



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

January 2013

Customer Satisfaction Program 12M02

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

At Ford Motor Company, it has been our goal for more than 100 years to provide customers with high-quality, dependable products. In order to maintain these standards, Ford Motor Company is providing additional coverage under Customer Satisfaction Program (Program Number 12M02) for your vehicle, with the Vehicle Identification Number shown above.

What is the reason for this additional coverage program?

In the interest of customer satisfaction, Ford Motor Company is extending the limited warranty on the Accessory Protocol Interface Module to a total of five (5) years for Ford vehicles from the warranty start date, regardless of mileage.

NOTE: Failure of the Accessory Protocol Interface Module will render the MyFord Touch[®] system inoperative.

This coverage exceeds the original warranty coverage provisions of your vehicle for this part.

What will Ford and your dealer do?

If replacement of the Accessory Protocol Interface Module is required, and your vehicle is within the indicated time limitations, Ford Motor Company has authorized your dealer to replace it free of charge (parts and labor).

How long will it take?

The time needed for replacement of the Accessory Protocol Interface Module 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 schedule a dealer service appointment unless the MyFord Touch[®] system on your vehicle is inoperative. If the diagnostics performed by your dealer indicate that the Accessory Protocol Interface Module requires replacement, and your vehicle is within the extended warranty coverage period, your dealer will replace the module at no charge under this program.

Please keep this letter as a reminder of this extended coverage. If it is necessary to schedule a service appointment, provide the dealer with the Vehicle Identification Number (VIN) of your vehicle and request a service date for Customer Satisfaction Program 12M02. The VIN 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 for dealer addresses, maps, and driving instructions.

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 - 5:00PM (Your Local Time).

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

www.Fordowner.com

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 - 5:00PM (Your Local Time).

Or you may contact us through the Internet at www.fleet.ford.com.

Thank you for your attention to this important matter and remember to save this letter in case you need to take advantage of this additional coverage program.

Ford Customer Service Division



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

January 2013

Customer Satisfaction Program 12M02

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

At Lincoln Motor Company, it has been our goal for more than 100 years to provide customers with high-quality, dependable products. In order to maintain these standards, Lincoln Motor Company is providing additional coverage under Customer Satisfaction Program (Program Number 12M02) for your vehicle, with the Vehicle Identification Number shown above.

What is the reason for this additional coverage program?

In the interest of customer satisfaction, Lincoln Motor Company is extending the limited warranty on the Accessory Protocol Interface Module to a total of six (6) years on Lincoln vehicles from the warranty start date, regardless of mileage.

NOTE: Failure of the Accessory Protocol Interface Module will render the MyLincoln Touch™ system inoperative.

This coverage exceeds the original warranty coverage provisions of your vehicle for this part.

What will Lincoln and your dealer do?

If replacement of the Accessory Protocol Interface Module is required, and your vehicle is within the indicated time limitations, Lincoln Motor Company has authorized your dealer to replace it free of charge (parts and labor).

How long will it take?

The time needed for replacement of the Accessory Protocol Interface Module 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 schedule a dealer service appointment unless the MyLincoln Touch™ system on your vehicle is inoperative. If the diagnostics performed by your dealer indicate that the Accessory Protocol Interface Module requires replacement, and your vehicle is within the extended warranty coverage period, your dealer will replace the module at no charge under this program.

Please keep this letter as a reminder of this extended coverage. If it is necessary to schedule a service appointment, provide the dealer with the Vehicle Identification Number (VIN) of your vehicle and request a service date for Customer Satisfaction Program 12M02. The VIN is printed near your name at the beginning of this letter.

If you do not already have a servicing dealer, you can access www.Lincolnowner.com for dealer addresses, maps, and driving instructions.

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 Lincoln Customer Relationship Center at 1-800-521-4140 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 - 5:00PM (Your Local Time).

If you wish to contact us through the Internet, our address is: www.Lincolnowner.com

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 - 5:00PM (Your Local Time).

Or you may contact us through the Internet at www.fleet.ford.com.

Thank you for your attention to this important matter and remember to save this letter in case you need to take advantage of this additional coverage program.

Lincoln Motor Company