

CSC 10026321-5399



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

May 2008

Customer Satisfaction Program 48B01

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

Repairs that may be eligible for reimbursement under 48B01

Repair Date: XX/XX/200X Invoice#: XXXXX

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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 a Customer Satisfaction Program (Program Number 48B01) to owners of certain vehicles equipped with a 6.0L or 7.3L diesel engine who may have paid for a warranty deductible on a specific type of fuel injector related repair between January 2003 and September 2007.

What is the issue? The vehicle with the VIN above was mistakenly charged up to a \$100 powertrain warranty deductible for fuel injector repair or repairs. These repairs qualified for coverage under the vehicle emissions warranty, which has no deductible.

What will Ford and your dealer do? In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to refund the amount of the deductible(s) that you have paid for the qualified fuel injector repair(s). Any Ford or Lincoln Mercury dealer is authorized to reimburse your deductible(s) if you, or the servicing dealer, have the original invoice(s).

This refund offer, Customer Satisfaction Program 48B01, will be in effect until November 30, 2008.

How long will it take? Dealers will process the refund for you once you have presented them with both this letter and any valid invoices that show you paid one or more deductibles for these specified repairs. In most cases, dealers will be able to provide you with a refund within 30 days of receipt of the proper documentation.

What are we asking you to do?

Provide your dealer with this letter and the invoice(s) from a Ford or Lincoln Mercury service department that shows you paid a deductible(s) for a fuel injector related repair(s). For your convenience we have listed the invoice number(s) from our records for the injector repair(s) where a deductible(s) was improperly charged. You are only eligible for a deductible(s) that you paid. **Deductibles paid by the dealer are not reimbursable to you. The VIN (printed near your name at the beginning of this letter) must match the VIN on the invoice. If you do not have your original invoice, the dealer who performed the repair may be able to provide you with a copy.**

If you are unable to locate a dealer, you can access <http://www.genuineservice.com> for dealer addresses, maps, and driving instructions.

What if you no longer own this vehicle?

If you no longer own this vehicle, you are still eligible for a refund if you paid all or part of a deductible(s) for the specified fuel injector repair.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you were the owner at the time the deductible(s) was paid.

If you were not the owner, and have an address for the owner at the time of the repair(s), please forward this letter to that owner.

Can we assist you further?

If you have difficulties with your refund, 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 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, select 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.

MOTORHOME OWNERS: If you still have concerns, please contact the Motorhome Customer Assistance Center toll free at 1-866-906-9811. Ford representatives are available 24 hours a day.

Thank you for your attention to this important matter.

Ford Customer Service Division