

CSC-10058089-7770



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

June, 2015

Customer Satisfaction Program 15B14
Programa de satisfacción del cliente 15B14

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

At Ford Motor Company, we are committed not only to building high quality, dependable products, but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle with the VIN shown above.

Why are you receiving this notice?

Your vehicle was ordered with the fleet option for third row seat delete but was built with the third row of seats.

What will Ford and your dealer do?

If you wish to have this service performed, Ford Motor has authorized your dealer to reconfigure your vehicle to eliminate the third row of seats free of charge (parts and labor) under the terms of this program. You may also choose to leave your vehicle in its current configuration with third row seats. This Customer Satisfaction Program will be in effect until November 20, 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?

If you wish to have this service performed, please call your dealer and request a service date for Customer Satisfaction Program 15B14. Provide the dealer with the VIN of your vehicle, which is printed near your name at the beginning of this letter.

If you choose not to have this service performed, you do not need to take any action at this time.

If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions.

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