



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

11998/000003983/000000020



STATE OF ALASKA
 2200 E 42ND AVE
 ANCHORAGE, AK 99508-5202

June 2014

Note: Vehicle-specific info such as model year and VIN #s have been removed by DOT SEF to create a generic letter. - SD

Customer Satisfaction Program 13B17
 Programa de satisfacción del cliente 13B17

Your Vehicle Identification Numbers: **VIN # list removed**

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 13B17) for your vehicle with the VIN shown above.

Why are you receiving this notice?

Your vehicle may develop contamination on the internal motor contacts of the Throttle Body, resulting in intermittent electrical connectivity. If this condition is present, a warning indicator or Wrench Light may illuminate and the vehicle may enter a protective low-speed strategy mode. In this mode, even though the engine power and vehicle speed will be reduced, full functionality of the power steering, power braking, lighting, and climate control systems are maintained.

In the interest of your satisfaction, Ford Motor Company has developed an updated powertrain calibration strategy that will allow more engine power based on driver input and vehicle performance. **Ford is providing the updated calibration to you at no charge.** This program is in addition to the Customer Satisfaction Program 13N03 announced earlier this year, which extends the warranty on the Throttle Body to a total of 10 years or 150,000 miles from the warranty start date, whichever occurs first.

What will Ford and your dealer do?

Your dealer will install an updated powertrain calibration free of charge under the terms of this program.

This program will be in effect until July 31, 2015, regardless of mileage - and is automatically transferred to subsequent owners.

How long will it take?

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.

What should you do?

Please call your dealer and request a service date. When you do, please reference your VIN number (listed above) and Customer Satisfaction Program number 13B17. Your Advisor will help to schedule an appointment convenient for you.

If you do not already have a servicing dealer, you can access www.Fordowner.com to locate a dealer, address, map or 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 indicate that you are the current owner.

Can we assist you further?

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 **Ford 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.

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

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