



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

December 2016

Customer Satisfaction Program 16B46  
Programa de satisfacción del cliente 16B46

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?**

The all-weather floor mats may not have been included with your vehicle as intended.

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

In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to provide the original vehicle owner with the all-weather floor mats free of charge (parts and labor), or a refund of \$120 plus any applicable sales tax under the terms of this program.

This Customer Satisfaction Program will be in effect until December 31, 2017 regardless of mileage. Coverage does not apply to subsequent owners.

**How long will it take?**

If you choose to receive the all-weather floor mats, the parts may need to be ordered.

**What should you do?**

Please call your dealer without delay and inform the Service Department that you are calling in regards to Customer Satisfaction Program 16B46. Provide the dealer with the VIN of your vehicle. The VIN is printed near your name at the beginning of this letter. Advise the dealership of your choice of all-weather floor mats or a refund.

- If you choose to receive the all-weather floor mats, you may elect to pick them up at your dealer. The dealer may also be able to ship the all-weather floor mats to a location you choose.
- If you choose a refund, the dealer may ask you to return at a later date for your refund check.

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.

- What should you do?  
(continued)** 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.
- Your vehicle may be equipped with a diagnostic feature called the Vehicle Health Report which can inform you about all available recalls, as well as other key vehicle health information. Please see <https://owner.ford.com/vehicle-health> for more information.
- What if you no longer own this vehicle?** You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner. This offer does not apply to subsequent owners.
- 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](http://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](http://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