



Ford Motor Company

August 2023

Component Installation Program #: 22G02 Fleet

Ms. Jane Sample
123 Main Street
Anywhere, USA 12345

The update you've been expecting is in.

A little while back, we offered fleet owners the option to get the new Ford Expedition® SUV faster but without the rear-passenger climate control panel and/or 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 heat or AC adjustments again. If you ordered heated seats in the second row, those will also be operational.

Reach out for installation now.

Ask your dealer or Commercial Vehicle Center for the 22G02 program's rear climate and/or 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 with your dealer:

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

Service for this update can be done in half a day or less. However, with service scheduling requirements, your dealer may need your vehicle for more time. If you have any difficulties, ask the Service Manager at your dealership for help.

If you have questions or concerns, please contact our Fleet Customer Information Center at 1-800-34-FLEET, choose Option #1, and one of our representatives will be happy to assist you.

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

Thank you for your patience and for choosing Ford.

Your Ford Customer Service Team

*This update offer will be available through November 30, 2025. Coverage is automatically transferred to subsequent owners.



Ford Motor Company

August 2023

Component Installation Program #: 22G02 - Retail

Ms. Jane Sample
123 Main Street
Anywhere, USA 12345

Rear-seat forecast: Sunny and mild.

A little while back, we offered you the option to get the new Ford Expedition® SUV faster but without the rear-passenger climate control panel and/or rear heated-seat controls — and you said yes.

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. And if you ordered heated seats in the second row, those passengers will also be nice and toasty.

Reach out to your dealer now.

Ask for your 22G02 program's rear climate and/or rear 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. *

Have these numbers ready to reference with your dealer:

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

Service for this update can be done in a half a day or less. However, with service scheduling requirements, your dealer may need your vehicle for more time. If you have any difficulties, ask the Service Manager at your dealership for help.

If you have questions or concerns, please contact our Ford Customer Relationship Center at 1-866-436-7332 or visit 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. Eastern Time Zone.

Thank you for your patience and for choosing Ford.

Your Ford Customer Service Team

*This update offer will be available through November 30, 2025. Coverage is automatically transferred to subsequent owners.