



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

December 2007

Customer Satisfaction Program 07M08

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

At Ford Motor Company, it has been our goal for more than 100 years to provide customers with high quality, dependable products. In order to maintain these standards, Ford Motor Company is providing additional coverage under Customer Satisfaction Program 07M08 to owners of certain 2005 Model Year F-150, F-Super Duty, Expedition, and Navigator Vehicles equipped with 5.4L 3V Engines.

What is the reason for this additional coverage program?

The fuel injectors in your vehicle may stick in the open or closed position. This condition could cause check engine light illumination along with hard starting or rough running, and in some instances could result in damage to other powertrain components. In the interest of customer satisfaction, Ford Motor Company is extending the limited warranty on the Fuel Injectors to a total of 11 years or 120,000 miles from the warranty start date, whichever occurs first. Coverage is automatically transferred to subsequent owners. This coverage exceeds the original warranty coverage provisions of your vehicle for this part.

What will Ford and your dealer do?

Ford Motor Company has authorized your dealer to diagnose and replace any stuck open or closed fuel injector free of charge (parts and labor) under the terms of this program.

How long will it take?

If one of your fuel injectors requires replacement, the time needed for the 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, diagnosis is required prior to determining if parts need to be ordered.

What are we asking you to do?

Please keep this letter as a reminder of the extended warranty coverage for your Fuel Injectors. If your vehicle exhibits check engine light illumination along with a hard starting or rough running condition, we recommend that you contact your dealer for a service appointment. If one of your fuel injectors requires replacement, and your vehicle is within the indicated time/mileage limitations, your dealer will replace the injector at no charge to you.

PLEASE NOTE: This extended coverage program only applies to fuel injectors that are stuck open or closed. This program does not cover the cost of any other diagnostics or repairs not related to this condition. If your concern is not caused by a stuck fuel injector, it may be covered by other applicable warranty coverage. If all other warranty coverage has expired, you will be responsible for the diagnosis and repair expenses.

RETAIL OWNERS: If you do not already have a servicing dealer, you can access <http://www.genuineservice.com> for dealer addresses, maps, and driving instructions.

FLEET OWNERS: If you do not already have a servicing dealer, you may access our Dealer Locator on <https://www.fleet.ford.com> for dealer addresses, maps, and driving instructions.

Have you previously paid for this repair?

If you paid to have this service done before the date of this letter and the repair occurred within the 11year/120,000 mile coverage period, you may be eligible for a refund. To initiate a refund request, please give your paid original receipt to your dealer before June 30, 2008. To avoid delays, do not send receipts to Ford Motor Company.

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. As soon as we receive updated state registration data, we will revise our records.

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 still have concerns, please contact the Ford Motor Company Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Office Hours are Monday through Friday: 8:00AM - 5:00PM (Your Local Time). If you wish to contact us through the Internet, our address is: www.ownerconnection.com.

FLEET OWNERS: If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, Option #3 and one of our representatives will be happy to assist you. Representatives are available Monday through Friday 8:30AM - 5:00PM (Eastern Time Zone). Or you may contact us through the internet at www.fleet.ford.com.

Thank you for your attention to this important matter and remember to save this letter in case you need to take advantage of this additional coverage program.

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