



Ford Motor Company
Customer Service Division
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Customer Satisfaction Program 26B09

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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.

Why are you receiving this notice?	Your vehicle's Accessory Protocol Interface Module (APIM), Gateway Module (GWM), and Telematics Control Unit (TCU) do not have the correct software to support the Intelligent Backup Power Feature.
What is the effect?	You will not be able to use the Intelligent Backup Power Feature to power your home during a power outage. Normal driving and all other vehicle features are unaffected.
What will Ford and your dealer do?	<u>Software is available to repair your vehicle.</u> In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to update the APIM, GWM, and TCU Software free of charge under the terms of this program. This Customer Satisfaction Program will be in effect until June 30, 2027 regardless of mileage. Coverage is automatically transferred to subsequent owners.
How long will it take?	The time needed for this software installation may be up to one day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

What should you do?	Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 26B09. If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions. Ford Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our Ford App. The app can be downloaded through the App Store or Google Play.
Pickup and Delivery	Complimentary vehicle Pickup & Delivery service may also be available upon request through participating dealers. Your dealer will pick up your vehicle and return it with the repair completed.
Do you need a rental vehicle?	Your dealer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel and insurance) while your vehicle is at the dealership for repairs. 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 or lessee.
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. If you have questions or concerns, please contact our Ford Recall Assistance Center (RAC) at 1-866-436-7332 and one of our representatives will be happy to assist you. The RAC is open on weekdays from 8:30 AM – 7:00 PM (Eastern Time). TTY/TDD users, please contact the RAC at the number listed using the Telecommunication Relay Service by dialing 711. If you wish to contact us through the internet, our address is ford.com/support.
To view the letter in Spanish	visit: fordtranslatehub.com
Para ver la carta en español	viste: fordtranslatehub.com



Open the QR reader application or the camera on your smartphone. Point it at the QR code, then tap the banner that appears on your device. Follow the instructions on the screen to finish.

Abre la aplicación del lector QR o la cámara de tu smartphone. Apunta al código QR y pulsa el banner que aparece en tu dispositivo. Sigue las instrucciones en pantalla para terminar.

Thank you for your attention to this important matter.

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