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Ford Motor Company
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March 25, 2021

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 20N11 - Supplement #2**
Certain 2016 - 2019 Model Year Explorer Vehicles equipped with a Roof Rail
Roof Rail Cover Detachment

REF: **Technical Service Bulletins 19-2364 and 20-2154**
2016-2019 Explorer – Roof Rail Covers Loose

New! REASON FOR THIS SUPPLEMENT

- *Most customers can be serviced in one dealer visit by completing the following:*
 - *Inspection procedure, all parts are reusable.*
 - *Clean and Sand.*
 - *Apply Adhesive.*
 - *No SSSC contact necessary.*
 - *No photos required.*
- *The 3M™ Universal Adhesive that is specified in 20N11 comes in several different sizes and colors, but each has a different part number – any of the following part numbers can be used: 08223, 08214, 08216, 08217, 08223, 08107, and 08237.*
- *Technical instructions are updated with a more detailed inspection procedure and photo requirements.*
 - *Parts should not be ordered before the inspection procedure is completed, damage is identified, and digital images obtained.*
 - *If SSSC call agents can easily determine if part is RH or LH, and where the part is damaged, then the part order will be expedited.*
 - *New labor operation codes for inspection procedures with pass/fail requirements and for SSSC photo submissions.*
- *Four new videos are available to supplement the technical instructions for inspection, cleaning and preparation, roof rail cover removal, and installation.*

PROGRAM TERMS

This program provides a one-time repair for the roof rail covers and retaining clips to 10 years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first.

This is a one-time repair program. Both roof rail covers should be serviced at time of repair.

If a vehicle has already exceeded either the time or mileage limits, this extended warranty coverage will last through June 30, 2021.

Coverage is automatically transferred to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

Vehicle	Model Year	Assembly Plant	Build Dates
Explorer	2016-2019	Chicago	September 19, 2014 through March 3, 2019

Affected vehicles are identified in OASIS.

REASON FOR PROVIDING EXTENDED WARRANTY COVERAGE

On some of the affected vehicles, the roof rail covers can become loose, which can lead to a visible gap between the cover and roof rail base assembly, rattling, and potential detachment.

SERVICE ACTION

If an affected vehicle exhibits this condition, dealers are to *secure both sides of the roof rail covers with two-part epoxy as described in the technical instructions and replace only broken roof rail covers and retaining clips*. This service must be performed at no charge to the vehicle owner.

NOTE: Both roof rail covers should be serviced at time of repair.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters were mailed the week of January 11, 2021. Dealers should repair any affected vehicles that experience roof rail cover detachment, whether or not the customer has received a letter.

New! ATTACHMENTS

Attachment I: Administrative Information

Attachment II: Labor Allowances and Parts Ordering Information

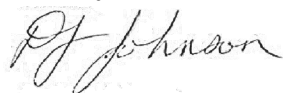
Attachment III: Technical Information

Owner Notification Letters

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician Society (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,



David J. Johnson

Customer Satisfaction Program 20N11 - Supplement #2
Certain 2016 - 2019 Model Year Explorer Vehicles equipped with a Roof Rail
Roof Rail Cover Detachment

OASIS ACTIVATION

OASIS was activated on December 8, 2020.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will not be activated for this service action.

SOLD VEHICLES

- Only owners with affected vehicles that exhibit the covered condition will be directed to dealers for repairs.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES

- Do not perform this program unless the affected vehicle exhibits the covered condition.

TITLE BRANDED / SALVAGED VEHICLES

Vehicles with cancelled warranties are not eligible for this service action.

OWNER REFUNDS

- Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed before the date of the Owner Notification Letter. This refund offer expires June 30, 2021.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the date of the Owner Notification Letter. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with roof rail cover or retaining clip replacement.

RENTAL VEHICLES

The use of rental vehicles is not approved for this program.

Part shortages do not qualify for rental vehicles with this program.

Customer Satisfaction Program 20N11 - Supplement #2
 Certain 2016 - 2019 Model Year Explorer Vehicles equipped with a Roof Rail
 Roof Rail Cover Detachment

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual – Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSA's / Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the Related Damage radio button checked.
 - Ford vehicles – 3 years or 36,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

CLAIMS PREPARATION AND SUBMISSION

- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.

Description When Entering Claims	Enter Value:	
Select claim type 31	Field Service Action	
Sub Code	20N11	
Causal Part Number	78551A46	
Customer Concern Code (CCC)	B63 – Exterior Trim / Molding Troubles – Loose/Missing	
Condition Code (CC)	33 – Loose Part	QTY: 0

- For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with same claim type and sub code as described in Claim Entry above.

IMPORTANT: Click the Related Damage Indicator radio button.

- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 20N11 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND - Misc. Expense: 0.2 Hrs.
 - Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.
- Provision for Misc. Expense: 3M™ Adhesive, 3M™ Mixing nozzles, and masking tape as needed.
 - Program Code: 20N11
 - Misc. Expense: OTHER
 - Amount: Actual cost up to \$32.00

Customer Satisfaction Program 20N11 - Supplement #2
 Certain 2016 - 2019 Model Year Explorer Vehicles equipped with a Roof Rail
 Roof Rail Cover Detachment

New! LABOR ALLOWANCES

PASS: No Parts Replaced, No Photos Required	Labor Operation	Labor Time
<i>Inspect, clean and prep both surfaces, apply epoxy.</i>	<i>20N11D</i>	<i>0.6 Hours</i>

FAIL: Parts Replaced, Photos Required	Labor Operation	Labor Time
<i>Inspect, take photos, clean and prep surfaces, apply epoxy.</i>		
<i>Replace one or both rail covers</i>	<i>20N11E</i>	<i>0.7 Hours</i>
<i>Refer to Technical Instructions for Pass/Fail requirements and acceptable/unacceptable photos</i>		
<i>SSSC Image Submission*: Additional time to submit five or more images of roof rail covers via SSSC VIN specific part request (Can be claimed with labor operation E)</i>	<i>20N11ZZ</i>	<i>0.2 Hours</i>

<u>TSB 19-2364 or 20-2154 previously completed</u>	Labor Operation	Labor Time
<i>Extra cleaning time to remove RTV or epoxy.</i>		
<ul style="list-style-type: none"> • <u>SSSC approval code is required to claim this labor operation code:</u> <ul style="list-style-type: none"> ○ <i>Must include previous OWS claim number of TSB repair to claim this labor operation code in SSSC approval request.</i> ○ <i>If customer paid for repair, previous repair order or customer receipts must be attached to approval request.</i> 	<i>20N11F</i>	<i>0.6 Hours</i>

Customer Satisfaction Program 20N11 - Supplement #2
Certain 2016 - 2019 Model Year Explorer Vehicles equipped with a Roof Rail
Roof Rail Cover Detachment

New! PARTS REQUIREMENTS / ORDERING INFORMATION

Video Instruction:

Review the following video clips before ordering parts or attempting to repair a vehicle:

[Inspection Procedure](#)

[Cleaning & Preparation Procedure](#)

[Roof Rail Cover Removal Procedure](#)

[Installation Procedure](#)

SSSC Web Contact Site:

Most vehicles will require epoxy only (on each roof rail cover); no parts replaced.

Roof rail covers are not available to repair all vehicles, which require replacement.

To place an order for a roof rail cover, submit a VIN-specific Part Order contact via the SSSC Web Contact Site, along with VIN-specific photos (see digital image requirements below).

- *If agents can easily determine if part is RH or LH, and where the part is damaged then the part order can be expedited.*
- *Photos should have correct focus, proper lighting, and correct photo orientation.*

Photos not required:

- *Multiple photos of the vehicle*
- *Roof rails on top of the vehicle*
- *Roof rails showing nothing wrong*
- *Door labels and vehicle license plates*
- *Front/rear of loose rail covers loose/sticking up*

Photos which are required:

1. *RH Roof Rail Cover – Base Part Number -78551A46-*
 - a. *Photo must be labeled which side RH or LH with sticky note*
 - b. *One photo required for each part number ordered*
 - c. *One photo showing entire rail cover*
 - d. *One photo showing why it needs to be replaced and clearly highlighted*
2. *LH Roof Rail Cover – Base Part Number -78551A47-*
 - a. *Photo must be labeled which side RH or LH with sticky note*
 - b. *One photo required for each part number ordered*
 - c. *One photo showing entire cover*
 - d. *One photo showing why it needs to be replaced and clearly highlighted*
3. *Roof Rail Base – Base Part Number – 7855114 (RH) or 7855115 (LF)*
 - a. *Photo must be labeled which side RH or LH*
 - b. *One photo required for each part number ordered*
 - c. *One photo showing why it needs to be replaced and clearly highlighted*
4. *Vehicle mileage: One photo showing clearly showing mileage of vehicle and can be read.*

NOTE: Roof rail covers should only be replaced when required. Unnecessary replacement may result in restricted ordering and chargebacks.

Customer Satisfaction Program 20N11 - *Supplement #2*
 Certain 2016 - 2019 Model Year Explorer Vehicles equipped with a Roof Rail
 Roof Rail Cover Detachment

NOTE: Both roof rail covers should be serviced at time of repair.

Replacing roof rail covers without applying the correct adhesive will result in a repeat repair.

Part Number	Description	Order Quantity
-78551A46-	RH Roof Rail Cover (part number varies by vehicle – use Ford ECat to identify the specific part number by VIN)	As Needed
-78551A47-	LH Roof Rail Cover (part number varies by vehicle – use Ford ECat to identify the specific part number by VIN)	As Needed
FB5Z-7851050-A	Retaining Clips (1 per package, 7 each side, 14 possible) <i>Note: Replacing all 14 clips is not required unless they are broken and is over repairing vehicle.</i>	As Required 0 to 14

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

Obtain the parts below locally:

NOTE: The 3M™ Universal Adhesive that is specified below comes in several different sizes and colors, but each has a different part number – any of the following part numbers can be used: 08223, 08214, 08216, 08217, 08223, 08107, and 08237.

Part Number	Description	Quantity Needed
Obtain Locally	3M™ Universal Adhesive Black 08223 (can be purchased in various sizes and colors)	As Needed Claim as Misc. Other
Obtain Locally	3M™ Static Mixing Nozzles, for 200 ml cartridges, 08193 For A 6 Pack (or equivalent)	As Needed Claim as Misc. Other
Obtain Locally	Masking Tape	As Needed Claim as Misc. Other

Less than 5% of the affected vehicle population is expected to require roof rail cover replacement.

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION AND RETURN

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES.

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

CERTAIN 2016-2019 MODEL YEAR EXPLORER VEHICLES — ROOF RACK REPAIR

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NEW ! OVERVIEW

Most customers can be serviced in one dealer visit by completing the following:

- *Inspection procedure, all parts are reusable.*
- *Clean and Sand.*
- *Apply Adhesive.*
- *No SSSC contact necessary.*
- *No photos required.*

Review the videos below before starting this repair procedure:

[*Inspection Procedure.*](#)
[*Cleaning and Preparation.*](#)
[*Roof Rail Cover Removal.*](#)
[*Installation.*](#)

SERVICE PROCEDURE



IMPORTANT: Vehicle **MUST BE** indoors and allowed to warm up to room temperature prior to beginning inspection and applying adhesive.

NOTE: Perform this repair on both sides of the vehicle.

NOTE: Most customers should be serviced in one visit with adhesive and do not require parts or photos.

Both roof rack covers must be removed to complete the inspection, identify all the parts that require replacement, and take digital images.

Part orders can be expedited by successfully completing the following:

- Complete each step of this inspection procedure.*
- Identify and clearly highlight location of damage.*
- Obtain digital images, label RH or LH side.*

A loose or lifted roof rail cover in the front or rear does not indicate the need for parts to be replaced, the root cause needs to be identified in the inspection procedure. See Figures 1, 2 and 3.





FIGURE 1

NOTE: The roof rail base front end caps do not need to be replaced if the roof rail passes inspection. Only replace the roof rail base front end caps if damage has occurred during transfer of parts.



FIGURE 2



NOTE: The roof rail base rear gutter molding does not need to be replaced if the roof rail passes inspection. Only replace the roof rail base rear gutter molding if damage has occurred during transfer of parts.

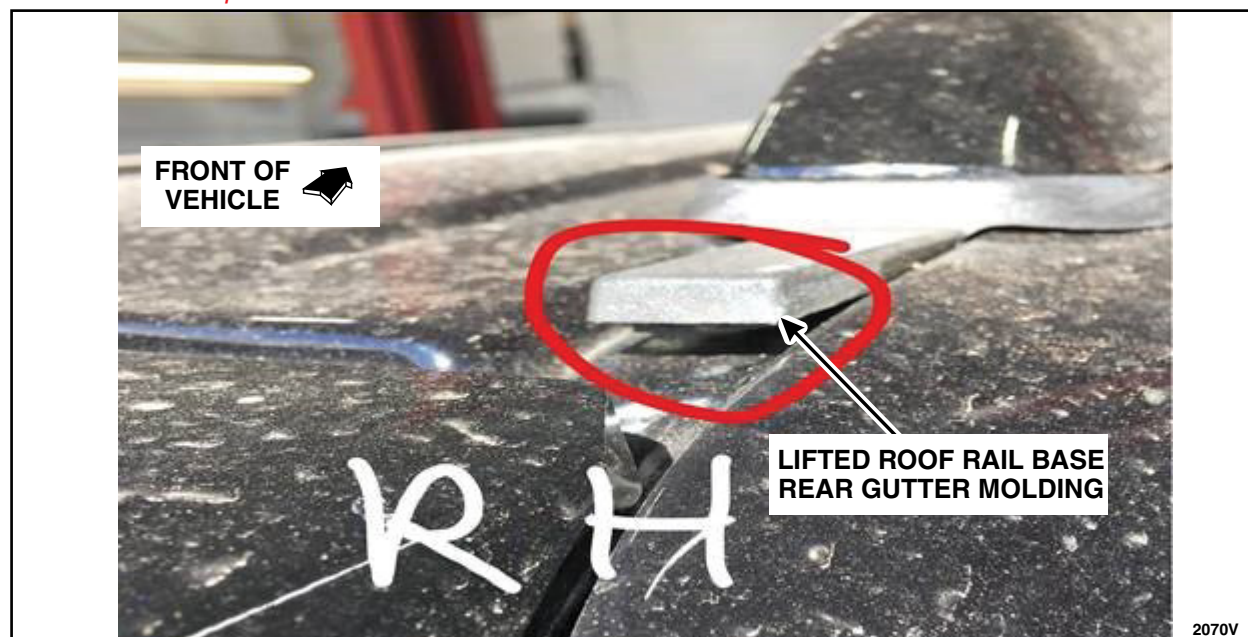


FIGURE 3



Inspection Procedure

1. *Inspect both roof rail covers, roof rail base, retaining clips (seven each side), and roof rail retaining towers (seven each side).*

a. *Remove both roof rail covers. See Figure 4.*

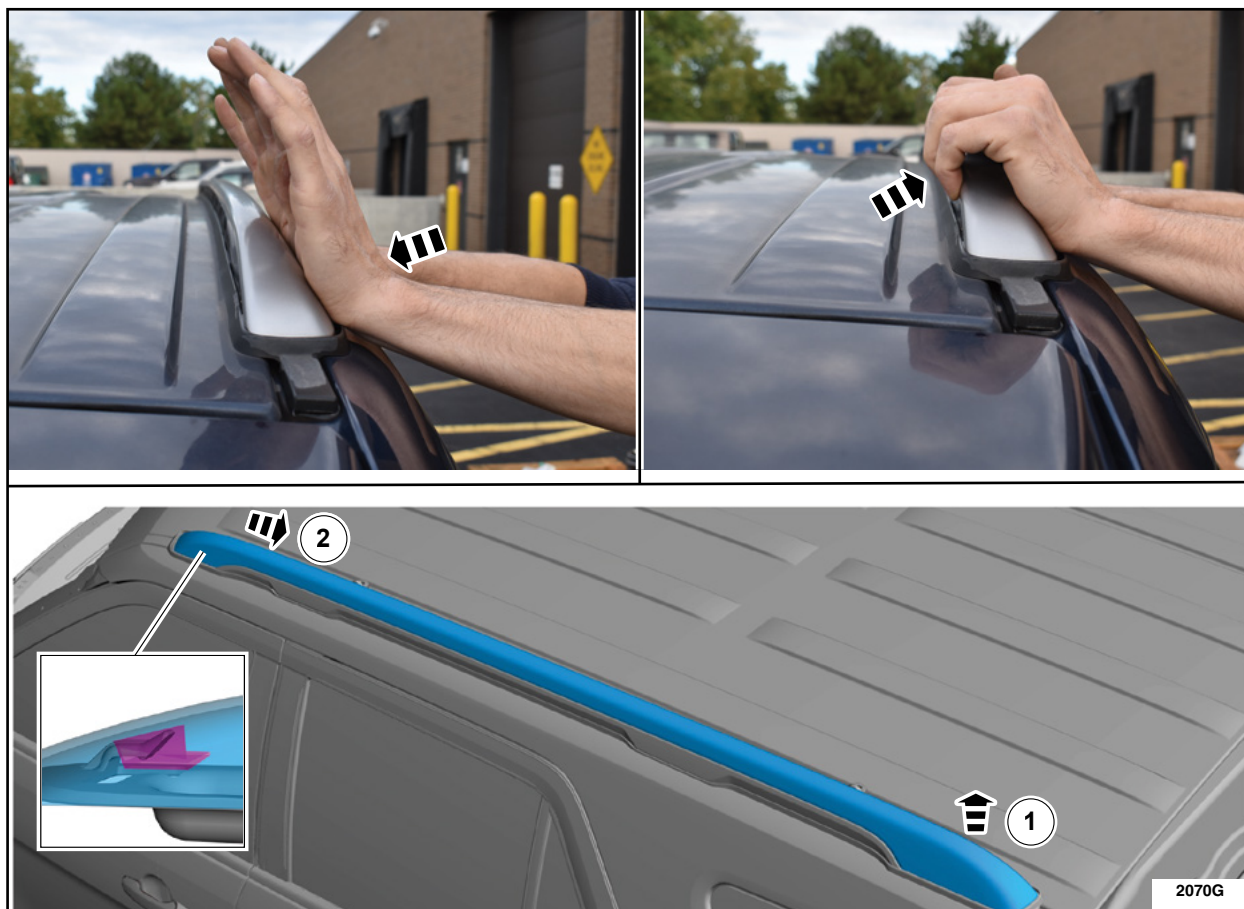


FIGURE 4



NOTE: Roof rail base removed from vehicle for clarity.

b. Inspect both the RH and LH roof rail base. See Figure 5.

i. If broken, take photos of roof rail base for both the RH and LH.

1. Photos must be clearly labeled RH or LH.

2. Damaged roof rail bases must be clearly identified with a bright highlighter or similar.

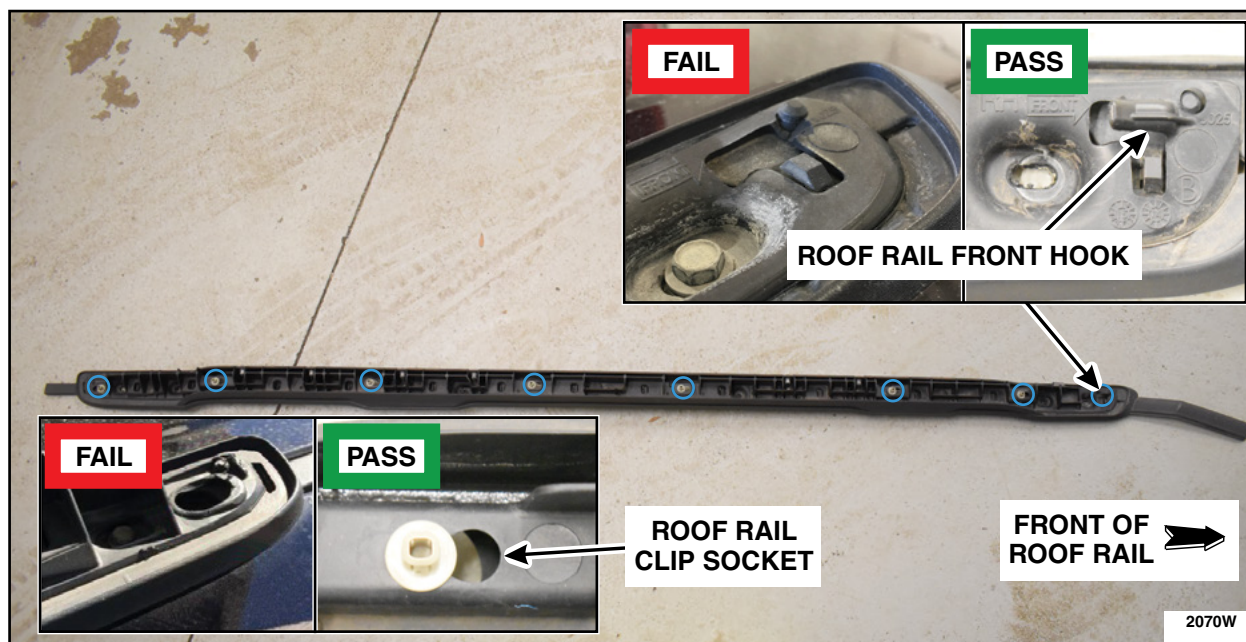


FIGURE 5



*c. Inspect the 14 retaining clips without removing them from the roof rail base.
See Figures 6, 7 and 8.*

i. Clips that are reusable:

- *Different colors.*
- *Different styles.*
- *No major damage identified.*

ii. Clips that cannot be reused:

- *Missing.*
- *All or partial of the top missing from the clip base.*
- *Broken retaining tang.*
- *Covered in epoxy from a previous repair.*

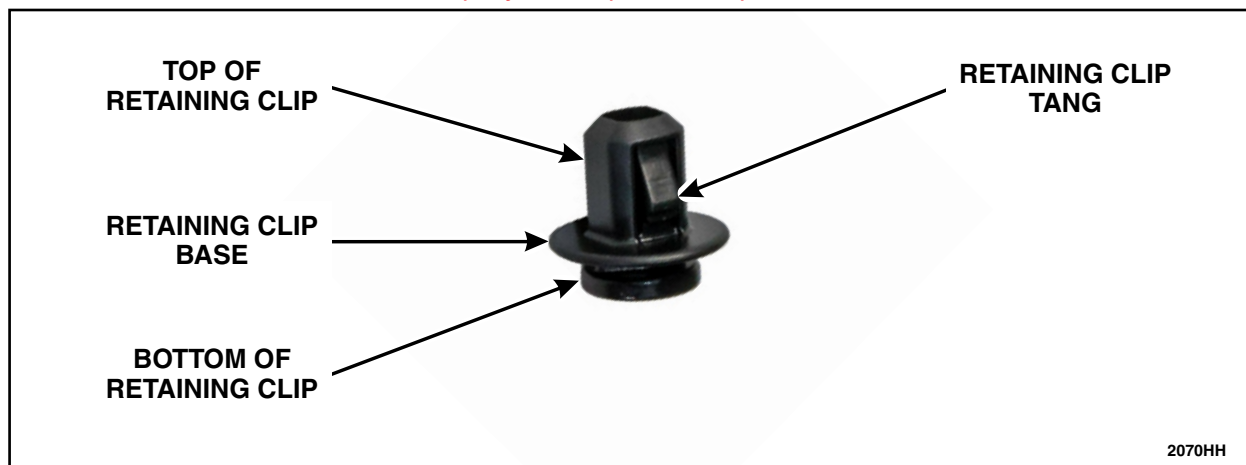


FIGURE 6



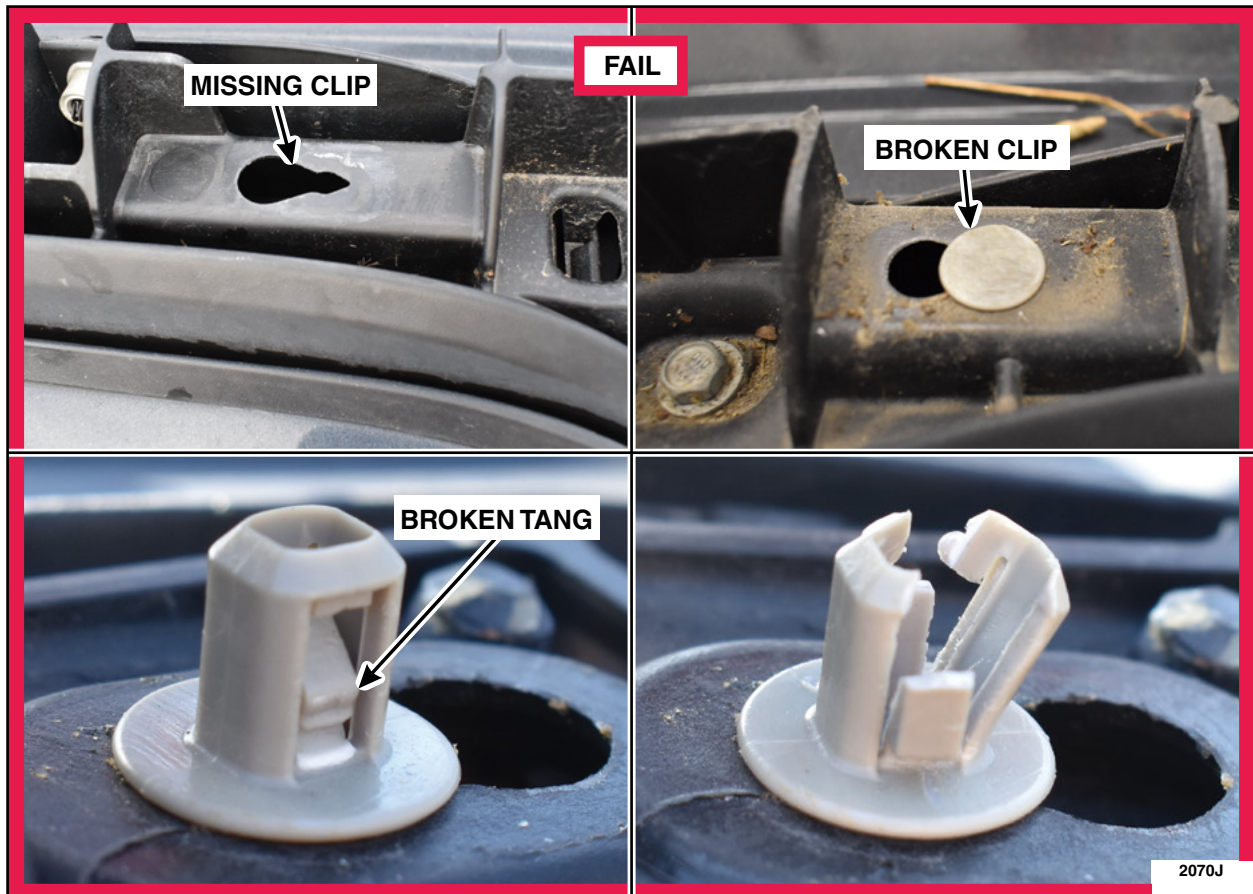


FIGURE 7

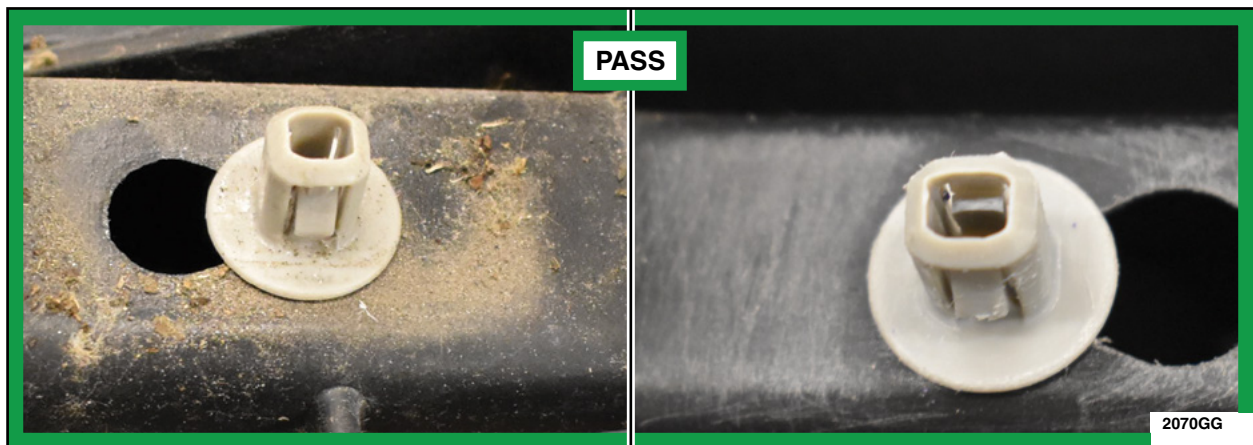


FIGURE 8



d. Inspect the retaining towers (7 each side) on the interior or underside of both the RH and LH roof rail covers. See Figure 9.

i. Broken tangs do not require replacement.

ii. If broken, take photos of retaining towers on the roof rail covers.

1. Photos must be clearly labeled RH or LH.

2. Broken retaining towers must be clearly identified with a bright highlighter or similar.

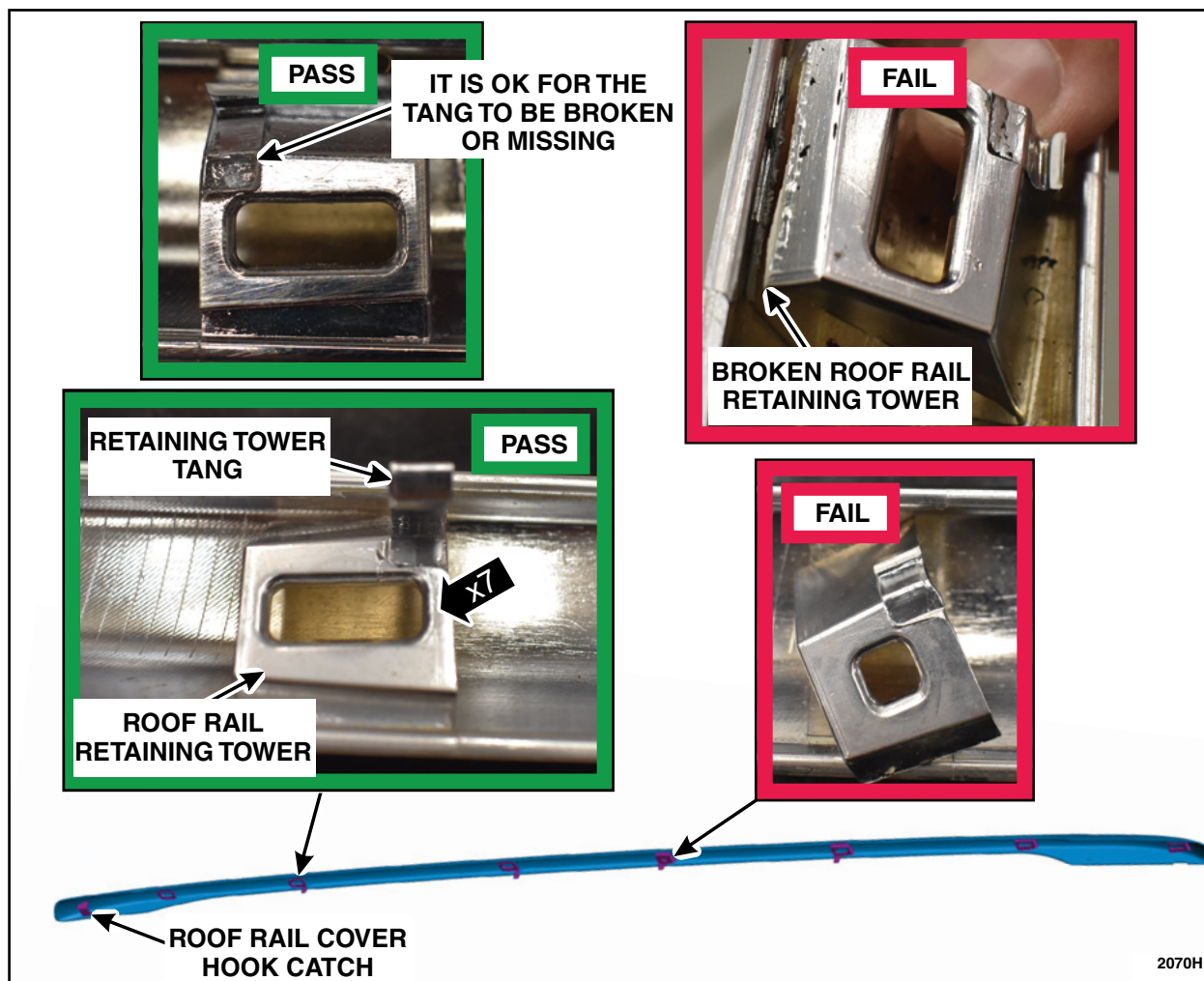


FIGURE 9



e. Inspect for any other damage preventing the roof rail cover from adhering to the roof rail.

i. Take photos of any other damage for both the RH and LH.

1. Photos must be clearly labeled RH or LH.

2. Damage must be clearly identified with a bright highlighter or similar.

ii. Take photo showing vehicle mileage. See Figure 10.



FIGURE 10

2. In steps a through e - if no damage identified then proceed to cleaning and sanding.

3. In steps a through e - if damage is identified on the roof rail covers, roof rail base, retaining clips (seven each side), and roof rail retaining towers (7 each side) - then proceed to photo requirements on Page 18.



Cleaning and Sanding

1. If Technical Service bulletin (TSB) 19-2364 or 20-2154 was performed, evidence of RTV or epoxy will be seen on the roof rack cover and or roof rail contact patch. Inspect the roof rack cover retaining tower and roof rail contact patch for signs of RTV or epoxy adhesive. See Figure 11. Was evidence of RTV or epoxy found?

If **YES** - Proceed to Step 2 on Page 11.

If **NO** - Proceed to Step 3 on Page 12.

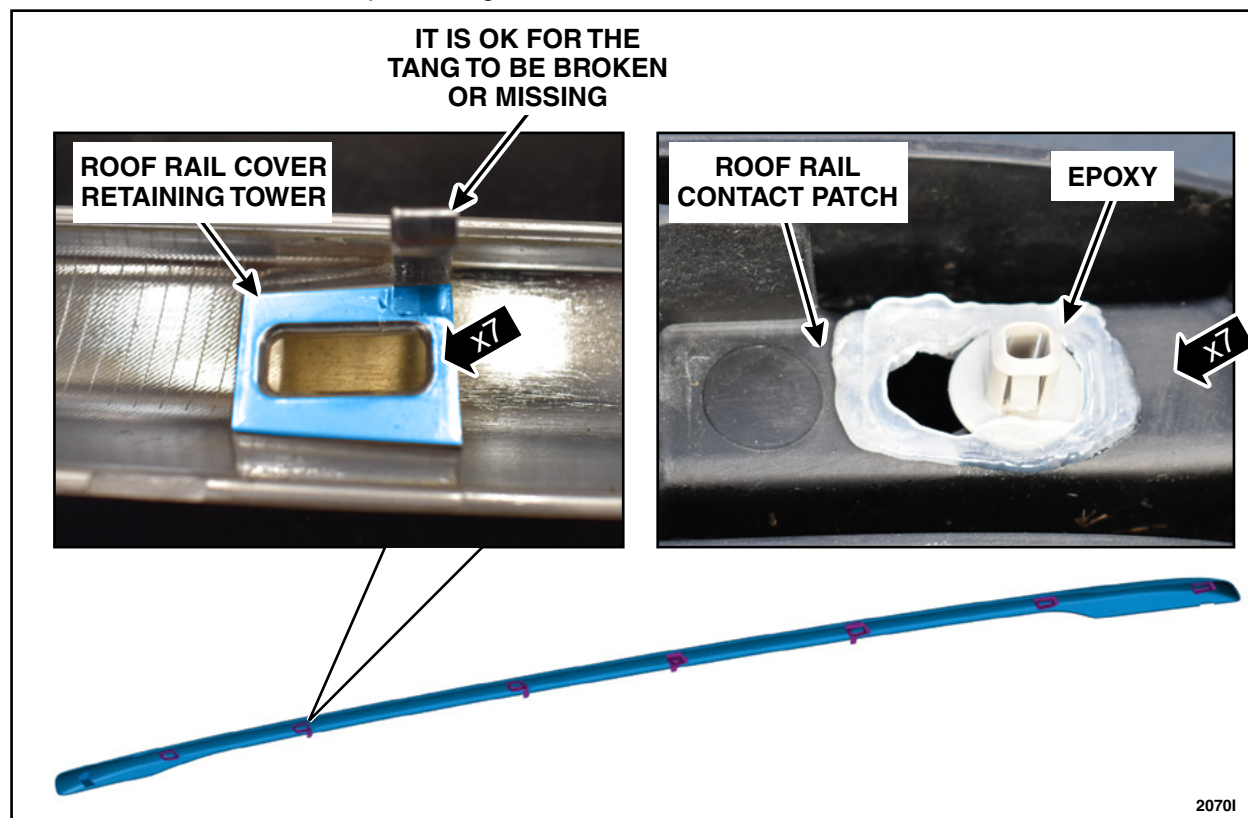


FIGURE 11



2. Remove any adhesive on the roof rail cover retaining tower and roof rail contact pads. See Figure 12.

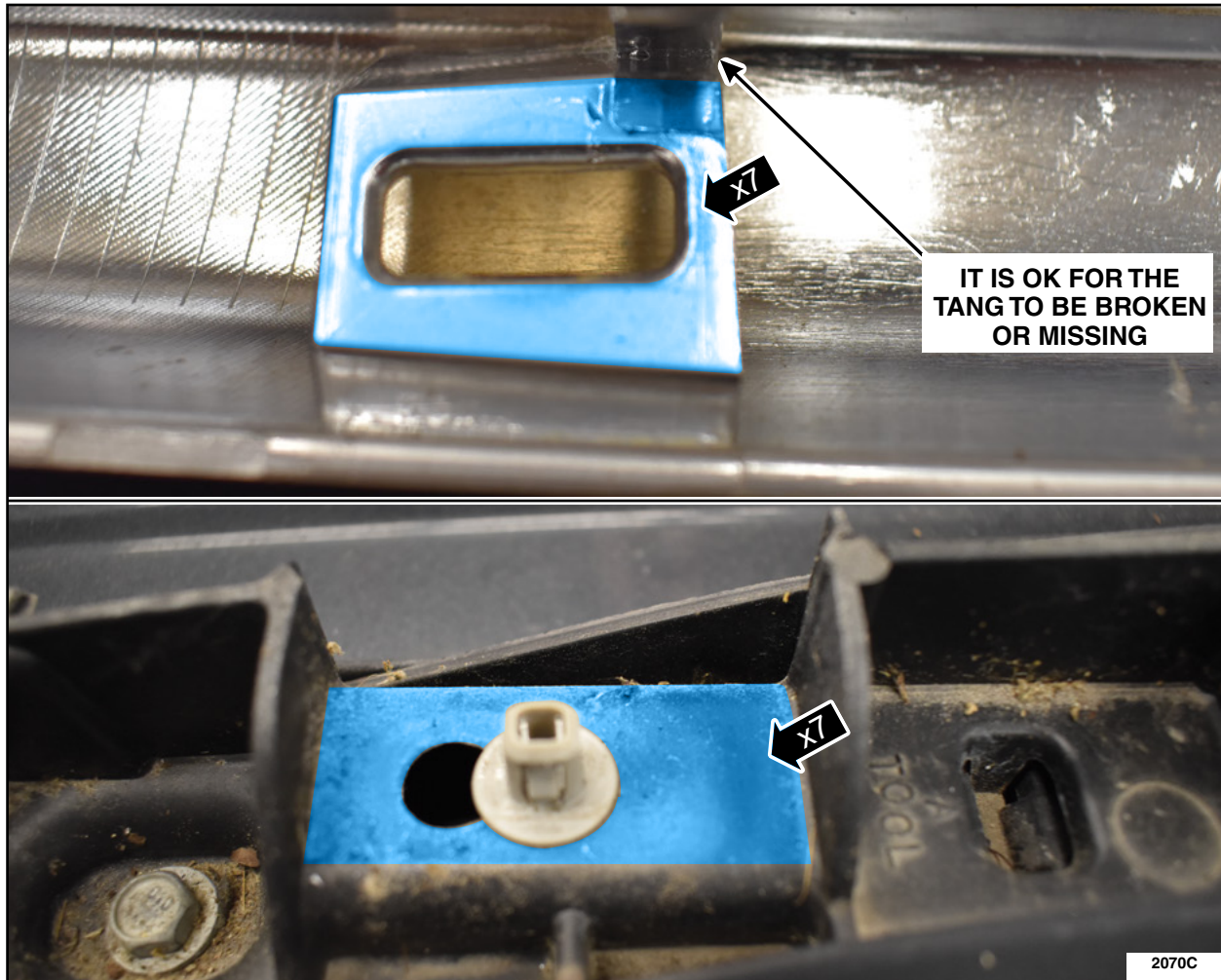


FIGURE 12



3. Scuff the surfaces of the roof rail cover retaining tower and the roof rail contact patch with 60 grit sand paper or coarser, then clean with alcohol. See Figure 13.

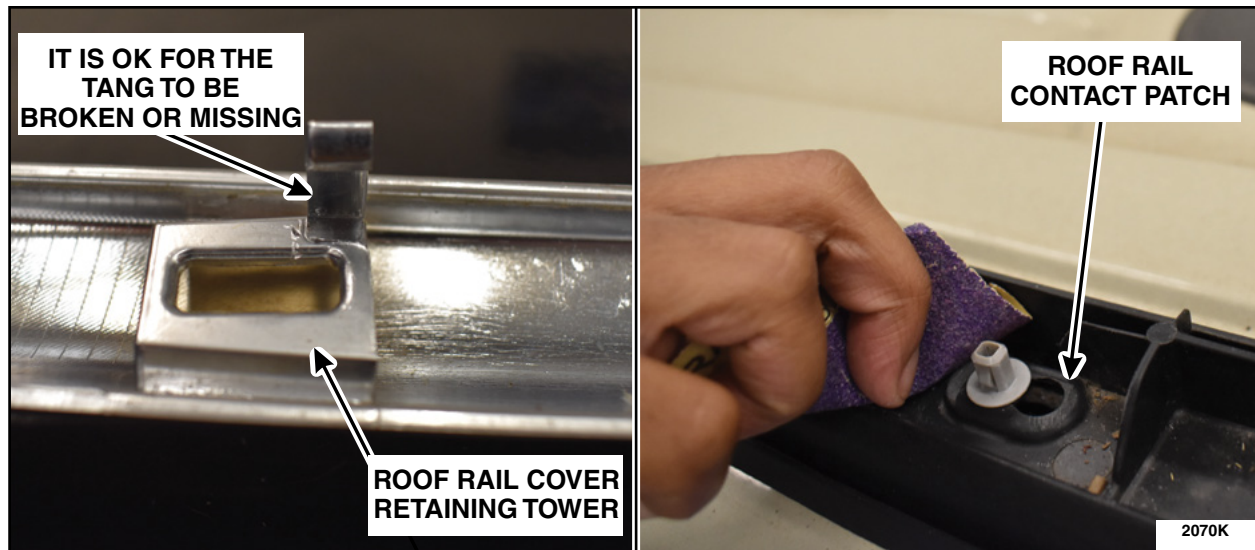


FIGURE 13



4. Without proper abrasion the adhesive will not hold. See Figure 14. Has proper abrasion been achieved?

If **PASS**, proceed to Applying Adhesive on Page 14.

If **FAIL**, requires more scuffing, go back to Step 3 on Page 12.

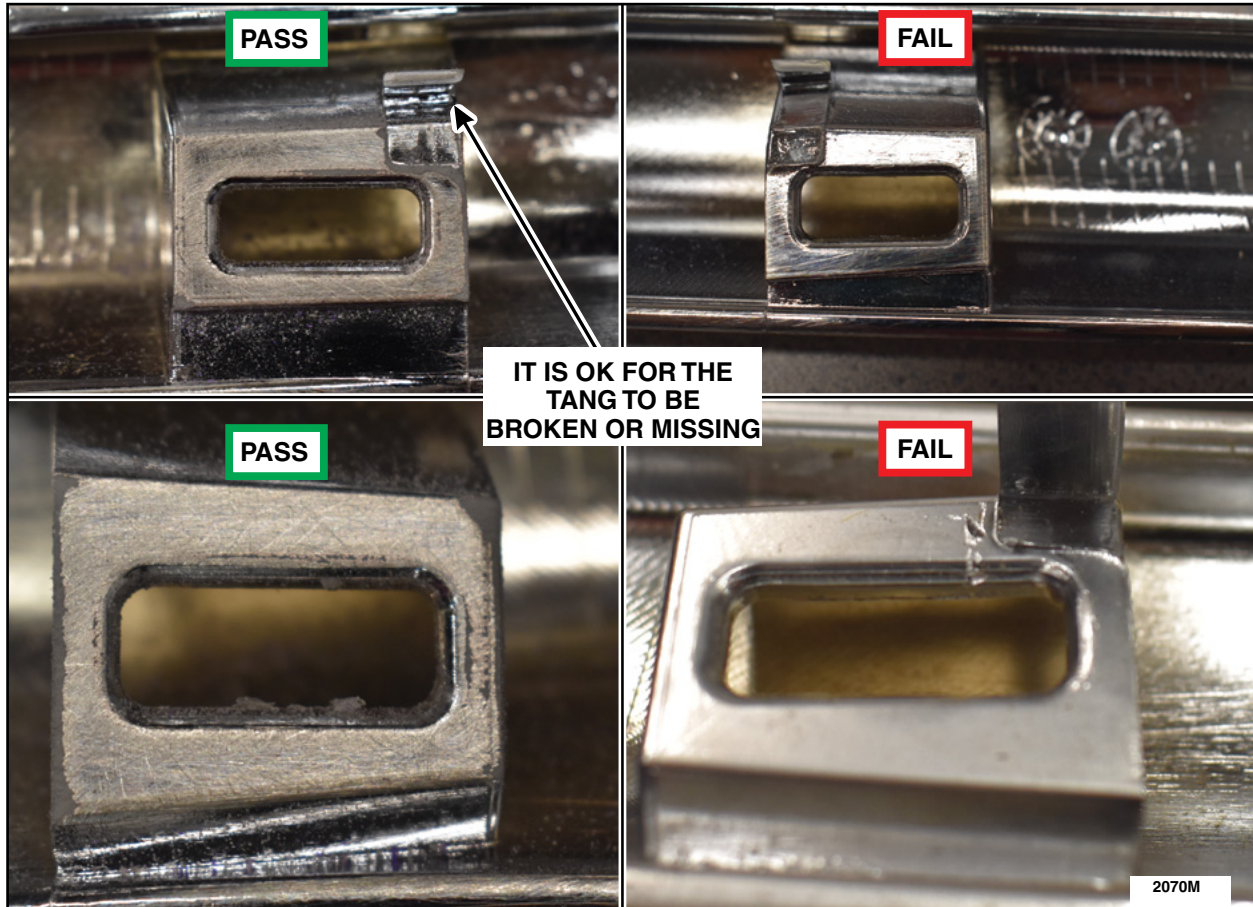


FIGURE 14



Applying Adhesive

NOTE: Only use 3M™ Universal Adhesive Black - 3 08223. For more information refer to pamphlet included with the adhesive.

1. Place a towel and a rag on the roof of the vehicle. Place the roof rail cover on the towel. See Figure 15.

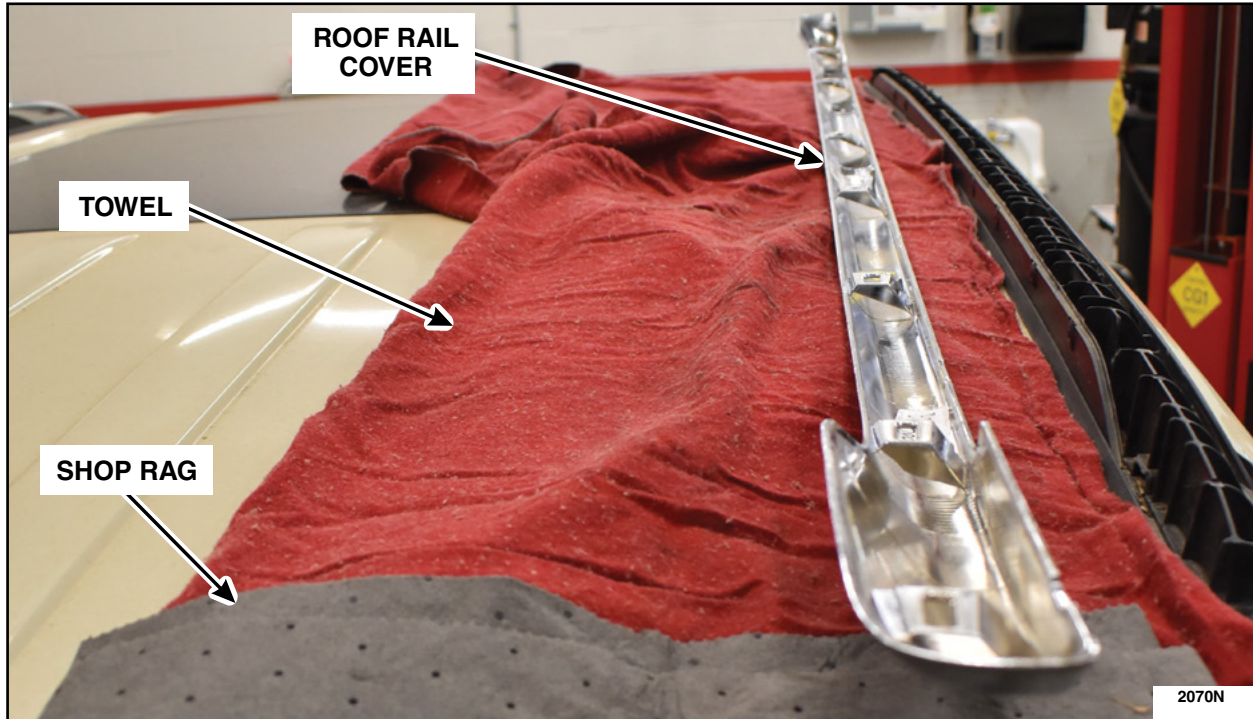


FIGURE 15

2. Place seven strips of painters tape along the vehicle. See Figure 16.



FIGURE 16



3. Cut off the tip of the adhesive mixing nozzle at the fourth mark. See Figure 17.

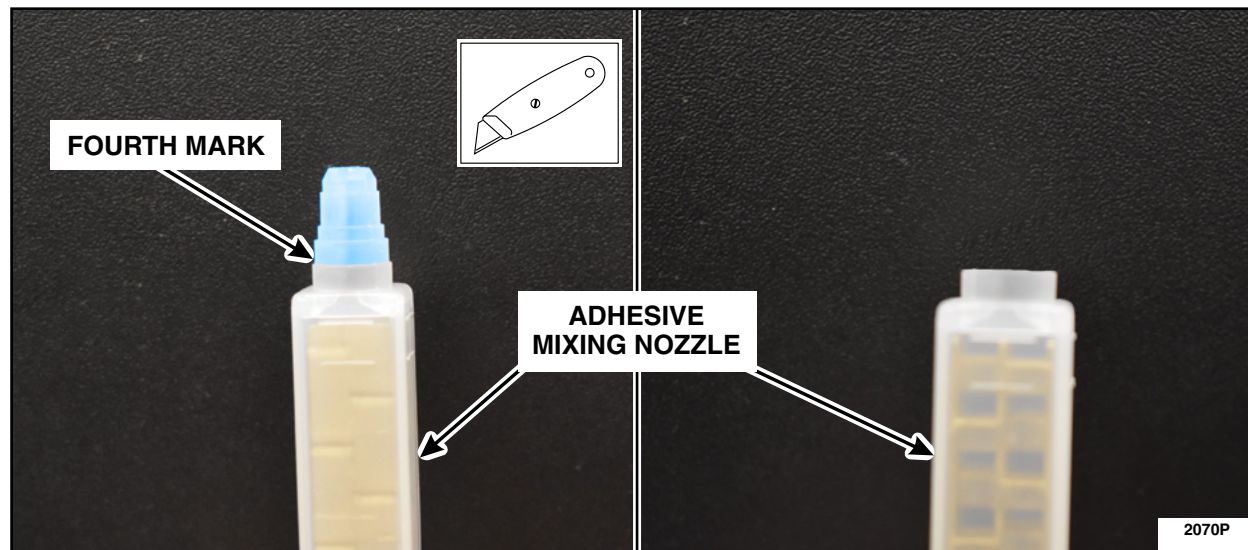


FIGURE 17

IMPORTANT: Once you begin dispensing the adhesive, you have ***three minutes*** to apply the adhesive and install the roof rail cover otherwise the adhesive will set up.

IMPORTANT: Apply epoxy and install the roof rail cover one side at a time.

NOTE: It is recommended to perform a dry run of applying the adhesive and installation of the roof rail cover. This is to ensure the roof rail cover is installed within the required amount of time.

4. Starting from the rear of the vehicle, apply the adhesive around the roof rail contact pad, around and over the retaining clip. See Figure 18.

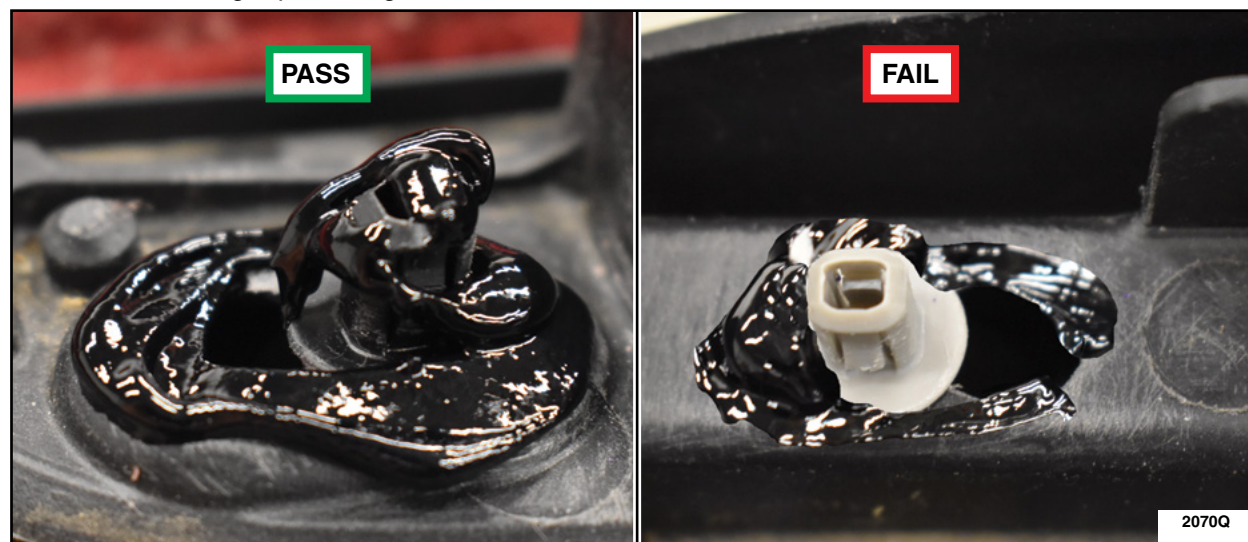


FIGURE 18



5. Install the roof rail cover starting at the front of the vehicle, slide the roof rail cover forward to engage the hook then press down to engage the clips. If warping or broken roof rail cover retaining towers were found, install the *new* roof rail cover. See Figure 19.

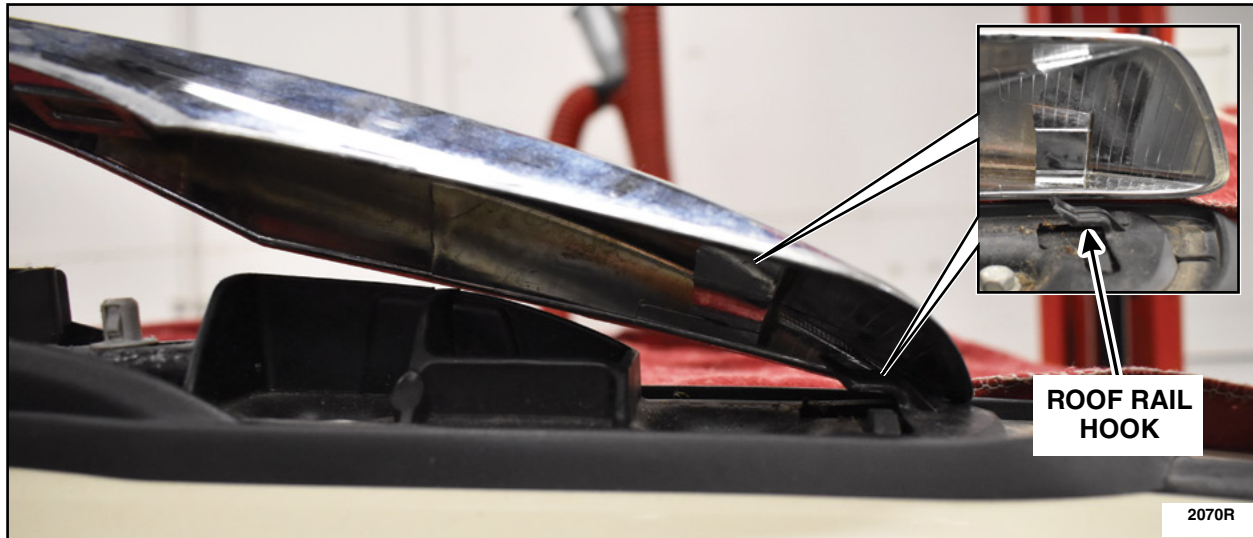


FIGURE 19

6. Clean off any excessive adhesive. See Figure 20.

NOTE: This is an example of poor workmanship and does not follow the technical instructions. The vehicle should not be returned to the customer in this state.

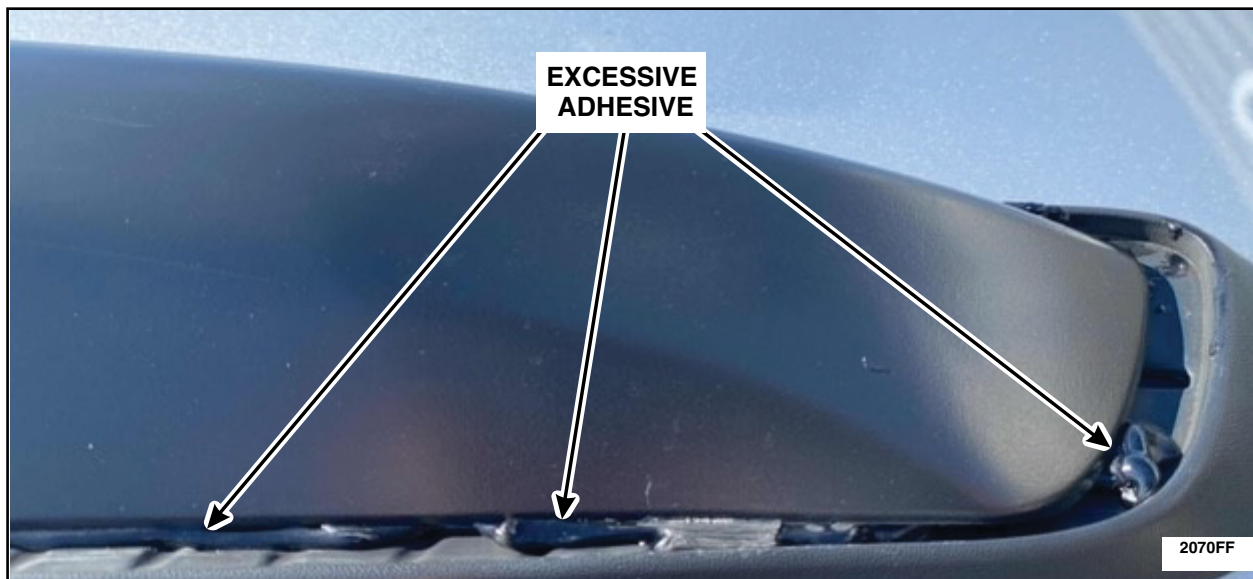


FIGURE 20



7. Apply the painters tape to the roof rail cover. See Figure 21.

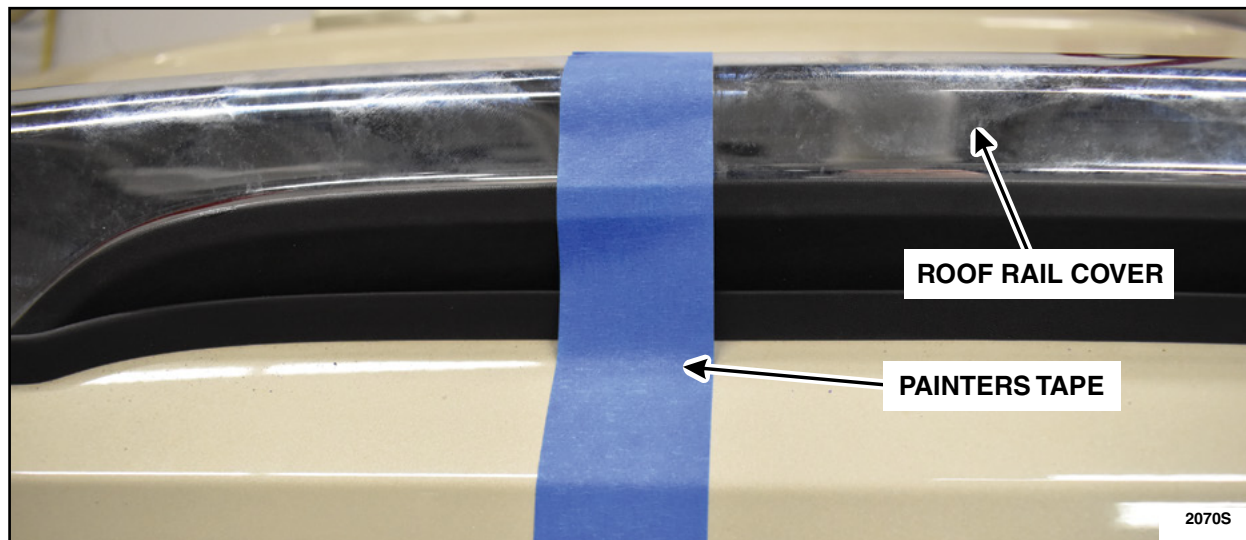


FIGURE 21

8. Allow the roof rail to cure for four hours before removing the tape.

9. Make sure the area is clean of any tape residue or excessive adhesive.

10. After removing the tape, confirm each roof rail cover is securely attached and is not loose before returning to the customer.

IMPORTANT NOTE: Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.



Appendix A - Photo requirements

1. Digital images are now required to be attached to each roof rail cover part order. Before submitting VIN-specific part order to SSSC, review new digital image submission requirements on page 2 of Attachment II in the Dealer Bulletin. See Figures 22 through 25 for examples.



FIGURE 22



FIGURE 23





FIGURE 24

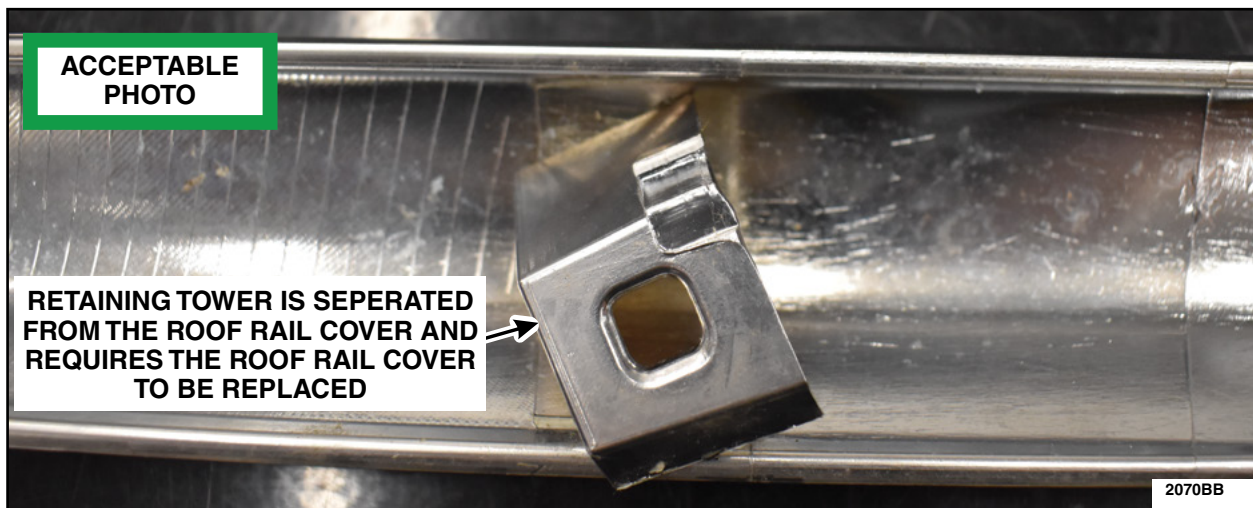


FIGURE 25





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

Customer Satisfaction Program 20N11

Mr. John Sample
123 Main Street
Anywhere, USA 12345

January 2021

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, it may be possible for the roof rail covers to become loose or detach from the vehicle.

For your peace of mind, Ford Motor Company is providing a one-time repair on the roof rail covers and attaching clips for 10 years or 150,000 miles, whichever occurs first.

What is the effect?

The roof rail covers may exhibit the following conditions:

- Loose/warped (which can lead to a visible gap between the cover and roof rail base assembly)
- Squeak and rattle
- Wind noise
- Missing (potential detachment)

If your vehicle has already exceeded either time or mileage limits listed above, this extended warranty coverage will last through June 30, 2021. Coverage is automatically transferred to subsequent owners.

What will Ford and your dealer do?

If your vehicle's roof rail covers requires repair or replacement due to the symptoms listed above, and your vehicle is within the indicated time/mileage limitations, Ford Motor Company has authorized your dealer to replace damaged or missing roof rail covers and attaching clips, and secure roof rail covers with two-part epoxy free of charge (parts and labor). This is a one-time repair program. Both roof rail covers will be serviced at time of repair.

How long will it take?

If the component mentioned above requires repair or replacement, 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. In addition, your vehicle will require an inspection to determine if parts need to be ordered.

What should you do? You do not need to return to your dealer for this repair unless you have loose or damaged roof rail covers. Please keep this letter as a reminder of the one-time repair for your roof rail covers. If the roof rail covers requires replacement, and your vehicle is within the indicated time/mileage limitations, contact your dealer to schedule a service appointment. Provide the dealer with the VIN of your vehicle to schedule a service appointment for Customer Satisfaction Program 20N11. The VIN is printed near your name at the beginning of this letter. Your dealer will replace the part at no charge. If you do not already have a servicing dealer, you can access 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.

**COVID-19
(CORONAVIRUS)**

Ford dealerships have implemented enhanced protocols to ensure both your safety and the safety of dealership employees. This includes specific procedures for cleaning and disinfecting customer vehicles before and after each vehicle is serviced. In most places, vehicle service has been deemed a critical service. Please contact your local dealer to confirm current service hours. For more information on how Ford and your local dealer are working hard to keep you on the road during these challenging times, please visit owner.ford.com.

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 June 30, 2021. 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. 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. Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

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

Ford Customer Service Division