



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

February 2016

Customer Satisfaction Program 15B39  
Programa de satisfacción del cliente 15B39

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?**



MIL

On your vehicle, insufficient sealing in certain areas of the engine compartment may allow undesired water entry into the engine compartment directly over powertrain components. This can lead to symptoms including difficulty starting, misfires, or illumination of the Malfunction Indicator Lamp (MIL), which is shown to the left.

**What will Ford and your dealer do?**

In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to install water management measures on your vehicle free of charge (parts and labor) under the terms of this program. This Customer Satisfaction Program will be in effect until December 31, 2016 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?**

Please call your dealer without delay and request a service date for Customer Satisfaction Program 15B39. Provide the dealer with the VIN of your vehicle, which 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](http://www.Fordowner.com) for dealer addresses, maps, and driving instructions. Ford Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this service action performed on a timely basis. Therefore, please have this service action performed as soon as possible.

**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 need to have this service action performed to ensure the correct parts and procedures were used.

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 service related to repairs caused by water intrusion into the engine compartment. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before June 30, 2016. 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 – 8:00PM (Eastern Time).

If you wish to contact us through the Internet, our address is:

[www.Fordowner.com](http://www.Fordowner.com).

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 - 8:00PM (Eastern Time).

Or you may contact us through the Internet at [www.fleet.ford.com](http://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. Representatives are available 24 hours a day.

Thank you for your attention to this important matter.

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