



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

August 2024

Customer Satisfaction Program 24N02

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

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 Customer Satisfaction Program for your vehicle with the VIN shown above.

Why are you receiving this notice?

On your vehicle, certain Injector Quantity Adjustments (IQA) values, which affect the operation and flow rate of the fuel injectors, may have been incorrectly entered in the Powertrain Control Module (PCM) during vehicle manufacturing, which might have caused increased engine soot generation and more frequent DPF regenerations, which can lead to failure of the DPF.

Based on your vehicle's service records, we have confirmed that the correct IQA values are now properly entered into the PCM, either when you had Emissions Recall 24E02 performed or when you had fuel injectors replaced in service. Although your vehicle's Diesel Particulate Filter (DPF) is likely functioning fine, we are pleased to let you know that, for your peace of mind, Ford Motor Company is providing a one-time replacement of the DPF if it requires replacement within certain time and vehicle mileage limitations.

What will Ford and your dealer do?



If your vehicle displays the Malfunction Indicator Light (MIL) on the dashboard panel and your dealer determines that there is a fault in the DPF, Ford Motor Company is offering a one-time replacement of the DPF free of charge (parts and labor). If required, this one-time replacement of the DPF is available for a total of 15 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 one-time replacement offer will last through August 31, 2025. Coverage is automatically transferred to subsequent owners.

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VEHICLE SALE NOTIFICATION FOR 24N02

If you no longer own this vehicle and do not know the current owner, no further action is required.

I no longer own this vehicle. Vehicle has been sold/transferred to:

Name

Address Number

Street

City

State

Zip

12345678901234567
TEST OWNER NAME
12345 TEST STREET
TEST CITY, XX 12345



- How long will it take?** If the component mentioned above requires replacement, 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. Additional time may be required to allow the engine to cool before performing this repair.
- What should you do?** Please keep this letter as a reminder of the one-time repair offer for your DPF. If the DPF requires replacement, and your vehicle is within the indicated time/mileage limitations of this offer, you may provide the dealer with the VIN of your vehicle if you schedule a service appointment for Customer Satisfaction Program 24N02. The VIN is printed near your name at the beginning of this letter.
- If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions.
- 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.
- Have you previously paid for this repair?** If you paid to have a DPF replacement before the date of this letter, you may be eligible for a refund. Refunds will only be provided for services related to replacing the DPF. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before August 31, 2025. To avoid delays, do not send receipts to Ford Motor Company.
- What if you no longer own this vehicle?** Please complete and detach the perforated Vehicle Sale Notification at the bottom of page one (1) and return it in the included prepaid envelope if you have sold the vehicle.
- You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which 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.
- For the hearing impaired, call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00 AM – 8:00 PM (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.
- Representatives are available Monday through Friday: 7:00 AM – 11:00 PM and Saturday 7:00 AM – 5:00 PM (Eastern Time).

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

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