



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



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GLAVAL BUS
 914 COUNTY ROAD 1 N
 ELKHART, IN 46514-8992

January 2019

Customer Satisfaction Program 18M03

2016 F-550 Ford Truck

Your Vehicle Identification Number (VIN): ~~1FDG55T3CE089185~~

@ dealer

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?



Service Engine Soon Indicator

Although your vehicle's charge air cooler (CAC) outlet tube is likely functioning fine, under certain conditions it can become disconnected or broken, which may lead to a loss of power and illuminate the Malfunction Indicator on the instrument cluster. We are pleased to let you know that, for your peace of mind, Ford Motor Company is extending the warranty coverage on the CAC outlet tube.

What is the effect?

This increases the CAC outlet tube warranty coverage to a total of 10 years or 110,000 miles from the warranty start date, whichever occurs first.

If your vehicle has already exceeded either time or mileage limits listed above, this extended warranty coverage will last through July 7, 2019.

Coverage is automatically transferred to subsequent owners.

What will Ford and your dealer do?

If your vehicle's CAC outlet tube requires replacement, and your vehicle is within the indicated time/mileage limitations, Ford Motor Company has authorized your dealer to replace the CAC outlet tube free of charge (parts and labor).

How long will it take?

If the CAC outlet tube requires replacement, 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. Additional time may be required to allow the engine to cool prior to performing this repair. In addition, your vehicle will/may require an inspection to determine if parts need to be ordered.

What should you do? You do not need to return to your dealer for this repair unless your vehicle exhibits the symptoms as described above. Please keep this letter as a reminder of the extended warranty coverage for your CAC outlet tube. If the CAC outlet tube requires replacement, and your vehicle is within the indicated time/mileage limitations, contact your dealer to schedule a service appointment. Provide the dealer with the VIN of your vehicle to schedule a service appointment for Customer Satisfaction Program 18M03. The VIN is printed near your name at the beginning of this letter. Your dealer will replace the part at no charge.

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

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition there are other features such as reserving and paying for parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

Have you previously paid for this repair? If you paid to have this service done before the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to repair description. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before July 31, 2019. To avoid delays, do not send receipts to Ford Motor Company.

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 have difficulties 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** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: 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).

FLEET OWNERS: If you have questions or concerns, please contact our **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.fleet.ford.com.

Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

MOTORHOME OWNERS: If you have questions or concerns, please contact our **Motorhome Customer Assistance Center toll free at 1-866-906-9811**. Representatives are available 24 hours a day.

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

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