



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

January 2016

Customer Satisfaction Program 15N03
Programa de satisfacción del cliente 15N03

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?



“Stop Safely Now”

On your vehicle, a circuit isolation fault within the High Voltage Wire Harness may cause a “Stop Safely Now” message with a red triangle indicator to appear in the instrument cluster.

For your peace of mind, Ford Motor Company is extending the warranty coverage on the High Voltage Wire Harness for this condition. This one-time repair program is in effect for a total of 8 years or 100,000 miles from the warranty start date, whichever occurs first.

If your vehicle has already exceeded either time or mileage limits listed above, this extended warranty coverage will last through June 30, 2016. Coverage is automatically transferred to subsequent owners.

What will Ford and your dealer do?

If your vehicle's covered component requires replacement due to a high voltage circuit isolation fault and your vehicle is within the indicated time/mileage limitations, Ford Motor Company has authorized your dealer to replace the High Voltage Wire Harness free of charge (parts and labor). This is a one-time repair program.

How long will it take?

If the component mentioned above requires replacement, the time needed for this repair is typically one to two days. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. 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 experience a “Stop Safely Now” message with a red triangle indicator in the Instrument Cluster. Please keep this letter as a reminder of the extended warranty coverage for your covered component. If the covered component requires replacement, and your vehicle is within the indicated time/mileage limitations, contact your dealer for a service date. Provide the dealer with the VIN of your vehicle and request a service date for Customer Satisfaction Program 15N03. The VIN is printed near your name at the beginning of this letter. If a high voltage circuit isolation fault has occurred within the High Voltage Wire Harness, 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 a high voltage circuit isolation fault, under certain conditions when the High Voltage Wire Harness was determined to be causing the concern. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before June 30, 2016. Ford Motor Company has authorized your dealer to process refund requests.

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).

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

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