



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

December 2014

Customer Satisfaction Program 12M02
 Programa de satisfacción del cliente 12M02

Mr. John Sample
 123 Main Street
 Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

At Ford Motor Company, we are not only committed to building high quality, dependable products, but also building a community of happy, satisfied customers. To demonstrate that commitment, we're sending you this notice – and providing a no-charge Customer Satisfaction Program (Program Number 12M02) for your vehicle with the VIN shown above.

Why are you receiving this notice?

Although your vehicle's SYNC with MyFord Touch® is likely functioning just fine, we are pleased to let you know that, for your peace of mind, Ford Motor Company is extending the coverage on the Accessory Protocol Interface Module (APIM). The APIM is a key component in your vehicle's SYNC system.

For Ford vehicles, the APIM coverage is extended to a total of **five** years from the warranty start date, regardless of mileage, which exceeds the original warranty coverage provisions of your vehicle for this part. Coverage is automatically transferred to subsequent owners.

As a Ford owner, you'll also benefit from the **support.ford.com** website. This cutting-edge site can now be used as a one-stop shop to get questions answered, watch how-to videos, manage your SYNC account and a whole lot more. Online content can be accessed from all your devices (computer, tablet and phone). This means you can experience the latest SYNC enhancements without scheduling a service appointment with your dealer.

What will Ford and your dealer do?

In the future, if you experience any of the concerns below, and your vehicle is within the indicated time limitations, Ford Motor Company has authorized your dealer to repair your vehicle free of charge (parts and labor).

- You need dealer assistance to install software updates from **support.ford.com**
- Your vehicle's SYNC with MyFord Touch® exhibits symptoms which your dealer determines can be repaired by upgrading the APIM software
- Your vehicle's SYNC with MyFord Touch® exhibits symptoms which your dealer determines can be repaired by replacing the APIM

How long will it take?

If you choose to perform a software update using **support.ford.com** at home, the installation time is typically less than 45 minutes.

How long will it take? (continued) The time needed for your dealer to either update your vehicle's software or replace the APIM 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? To be notified of future software updates, simply log in or register at support.ford.com to access your SYNC owner account, then click on your name to set up your Owner Profile Information in "Account Settings."
You do not need to schedule a service appointment unless you are either having difficulty installing software updates from support.ford.com or your vehicle's SYNC with MyFord Touch[®] is inoperative. 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, which is printed near your name at the beginning of this letter, and request a service date for Customer Satisfaction Program 12M02.
If you need assistance installing software updates, or your dealer determines that symptoms with your vehicle's SYNC system can be corrected by upgrading the software or replacing the APIM, and your vehicle is within the extended coverage period, your dealer will perform the required repair at no charge under this program.
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 questions regarding the operation of your MyFord Touch system, please visit us at support.ford.com or call **800-392-FORD**.
If you require further assistance in getting your vehicle repaired promptly and without charge, please contact your dealership's Service Advisor.
RETAIL OWNERS: If you have questions or concerns, please contact our **Customer Relationship Center at 1-866-436-7332**, where one of our representatives will be happy to assist you. Or visit us at 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 the **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time). Or you can contact us at www.fleet.ford.com.

Thank you for your attention to this important matter, and remember to save this letter as a reminder of the extended coverage in case you need to take advantage of this program in the future.

Ford Customer Service Division



THE LINCOLN MOTOR COMPANY

The Lincoln Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

December 2014

Customer Satisfaction Program 12M02
Programa de satisfacción del cliente 12M02

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

At The Lincoln Motor Company, we are not only committed to building high quality, dependable products, but also building a community of happy, satisfied customers. To demonstrate that commitment, we're sending you this notice – and providing a no-charge Customer Satisfaction Program (Program Number 12M02) for your vehicle with the VIN shown above.

Why are you receiving this notice?

Although your vehicle's SYNC with MyLincoln Touch® is likely functioning just fine, we are pleased to let you know that, for your peace of mind, The Lincoln Motor Company is extending the coverage on the Accessory Protocol Interface Module (APIM). The APIM is a key component in your vehicle's SYNC system. For Lincoln vehicles, the APIM coverage is extended to a total of **six** years from the warranty start date, regardless of mileage, which exceeds the original warranty coverage provisions of your vehicle for this part. Coverage is automatically transferred to subsequent owners.

As a Lincoln owner, you'll also benefit from the **support.lincoln.com** website. This cutting-edge site can now be used as a one-stop shop to get questions answered, watch how-to videos, manage your SYNC account and a whole lot more. Online content can be accessed from all your devices (computer, tablet and phone). This means you can experience the latest SYNC enhancements without scheduling a service appointment with your dealer.

What will Lincoln and your dealer do?

In the future, if you experience any of the concerns below, and your vehicle is within the indicated time limitations, The Lincoln Motor Company has authorized your dealer to repair your vehicle free of charge (parts and labor).

- You need dealer assistance to install software updates from **support.lincoln.com**
- Your vehicle's SYNC with MyLincoln Touch® exhibits symptoms which your dealer determines can be repaired by upgrading the APIM software
- Your vehicle's SYNC with MyLincoln Touch® exhibits symptoms which your dealer determines can be repaired by replacing the APIM

How long will it take?

If you choose to perform a software update using **support.lincoln.com** at home, the installation time is typically less than 45 minutes.

How long will it take? (continued) The time needed for your dealer to either update your vehicle's software or replace the APIM 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? To be notified of future software updates, simply log in or register at support.lincoln.com to access your SYNC owner account, then click on your name to set up your Owner Profile Information in "Account Settings."
You do not need to schedule a service appointment unless you are either having difficulty installing software updates from support.lincoln.com or your vehicle's SYNC with MyLincoln Touch[®] is inoperative. 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, which is printed near your name at the beginning of this letter, and request a service date for Customer Satisfaction Program 12M02.
If you need assistance installing software updates, or your dealer determines that symptoms with your vehicle's SYNC system can be corrected by upgrading the software or replacing the APIM, and your vehicle is within the extended coverage period, your dealer will perform the required repair at no charge under this program.
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 questions regarding the operation of your MyLincoln Touch system, please visit us at support.lincoln.com or call **800-521-4140**.
If you require further assistance in getting your vehicle repaired promptly and without charge, please contact your dealership's Service Advisor.
RETAIL OWNERS: If you have questions or concerns, please contact our **Customer Relationship Center at 1-866-436-7332**, where one of our representatives will be happy to assist you. Or visit us at www.Lincolnowner.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 the **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time). Or you can contact us at www.fleet.ford.com.

Thank you for your attention to this important matter, and remember to save this letter as a reminder of the extended coverage in case you need to take advantage of this program in the future.

The Lincoln Motor Company