



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

Customer Satisfaction Program 17N04  
Programa de satisfacción del cliente 17N04

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

November 2017

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?**

On your vehicle, the front door panel material may become loose at the top of the panel near the window. We are pleased to let you know that Ford Motor Company is extending the warranty coverage on the driver and passenger front door panels.

**What is the effect?**

The warranty coverage on both front door panels for the above condition increases to 5 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, the extended warranty coverage will last through November 30, 2018. Coverage is automatically transferred to subsequent owners.

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

If your vehicle's front door panels require repair for the above condition, and your vehicle is within the indicated time/mileage limitations, Ford Motor Company has authorized your dealer to repair both front door panels free of charge (parts and labor). This is a one-time repair program.

**How long will it take?**

If the components mentioned above require repair, 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?**

You do not need to return to your dealer for this repair unless the material on one of your front door panels has become loose. Please keep this letter as a reminder of the extended warranty coverage for your front door panels. If your front door panels require repair, and your vehicle is within the indicated time/mileage limitations, contact your dealer to schedule a service appointment.

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

Provide the dealer with the VIN of your vehicle to schedule a service appointment for Customer Satisfaction Program 17N04. The VIN is printed near your name at the beginning of this letter. Your dealer will repair both front door panels at no charge.

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.

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 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 repair description. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before **April 30, 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 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](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.

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

Ford Customer Service Division