

CSC-10058085-7557



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

May 2015

Customer Satisfaction Program 15M01
Programa de satisfacción del cliente 15M01

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

At Ford Motor Company, we are not only committed to building high quality, dependable products, but also building a community of happy, satisfied customers. To demonstrate that commitment, we're sending you this notice and providing a no-charge Customer Satisfaction Program 15M01 for your vehicle with the VIN shown above.

Why are you receiving this notice?

We are pleased to let you know that for your peace of mind, Ford Motor Company is extending the coverage on the Exhaust Gas Temperature (EGT) sensors in your vehicle. This increases your coverage to a total of 8 years or 80,000 miles from the warranty start date, whichever occurs first.

NOTE: The Service Engine Soon indicator will illuminate if an EGT sensor is not functioning properly.



Service Engine Soon indicator

If your vehicle has already exceeded the time and/or mileage limits listed above, this extended coverage will last through November 30, 2015. Coverage is automatically transferred to subsequent owners.

What will Ford and your dealer do?

If any of the four EGT sensors on your vehicle requires replacement, and your vehicle is within the indicated time/mileage limitations, Ford Motor Company has authorized your dealer to replace any malfunctioning EGT sensor free of charge (parts and labor).

How long will it take?

If one or more EGT sensors require 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. Additional time may be required to allow the engine to cool prior to performing this repair. In addition, your vehicle will require an inspection to determine if parts need to be ordered.

What should you do?

You do not need to return to your dealer for this repair unless you have the MIL illuminated. Please keep this letter as a reminder of the extended coverage for your covered component. If an EGT sensor 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 15M01. 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 to have this service done before the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to replacement of EGT sensors. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before November 30, 2015. 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 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 have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.Fordowner.com.

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

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 have questions or concerns, please contact our **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.fleet.ford.com.

Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

MOTORHOME OWNERS: If you have questions or concerns, please contact our **Motorhome Customer Assistance Center toll free at 1-866-906-9811**. Representatives are available 24 hours a day.

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

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