



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

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Customer Satisfaction Program 12N03

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 12N03 for your vehicle, with the Vehicle Identification Number shown above.

What is the reason for this additional coverage program?

On your vehicle, it may be possible to experience a momentary engine idle RPM surge when stopped or during low speed driving maneuvers such as in a parking lot or driveway. The idle RPM surge may be intermittent, and the Check Engine Lamp may turn on. This may occur due to a buildup of deposits in the throttle body. In some cases the original Powertrain Control Module strategy may not adequately compensate for the throttle body deposits.

In the interest of customer satisfaction, Ford Motor Company is extending the limited warranty on your vehicle to provide a one-time repair of engine idle RPM surge caused by throttle body deposits. This one-time repair extended warranty will be in effect for up to ten (10) years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first.

If your vehicle has already exceeded the mileage limits listed above, this coverage will last through May 31, 2013. Coverage is automatically transferred to subsequent owners.

This coverage exceeds the original warranty coverage provisions of your vehicle for this condition.

What will Ford and your dealer do?

If your vehicle exhibits engine idle RPM surge as described above, and your vehicle is within the indicated time/mileage limitations, Ford Motor Company has authorized your dealer to clean the throttle body and reprogram the Powertrain Control Module free of charge (parts and labor) to improve idle quality and low speed driveability.

How long will it take?

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.

- What should you do?** You do not need to return to your dealer for this repair unless your vehicle has exhibited this momentary idle RPM surge as described above. If your vehicle exhibits this momentary idle RPM surge, it is of short duration and is easily overcome by normal braking forces. Please keep this letter as a reminder of the extended warranty coverage for your vehicle.
- If your vehicle requires idle surge repairs, and it is within the indicated time/mileage limitations, contact your dealer for a service date. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle and request a service date for Customer Satisfaction Program 12N03. The VIN is printed near your name at the beginning of this letter. Your dealer will make these repairs at no charge.
- If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions.
- Have you previously paid for this repair?** If you paid to have engine idle RPM surge repairs made before the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to idle surge repairs. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before May 31, 2013. 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.
- 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). Representatives are available Monday through Friday: 8:00AM - 5:00PM (Your Local Time).
- If you wish to contact us through the Internet, our address is: www.Fordowner.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: 8:00AM - 5:00PM (Your Local Time).
- 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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