

# CSC-10056185-9848



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

June 2014

Customer Satisfaction Program 13B14  
Aviso de Revisión de Seguridad 13B14

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

At Ford Motor Company, we are not only committed to building high quality, dependable products, but also building a community of happy, satisfied customers. To demonstrate that commitment, we're sending you this notice – and providing a no-charge Customer Satisfaction Program (Program Number 13B14) for your vehicle with the VIN shown above.

**What is the issue?** We have identified reports on the 1.6L engine of the oil level being overfilled during maintenance. This may be due to service personnel confusing the service oil fill capacity of your 1.6L engine with other engines used in the Escape. An overfilled crankcase could result in engine vibration or excessive oil in the Positive Crankcase Ventilation (PCV) system and engine air intake system.

**What will Ford and your dealer do?** In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to:

- Affix a label on the engine cover that identifies engine displacement and oil capacity
- Replace the engine oil dipstick with a revised dipstick that more readily displays excessive oil overfill levels
- Perform a complimentary engine oil and filter change

Your dealer will perform this service free of charge (parts and labor) under the terms of this program.  
This program will be in effect until June 30, 2015 regardless of mileage.  
Coverage is automatically transferred to subsequent owners.

**How long will it take?** For your convenience, your dealership should be able to perform this action with your next scheduled maintenance service.

- What should you do?** If you have had your oil changed, please check that the oil level is correct following the instructions in the maintenance section of your Owner's Manual.
- Please call your dealer to have this program performed during your next maintenance or service appointment. 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](http://www.Fordowner.com) to locate a dealer, address, map or driving instructions.
- 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 indicate that you are the current owner.
- Can we assist you further?** If you require further assistance in getting your vehicle repaired promptly and without charge, please contact your dealership's Service Advisor.
- RETAIL OWNERS:** If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332**, where one of our representatives will be happy to assist you. Or visit us at [www.Fordowner.com](http://www.Fordowner.com).
- 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.
- FLEET OWNERS:** If you have questions or concerns, please contact the **Fleet Customer Information Center at 1-800-34-FLEET**, choose 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 can contact us at [www.fleet.ford.com](http://www.fleet.ford.com).

As part of the Ford community, we appreciate your attention to this important matter and your continued loyalty.

Ford Customer Service Division