



Ford Motor Company

Ms. Jane Sample  
123 Main Street  
Anywhere, USA 12345

### **The update you've been expecting is in.**

A little while back, we decided that the world's chip shortage shouldn't interfere with our business owners' needs. So, we offered the option to get the new Ford Expedition® SUV faster but without the rear-passenger climate control panel and rear heated-seat controls — and you said yes.

Good news: Parts are in. So, customers and associates who ride in the rear passenger seat will be able to dial in their favorite temperature — no need for anyone up front to make back seat heat or AC adjustments again. Heated seats in the second row will also be operational.

### **Reach out for installation now.**

Ask your dealer or Commercial Vehicle Center for the rear climate and heated-seat controls for your fleet. You can call or book your appointment online or in the FordPass® App. If it's easier, we may even be able to send a mobile technician to your business or job site to do the installation. There's no charge to you for any of this.

Have these numbers ready to reference when you schedule installation:

Your Vehicle Identification Number (VIN): 12345678901234567, and program number 22G02.

We realize that keeping your fleet moving is essential. Service for this update can be done in under half a day.\* However, with service scheduling requirements and multiple vehicles in your fleet, your dealer may need more time. If you have any difficulties, ask the Service Manager at your dealership or Commercial Vehicle Center for help.

For any questions or concerns, please call our Ford Pro™ Contact Center at 1-800-34-FLEET and choose Option #1, or reach us online at [fleet.ford.com](https://fleet.ford.com), and we'll be happy to help. Representatives are available Monday through Friday 7:00 a.m.–11:00 p.m. and Saturday 7:00 a.m.–5:00 p.m. ET.

### **Commitment kept.**

We're happy that the supply chain is getting back on track and that we can follow through on your update as we committed. Thank you for hanging in there and for choosing Ford.

Many thanks,  
Your Ford Expedition Team

\*This update offer will be available through September 20, 2025, or a maximum of 36,000 miles, whichever occurs first. Coverage is automatically transferred to subsequent owners.



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### **Rear-seat forecast: sunny and mild.**

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Good news: Parts are in. Rear passengers will be able to dial in their favorite temperature — no need for anyone to tap you on the shoulder for heat or AC adjustments again. Heated seats in the second row will also be ready to get folks toasty.

### **Reach out to your dealer now.**

Ask for your rear climate and heated-seat controls. You can call or book your appointment online or in the FordPass® App. If it's easier, we may even be able to send a mobile technician to you to install the new panel. There's no charge to you for any of this.

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**Retail Owners:** If you have questions or concerns, please contact our Ford Customer Relationship Center at 1-866-436-7332 or visit [ford.com/support](https://ford.com/support), and we'll be happy to help.

For the hearing impaired, call 1-800-232-5952 (TDD). Representatives are available Monday through Friday, 8:00 a.m.–8:00 p.m. ET.

### **Commitment Promise kept.**

We're happy that the world is in a healthier place and that we can follow through as we committed. It's been a challenging time, but things are looking up. Thank you for hanging in there and for choosing Ford.

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### **Reach out for installation now.**

Ask your dealer or Commercial Vehicle Center for the rear climate control panels for your fleet. You can call or book your appointment online or in the FordPass® App. If it's easier, we may even be able to send a mobile technician to your business or job site to do the installation. There's no charge to you for any of this.

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