



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

August 2015

Customer Satisfaction Program 15B13
Programa de satisfacción del cliente 15B13

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?

The wheels on your vehicle are finished with a gloss black physical vapor deposition (PVD) process with a liquid clear coat. Over time, the clear coat may peel away from the PVD layer and result in poor wheel appearance. Ford Motor Company is offering you two different wheel choices to replace the original gloss black PVD wheels on your vehicle. The two different wheel choices are displayed in the Replacement Wheel Options attachment included with this letter.

What will Ford and your dealer do?

In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to replace all four wheels free of charge (parts and labor) under the terms of this program.

This Customer Satisfaction Program will be in effect until July 31, 2017 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 review the two replacement wheel choices enclosed with this letter. Once you decide which replacement wheel you prefer, call your dealer to order your preferred replacement wheels and schedule a service date for Customer Satisfaction Program 15B13. Provide the dealer with your VIN which is printed near your name at the beginning of this letter.

NOTE: Your wheels do not need to exhibit a clear coat peeling condition in order for you to receive four new wheels.

If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer 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

Replacement Wheel Options

Option 1: 20 Spoke Gloss Black Painted Wheels (finish appearance is different than your original black PVD wheel)



Option 2: 5 Spoke Gloss Black with Machined Surface Wheels

