



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

May, 2015

Customer Satisfaction Program 14B10
Programa de satisfacción del cliente 14B10

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 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 14B10 for your vehicle with the VIN shown above.

Why are you receiving this notice?

Your vehicle was built using a standard gasoline engine instead of the optional gaseous fuel prep engine as ordered. This can lead to premature engine wear, resulting in misfires accompanied by misfire diagnostic trouble codes and illumination of the service engine soon lamp.

What will Ford and your dealer do?

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

This Customer Satisfaction Program will be in effect until November 13, 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 two days. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

What should you do?

Call toll-free 1-800-248-0186 and inform the Ford representative that you wish to have your vehicle serviced under Customer Satisfaction Program 14B10. Representatives are available 8:30AM to 6:30PM Monday through Friday, and 8:30AM to 3:00PM on Saturday (Eastern Time).

Please have this letter with you when you call. The Ford representative will ask for the VIN of your vehicle, which is printed near your name at the beginning of this letter.

Your Ford representative will assist in identifying the nearest Ford dealership that specializes in your vehicle's specific fuel system. If there are no specialized dealers nearby, you may have this repair performed at the Ford dealer of your choice.

- What should you do? (continued)** You can access www.Fordowner.com for dealer addresses, maps, and driving instructions.
Ford Motor Company wants you to have this recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this recall performed on a timely basis. Therefore, please have this recall performed as soon as possible.
- Do you need a rental vehicle?** Your dealer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel, insurance, and tax) while your vehicle is at the dealership for repairs. Please see your dealer for guidelines and limitations.
- 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 require further assistance in getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.
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.
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.

Thank you for your attention to this important matter.

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