power steering, power braking, lighting, and climate control are maintained.

In the interest of customer satisfaction, Ford Motor Company has developed an updated powertrain calibration that will improve vehicle performance should this occur. This updated calibration will be available to you at no charge. This program is in addition to Customer Satisfaction Program 13N03 announced earlier this year, which extends the warranty on the Throttle Body to a total of 10 years or 150,000 miles from the warranty start date, whichever occurs first.

What will Ford and your dealer do?

In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to install an updated powertrain calibration free of charge under the terms of this program.

This Customer Satisfaction Program will be in effect until July 31, 2015 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.

- What should you do?** Please call your dealer without delay and request a service date for Customer Satisfaction Program 13B17. 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.
- If you do not already have a servicing dealer, you can access www.Fordowner.com for addresses, maps, and driving instructions.
- 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.
- 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).
- If you wish to contact us through the Internet, our address is: www.Fordowner.com.
- 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.
- 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.

Ford Customer Service Division