



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

January 2014

Customer Satisfaction Program 13N02
Programa de Satisfacción del Cliente 13N02

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 13N02 for your vehicle, with the Vehicle Identification Number shown above.

What is the reason for this additional coverage program?

Under certain driving and environmental conditions, it is possible for the brake booster on your vehicle to develop a small tear in the diaphragm. If this occurs, the driver may hear a hissing noise while depressing the pedal and may also experience a “spongy” pedal feel without a noticeable effect on braking performance. If the vehicle is not serviced, the tear will eventually expand and the pedal effort required to stop the vehicle will gradually increase. However, in all cases, the fundamental vehicle braking system remains functional.

In the interest of customer satisfaction, Ford Motor Company is extending the limited warranty on the brake booster to ten years or 150,000 miles from the warranty start date of the vehicle, whichever occurs first. This is a one-time repair program.

If your vehicle has already exceeded the mileage limit, this coverage will last through January 31, 2015. 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?

If the brake booster on your vehicle requires replacement and your vehicle is within the indicated time/mileage limitations, Ford Motor Company has authorized your dealer to replace the brake booster free of charge (parts and labor). This is a one-time repair program.

How long will it take?

If the brake booster 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.

What should you do? You do not need to return to your dealer for this repair unless your vehicle has one or more of the following symptoms:

- A hissing noise while depressing the pedal.
- A “spongy” pedal feel without a noticeable effect on braking performance.
- An increase in the amount of pedal effort required to stop the vehicle.

Please Note: The above symptoms could also be caused by other situations. Only repairs to the brake booster are covered under this program.

Please keep this letter as a reminder of the extended warranty coverage for your brake booster. If the brake booster requires replacement, and your vehicle 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 13N02. The VIN is printed near your name at the beginning of this letter. Your dealer will replace the part 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 for this repair before the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to the replacement of the brake booster. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before June 30, 2014. 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.

Para asistencia en Español:

Si necesita ayuda o tiene alguna pregunta, por favor llame al Centro de Relación con Clientes al 1-866-436-7332 y presione 2 para Español.

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.

Ford Customer Service Division



THE LINCOLN MOTOR COMPANY

The Lincoln Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

January 2014

Customer Satisfaction Program 13N02
Programa de Satisfacción del Cliente 13N02

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

At Lincoln Motor Company, it is our goal to provide customers with high-quality, dependable products. In order to maintain these standards, Lincoln Motor Company is providing additional coverage under Customer Satisfaction Program 13N02 for your vehicle, with the Vehicle Identification Number shown above.

What is the reason for this additional coverage program?

Under certain driving and environmental conditions, it is possible for the brake booster on your vehicle to develop a small tear in the diaphragm. If this occurs, the driver may hear a hissing noise while depressing the pedal and may also experience a “spongy” pedal feel without a noticeable effect on braking performance. If the vehicle is not serviced, the tear will eventually expand and the pedal effort required to stop the vehicle will gradually increase. However, in all cases, the fundamental vehicle braking system remains functional.

In the interest of customer satisfaction, Lincoln Motor Company is extending the limited warranty on the brake booster to ten years or 150,000 miles from the warranty start date of the vehicle, whichever occurs first. This is a one-time repair program.

If your vehicle has already exceeded the mileage limit, this coverage will last through January 31, 2015. Coverage is automatically transferred to subsequent owners.

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

What will Lincoln and your dealer do?

If the brake booster on your vehicle requires replacement and your vehicle is within the indicated time/mileage limitations, Lincoln Motor Company has authorized your dealer to replace the brake booster free of charge (parts and labor). This is a one-time repair program.

How long will it take?

If the brake booster 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.

What should you do? You do not need to return to your dealer for this repair unless your vehicle has one or more of the following symptoms:

- A hissing noise while depressing the pedal.
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Please keep this letter as a reminder of the extended warranty coverage for your brake booster. If the brake booster requires replacement, and your vehicle 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 13N02. The VIN is printed near your name at the beginning of this letter. Your dealer will replace the part at no charge.

If you do not already have a servicing dealer, you can access www.Lincolnowner.com for dealer addresses, maps, and driving instructions. For your convenience, you can also have this service performed at a Ford dealership.

Have you previously paid for this repair?

If you paid for this repair before the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to the replacement of the brake booster. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before June 30, 2014. To avoid delays, do not send receipts to the Lincoln Motor Company.

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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.

The Lincoln Motor Company