



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

October 2023

Customer Satisfaction Program 23H05

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

Ford is conducting a product investigation and we have identified that your vehicle may be equipped with parts that are not performing as intended, which may result in the odometer not properly recording accumulated mileage. Ford is offering to inspect the odometer free of charge and replace the instrument cluster if it is malfunctioning. Ford will use the parts from your vehicle to further evaluate how they function in the field.

Why are you receiving this notice?

Ford Motor Company is voluntarily conducting a study on certain customer owned vehicles to proactively inspect parts and, if necessary, replace odometers to return to Ford. Inspecting your vehicle will help Ford complete its investigation.

What will Ford and your dealer do?

You will be contacted by the Ford Customer Relationship Center with additional program details and to schedule a service appointment with your servicing dealer. For the purposes of this program, Ford Motor Company has authorized your dealer to inspect the odometer in your vehicle. If the odometer is not operating as intended, the dealer will replace the instrument cluster with a new part free of charge.

How long will it take?

The time needed to perform the inspection is less than one half day. However, due to service scheduling requirements and part ordering requirements, your dealer may need your vehicle for a longer period of time. Some of the instrument clusters included in this program may have longer lead times due to the semiconductor shortage.

What should you do?

If you have not been contacted by a Ford representative, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you.

Ford Motor Company wants you to have this service action completed on your vehicle. The Ford Customer Relationship Center will work with you to schedule a service appointment.

Do you need a rental vehicle?

If your dealer determines that instrument cluster replacement is required and needs your vehicle for an extended period of time, your dealer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel, insurance, and tax) while your vehicle is at the dealership for repairs. Some instrument clusters included in this program have limited supply and may have longer lead times when the order is placed. For instrument clusters that have long lead times, you can continue to drive your vehicle while waiting for the cluster to arrive at the dealer. Please see your dealer for guidelines and limitations.

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 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.

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00 AM – 8:00 PM (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.

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

Thank you for your attention to this important matter.

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