



Ford Motor Company  
Ford Customer Service Division  
PO Box 1904  
Dearborn, Michigan 48121

July 2024

Optional Product Improvement 24G02

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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 Optional Product Improvement for your vehicle.

**Why are you receiving this notice?**

Ford has integrated Tesla Superchargers into the BlueOval Charge Network/Public Charge Management. To provide the best experience at these new chargers a software update is available to enable Plug & Charge at Tesla Supercharger locations.

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

Ford Motor Company has authorized your dealer to update the Off-Board Charger Controller software free of charge (labor) under the terms of this program.

This Optional Product Improvement Program will be in effect until March 31, 2025 regardless of mileage. Coverage is automatically transferred to subsequent owners.

**NOTE:** Once the Off-Board Charger Controller software is installed, a Fast Charging Adapter (NACS) is required to use compatible Tesla Superchargers. If you do not rely on public charging, this adapter will not be necessary. This adapter is **not** provided under this Optional Product Improvement Program. Please refer to the attached document for more information.

**How long will it take?**

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.

**What should you do?**

Please call your dealer without delay to schedule a service appointment for Optional Product Improvement Program 24G02.

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.

Ford Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

- 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.
- Mobile Service** Ford Mobile Service is offered by participating dealers, contact your dealer for details.
- Pick-Up and Delivery** Complimentary vehicle Pick-Up & Delivery service may also be available upon request through participating dealers. Your dealer will pick up your vehicle and return it with the repair completed.
- 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, which are based primarily on state registration and title data, 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 (CRC) at 1-866-436-7332** and one of our representatives will be happy to assist you. The CRC is open on weekdays from 8:00 AM – 11:00 PM and on Saturday 8:00 AM - 8:00 PM (Eastern Time). TTY/TDD users, please contact the CRC at the number listed using the Telecommunication Relay Service by dialing 711.  
If you wish to contact us through the internet, our address is [ford.com/support](https://ford.com/support).  
**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: 7:00 AM – 11:00 PM and Saturday 7:00 AM – 5:00 PM (Eastern Time).

Thank you for your attention to this important matter.

Ford Customer Service Division

## **Important Information Regarding The Fast Charging Adapter (NACS)**

Once Optional Product Improvement 24G02 has been completed, a Fast Charging Adapter (NACS) is required to use compatible Tesla Superchargers. If you do not rely on public charging, this adapter will not be necessary. While the adapter is not covered under Optional Product Improvement 24G02, you may still be eligible to receive a complimentary Fast Charging Adapter. Please see below for details.

**Note:** Your Dealership has limited information regarding the Fast Charging Adapter.

### **Retail Owners:**

You can reserve a complimentary Fast Charging Adapter at [ford.com/fastchargingadapter](https://ford.com/fastchargingadapter).

- Reservations must be made by August 31, 2024.
- An active no-cost BlueOval Charge Network account is required to reserve the adapter.
- Only one complimentary adapter may be reserved per vehicle.

**Note:** If you have questions regarding the Fast Charging Adapter, please contact our Ford Customer Relations Center (CRC) at 800-392-3673.

### **Ford Pro Fleet/Commercial Owners:**

You can order complimentary Fast Charging Adapters either by E-Mail or Phone.

- Orders must be made by August 31, 2024.
- Adapters are limited to 1 per vehicle.
- You must be registered in Public Charge Management OR have the Ford Pass App if you are a retail owner.

**Note:** If you already have the Ford Pass App, you can order the adapter through your account login and should **NOT** enroll in Public Charge Management.

**Note:** Due to high-demand, ship times are slower than normal. Expected delivery times for complimentary adapters will begin late Summer, 2024. We appreciate your patience as we work hard to fulfill your reservation.

### **To Order Fast Charging Adapters by Email:**

E-Mail [fastchargingadapter@fordpro.com](mailto:fastchargingadapter@fordpro.com) with the following information:

- Customer Company Name
- # of adapters requested
  - VINs must be Transit Battery Electric Vehicles (BEV) and enrolled in Public Charge Management.
- FIN Code
- Shipping Address
- Phone Number
- Contact Email

### **To Order Fast Charging Adapters by Phone:**

Call 1-800-34-FLEET and provide the same information listed above to one of our live agents.

**Note:** If you have questions regarding the Fast Charging Adapter, please contact our Ford Pro Contact Center at 1-800-34-FLEET.