



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

November 2017

Customer Satisfaction Program 17N03
Programa de satisfacción del cliente 17N03

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

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

Why are you receiving this notice?

Ford is aware that some Explorer owners have concerns about exhaust or carbon monoxide. These vehicles are safe. Our investigation has not found carbon monoxide levels that exceed what people are exposed to every day. However, for your peace of mind, Ford is offering a no charge service that reduces the potential for exhaust to enter the vehicle.

The services and reimbursements provided by this Customer Satisfaction Program are distinct from the benefits offered in the class action settlement involving exhaust odor in 2011-2015 Explorers, about which you may have received information earlier this year. For more information about the status of, and benefits offered by, that settlement, go to www.explorerehaustsettlement.com or call 1-855-581-1279.

What will Ford and your dealer do?

In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to reprogram the climate control module, inspect rear-of-vehicle sealing and repair as necessary free of charge (parts and labor) under the terms of this program.

This Customer Satisfaction Program will be in effect until December 31, 2018, regardless of mileage. Coverage is automatically transferred to subsequent owners.

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?

If you would like this free service performed, call your dealer to schedule a service appointment for Customer Satisfaction Program 17N03. Provide the dealer with the VIN of your vehicle. The VIN is printed near your name at the beginning of this letter.

If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions.

**What should you do?
(continued)**

The vehicle owner is responsible for making arrangements to have the work completed.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition there are other features such as reserving and paying for parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

Have you previously paid for this repair?

If you have previously paid for a repair that addresses the issue described in this letter, you still may request your dealer to perform this service action.

If the previously paid for repair was performed before the date of this letter, you may be eligible for a refund. Refunds will only be provided for the cost associated with the inspection and repair of vehicles with exhaust odor and carbon monoxide complaints using TSB 16-0166 or 17-0044. To verify eligibility and receive reimbursement, give your paid original receipt to your dealer before March 31, 2018. 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 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).

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).

Para asistencia en Español

Visite nuestro sitio web para ver este anuncio en Español al siguiente dirección: <https://es.owner.ford.com/recall>.

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.

Thank you for your attention to this important matter.

Ford Customer Service Division