



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

January 2026

Customer Satisfaction Program 25N15

Mr. John Sample
123 Main Street
Anywhere, USA 12345

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 no-charge Customer Satisfaction Program for your vehicle.

Why are you receiving this notice?

Please refer to the Safety Recall **25S89** notification mailed to you. If your vehicle does not require rear view camera replacement as a result of the **25S89 inspection**, the safety recall will be closed. If your dealer later determines that the rear view camera requires replacement, Ford Motor Company will provide a **one-time rear view camera replacement**, provided that it occurs within the first fifteen years from the vehicle's warranty start date. This later repair will occur under this Customer Satisfaction Program, **25N15**.

What will Ford and your dealer do?

Under the terms of the 25N15 program, a one-time replacement of the rear view camera, if required based on dealer inspection, is available for a total of 15 years and unlimited miles from the warranty start date, free of charge (parts and labor). If your vehicle has already exceeded the time limits listed above, this one-time repair offer will last through December 2026.

Coverage is automatically transferred to subsequent owners.

If your vehicle requires a repair under 25N15, parts are now available.

NOTE: If your vehicle's rear view camera has been replaced under Safety Recall 25S89, this 25N15 program does not apply.

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. In addition, your vehicle will require an inspection to determine if parts need to be ordered.

What should you do?	<p>You do not need to return to your dealer for this repair unless the rear view camera in your vehicle displays a blank or distorted image on the center display screen when the vehicle is in reverse. You may also receive a message that the rear view camera is unavailable on the center display screen. Please keep this letter as a reminder of the one-time repair offer for your rear view camera. If the rear view camera requires replacement, and your vehicle is within the indicated time limitations, contact your dealer to schedule a service appointment for Customer Satisfaction Program 25N15. Your dealer will replace the part at no charge.</p> <p>If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions.</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>
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. You received this notice because our records 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>If you have questions or concerns, please contact our Ford Recall Assistance Center (RAC) at 1-866-436-7332 and one of our representatives will be happy to assist you. The RAC is open on weekdays from 8:30 AM – 7:00 PM (Eastern Time). TTY/TDD users, please contact the RAC 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>
To view the letter in Spanish	<p>visit: fordtranslatehub.com</p>
Para ver la carta en español	<p>viste: fordtranslatehub.com</p>



Open the QR reader application or the camera on your smartphone. Point it at the QR code, then tap the banner that appears on your device. Follow the instructions on the screen to finish.

Abre la aplicación del lector QR o la cámara de tu smartphone. Apunta al código QR y pulsa el banner que aparece en tu dispositivo. Sigue las instrucciones en pantalla para terminar.

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

Customer Service Division



Lincoln
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At Lincoln, 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?

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What will Lincoln and your retailer do?

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Lincoln