



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

Customer Satisfaction Program 20M04

Mr. John Sample
123 Main Street
Anywhere, USA 12345

July 2021

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?

Although your vehicle's power door lock system is likely functioning fine, we are pleased to let you know that, for your peace of mind, Ford Motor Company is extending the warranty coverage on the power door lock actuators.

What is the effect?

This increases the power door lock actuators warranty coverage to a total of 10 years or 150,000 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 December 31, 2021. Coverage is automatically transferred to subsequent owners.

On your vehicle, moisture and water entering a power door lock actuator housing could cause the actuator motor to momentarily freeze in cold temperatures and may also cause actuator motor corrosion over time. Frozen water within a power door lock actuator housing or corrosion of the power door lock actuator motor could result in an inoperative power door lock function on the affected door.

NOTE: If a power door lock is inoperative due to an actuator failure, you will still be able to manually lock and unlock the vehicle using the door lock indicator located on top of the door panel, or the door lock cylinder key.

What will Ford and your dealer do?

If any of your vehicle's power door lock actuators require replacement due to a freezing or corrosion concern and your vehicle is within the indicated time/mileage limitations, Ford Motor Company has authorized your dealer to replace the affected power door lock actuator free of charge (parts and labor).

How long will it take?

If the component mentioned above 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. 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 you have a power door lock and/or unlock concern. Please keep this letter as a reminder of the extended warranty coverage for your power door lock actuators. If a power door lock actuator 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 20M04. The VIN is printed near your name at the beginning of this letter. Your dealer will replace the affected 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.

**COVID-19
(CORONAVIRUS)**

Ford dealerships have implemented enhanced protocols to ensure both your safety and the safety of dealership employees. This includes specific procedures for cleaning and disinfecting customer vehicles before and after each vehicle is serviced. In most places, vehicle service has been deemed a critical service. Please contact your local dealer to confirm current service hours. For more information on how Ford and your local dealer are working hard to keep you on the road during these challenging times, please visit owner.ford.com.

**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 power door lock actuator failures. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before **December 31, 2021**. 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: owner.ford.com

For the hearing impaired, call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

**Can we assist you
further?
(continued)**

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: 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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