



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

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Customer Satisfaction Program **24B41**

Mr. John Sample
123 Main Street
Anywhere, USA 12345

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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 Customer Satisfaction Program for your vehicle.

Why are you receiving this notice?

On your vehicle, the air conditioning (A/C) compressor may become damaged under high speed and high load situations due to the PCM calibration.

What is the effect?

You may experience a loss of A/C cooling in the vehicle in the event of a compressor failure.

What will Ford and your dealer do?

In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to reprogram the Powertrain Control Module (PCM) software, as well as inspect the A/C compressor and replace it as needed.

This repair will also be free of charge (parts and labor).

This Customer Satisfaction Program will be in effect until July 31, 2025 regardless of mileage. Coverage is automatically transferred to subsequent owners.

How long will it take?

The time needed for this inspection and software programming is less than one-half day. The time needed for compressor replacement is up to 1 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 Customer Satisfaction Program **24B41**.

If you do not already have a servicing dealer, you can access 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)	<p>Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this service action performed on a timely basis. Therefore, please have this service action performed as soon as possible.</p> <p>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.</p>
Mobile Service	<p>Ford Mobile Service is offered by participating dealers, contact your dealer for details.</p>
Pick-Up and Delivery	<p>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.</p>
Do you need a rental vehicle?	<p>If your dealer determines that a compressor and related A/C component replacement is required, your dealer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel, insurance, and tax) if you choose to leave your vehicle at the dealership before the full repair. Please see your dealer for guidelines and limitations.</p>
What if you no longer own this vehicle?	<p>If you no longer own this vehicle and have an address for the current owner, please forward this letter to the new owner.</p> <p>You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.</p>
Can we assist you further?	<p>If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.</p> <p>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.</p> <p>If you wish to contact us through the internet, our address is ford.com/support.</p> <p>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.</p> <p>Representatives are available Monday through Friday: 7:00 AM – 11:00 PM and Saturday 7:00 AM – 5:00 PM (Eastern Time).</p>

Thank you for your attention to this important matter.

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