



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

March 2017

Customer Satisfaction Program 17B04
Programa de satisfacción del cliente 17B04

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 engine in your vehicle is equipped with an oil filter assembly (Motorcraft part number FL-2069-ST) engineered to be tightened to 16-18 lb.-ft. (22-24 Nm). If not torqued to the proper specification, over time, the oil filter assembly may loosen and result in an engine oil leak.

In addition, you can drive high performance vehicles in such a way that may lead to higher oil consumption (this includes extended time at high engine speeds, high loads, engine braking, hard cornering maneuvers and track use). Under these conditions, oil consumption of approximately 1 quart per 500 miles (1 liter per 800 km) is possible. As a result, you need to check the engine oil level at every refueling and adjust to maintain proper levels to avoid engine damage.

What will Ford and your dealer do?

In the interest of customer satisfaction, Ford Motor Company has provided you with a complimentary oil filter, oil filter cap wrench and an updated Shelby® GT350 Mustang Supplement. The oil filter cap wrench should be used with a standard torque wrench to accurately achieve the proper torque specification when servicing the oil filter assembly. The revised Shelby® GT350 Mustang Supplement has updated language explaining the potential for high oil consumption under certain operating conditions.

What should you do?

Remove and discard the Shelby® GT350 Mustang Supplement originally provided with your owner's manual and replace it with the enclosed Shelby® GT350 Mustang Supplement.

When servicing the oil filter assembly, it is strongly recommended to use a Motorcraft oil filter. The oil filter assembly must be tightened to 16-18 lb.-ft. (22-24 Nm) using the provided oil filter cap wrench.

If you drive your vehicle under the following conditions: extended time at high engine speeds, high loads, engine braking, hard cornering maneuvers

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

and track use, it is necessary to check the engine oil level at every refueling and adjust to maintain proper levels to avoid engine damage.

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 and package 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 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).

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