



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

Customer Satisfaction Program 22N02

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

September 2022

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, brake fluid may leak from one or both front brake flexible hoses. If the amount of brake fluid is depleted below a predetermined level, the brake fluid warning indicator light will illuminate. Ford Motor Company is providing a one-time repair on both front brake flexible hoses.

**What is the effect?**

If the brake fluid leaks, your vehicle may experience an increase in brake pedal travel together with a reduction in the rate of deceleration over time. This one-time repair on both front brake flexible hoses is available for a total of 10 years or 150,000 miles from the warranty start date, whichever occurs first. NOTE: If your vehicle has already exceeded either time or mileage limits listed above, this one-time repair offer will last through August 2023. Coverage is automatically transferred to subsequent owners.

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

If your vehicle's front brake flexible hoses require replacement due to a brake fluid leak from one or both front brake flexible hoses and your vehicle is within the indicated time/mileage limitations, Ford Motor Company has authorized your dealer to replace both front brake flexible hoses free of charge (parts and labor). This is a one-time repair program.

**How long will it take?**

If the components mentioned above requires 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. Additional time may be required to allow the brake components to cool prior to performing this repair. 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 a brake fluid leak, the brake fluid warning indicator light illuminated or experience an increase in brake pedal travel. Please keep this letter as a reminder of the one-time repair offer for your front brake flexible hoses. If front brake flexible hoses require 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 22N02. 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 [ford.com/support](https://ford.com/support) 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 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 28, 2023. 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: [ford.com/support](https://ford.com/support)

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 **Ford Pro Contact Center at 1-800-34-FLEET**, choose Option #1, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: [fleet.ford.com](https://fleet.ford.com).

Representatives are available Monday through Friday: 7:00AM - 11:00PM and Saturday 7:00AM – 5:00PM (Eastern Time).

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

Ford Customer Service Division



L I N C O L N

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

Customer Satisfaction Program 22N02

September 2022

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

At the Lincoln 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, brake fluid may leak from one or both front brake flexible hoses. If the amount of brake fluid is depleted below a predetermined level, the brake fluid warning indicator light will illuminate. Ford Motor Company is providing a one-time repair on both front brake flexible hoses.

**What is the effect?**

If the brake fluid leaks, your vehicle may experience an increase in brake pedal travel together with a reduction in the rate of deceleration over time. This one-time repair on both front brake flexible hoses is available for a total of 10 years or 150,000 miles from the warranty start date, whichever occurs first. NOTE: If your vehicle has already exceeded either time or mileage limits listed above, this one-time repair offer will last through August 2023. Coverage is automatically transferred to subsequent owners.

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

If your vehicle's front brake flexible hoses require replacement due to a brake fluid leak from one or both front brake flexible hoses and your vehicle is within the indicated time/mileage limitations, the Lincoln Motor Company has authorized your dealer to replace both front brake flexible hoses free of charge (parts and labor). This is a one-time repair program.

**How long will it take?**

If the components mentioned above requires 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. Additional time may be required to allow the brake components to cool prior to performing this repair. 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 a brake fluid leak, the brake fluid warning indicator light illuminated or experience an increase in brake pedal travel. Please keep this letter as a reminder of the one-time repair offer for your front brake flexible hoses. If front brake flexible hoses require 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 22N02. The VIN is printed near your name at the beginning of this letter. Your dealer will replace the part at no charge.
- Lincoln owners of 2017 Model Year or later vehicles affected by this recall have the option of requesting complimentary Pickup & Delivery service with a Lincoln vehicle for use during service. Please request Lincoln Pickup & Delivery through your dealership if you would like to take advantage of this option.
- If you do not already have a servicing dealer, you can access [lincoln.com/support](https://lincoln.com/support) for dealer addresses, maps, and driving instructions.
- NOTE: You can receive information about Recalls and Customer Satisfaction Programs through The Lincoln Way: Lincoln Owner App. The app can be downloaded through the App Store or Google Play. In addition, there are other features such as reserving 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 28, 2023. To avoid delays, do not send receipts to the Lincoln 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 **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: [lincoln.com/support](https://lincoln.com/support)
- For the hearing impaired, call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

**Can we assist you  
further?  
“continued”**

**FLEET OWNERS**: If you have questions or concerns, please contact our **Ford Pro Contact Center at 1-800-34-FLEET**, choose Option #1, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: [fleet.ford.com](https://fleet.ford.com).

Representatives are available Monday through Friday: 7:00AM - 11:00PM and Saturday 7:00AM – 5:00PM (Eastern Time).

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

The Lincoln Motor Company