



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

## Customer Satisfaction Program 21M08

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

June 2022

Your Vehicle Identification Number (VIN): 12345678901234567

Ford Motor Company is committed to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge program for your vehicle with the VIN shown above.

### **Why are you receiving this notice?**

Ford Motor Company launched program 21M08 for customers who have previously repaired their power release tailgate and continue to experience unintended tailgate opening and would like an enhanced repair. 21M08 also is available to customers that have not received a tailgate repair and would like to have the enhanced repair. We are pleased to let you know that Ford Motor Company will provide enhanced repairs (if needed) on the power release tailgate system.

### **What is covered?**

This repair of the power release tailgate system will be available for 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 repair offer will last through February 2023. Coverage is automatically transferred to subsequent owners.

### **What will Ford and your dealer do?**

Ford Motor Company is finalizing repair instructions and working closely with its suppliers to produce parts for this repair. When the repair instructions and parts become available, Ford Motor Company will notify you via mail letting you know that if you are experiencing unintended tailgate opening to schedule a service appointment with your dealer. This is anticipated to be available late in the 3<sup>rd</sup> quarter of 2022.

### **What should you do?**

As always, please remember to secure any cargo in the truck bed. If you continue to experience unintended tailgate opening after previous repairs, or should you desire the enhanced repair, please contact your dealer.

If you feel you have experienced unintended tailgate opening resulting in damage to your vehicle, please contact your dealer for an inspection of the damage to be considered for repair approval.

If you do not already have a servicing dealer, you can access [ford.com/support](https://ford.com/support) for dealer addresses, maps, and driving instructions.

**What should you do?  
(continued)** 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 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 [ford.com/support](https://ford.com/support).

**Have you previously paid for this repair?** If you paid to have repairs done for an unintended tailgate opening concern, you may be eligible for a refund. Refunds will only be provided for service related to the concern description. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before February 28, 2023. 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: [ford.com/support](https://ford.com/support). 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 **Ford Pro Contact Center at 1-800-34-FLEET**, choose Option #1, 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](https://fleet.ford.com). Representatives are available Monday through Friday: 7:00AM - 11:00PM and Saturday 7:00AM – 5:00PM (Eastern Time).

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

Ford Customer Service Division