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

16509/000005445/000000027

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

September 2014

Customer Satisfaction Program 14B05
Programa de Satisfacción del Cliente 14B05

Your Vehicle Identification Numbers: See Listing

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 14B05 for your vehicle with the VIN shown above.

**Why are you receiving this notice?**

In the interest of your satisfaction, Ford Motor Company has developed an updated powertrain calibration strategy that will help alleviate potential damage to your vehicle's catalytic converters.

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

Ford Motor Company has authorized your dealer to update the Powertrain Control Module. In addition, the dealer may need to replace the catalyst if the Service Engine Soon light is illuminated. This service will be performed free of charge (parts and labor).

This Customer Satisfaction Program will be in effect until September 30, 2015 regardless of mileage. Coverage 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 14B05. 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.



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**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.

Ford Customer Service Division



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|---|---|---|---|
| 1 | 1FM5K8ARXDGA34094 | 2013 Police Utility | v38629 |
| 2 | 1FM5K8ARXDGC16233 | 2013 Police Utility | v38995 |
| 3 | 1FM5K8ARXEGC27265 | 2014 Police Utility | v39453 |
| 4 | 1FM5K8AR0DGA68464 | 2013 Police Utility | v38741 |
| 5 | 1FM5K8AR0DGC16239 | 2013 Police Utility | v39001 |
| 6 | 1FM5K8AR0DGC16242 | 2013 Police Utility | v39004 |
| 7 | 1FM5K8AR0EGC08627 | 2014 Police Utility | v39406 |
| 8 | 1FM5K8AR0EGC08630 | 2014 Police Utility | v39409 |
| 9 | 1FM5K8AR0EGC27260 | 2014 Police Utility | v39448 |
| 10 | 1FM5K8AR1DGC16234 | 2013 Police Utility | v38996 |
| 11 | 1FM5K8AR1EGC27266 | 2014 Police Utility | v39454 |
| 12 | 1FM5K8AR2DGA68465 | 2013 Police Utility | v38743 - DSV |
| 13 | 1FM5K8AR2DGC16243 | 2013 Police Utility | v39005 |
| 14 | 1FM5K8AR2EGC08628 | 2014 Police Utility | v39407 |
| 15 | 1FM5K8AR2EGC08631 | 2014 Police Utility | v39410 |
| 16 | 1FM5K8AR2EGC27261 | 2014 Police Utility | v39449 |
| 17 | 1FM5K8AR3DGC16235 | 2013 Police Utility | v38997 |
| 18 | 1FM5K8AR3DGC26151 | 2013 Police Utility | v39064 |
| 19 | 1FM5K8AR3EGC27270 | 2014 Police Utility | v39458 |
| 20 | 1FM5K8AR3EGC27267 | 2014 Police Utility | v39455 |
| 21 | 1FM5K8AR4DGA34091 | 2013 Police Utility | v38625 |
| 22 | 1FM5K8AR4DGA80715 | 2013 Police Utility | v38626 |
| 23 | 1FM5K8AR4EGC08629 | 2014 Police Utility | v39408 |
| 24 | 1FM5K8AR4EGC08632 | 2014 Police Utility | v39411 |
| 25 | 1FM5K8AR4EGC27262 | 2014 Police Utility | v39450 |
| 26 | 1FM5K8AR5DGC16236 | 2013 Police Utility | v38998 |
| 27 | 1FM5K8AR5DGC26152 | 2013 Police Utility | v39063 |
| 28 | 1FM5K8AR5EGA33632 | 2014 Police Utility | v39156 |
| 29 | 1FM5K8AR5EGC27271 | 2014 Police Utility | v39459 |
| 30 | 1FM5K8AR5EGC27268 | 2014 Police Utility | v39456 |
| 31 | 1FM5K8AR6DGA63835 | 2013 Police Utility | v38746 |
| 32 | 1FM5K8AR6DGA68467 | 2013 Police Utility | v38745 |
| 33 | 1FM5K8AR6EGC27263 | 2014 Police Utility | v39451 |
| 34 | 1FM5K8AR7DGC16237 | 2013 Police Utility | v38999 |
| 35 | 1FM5K8AR7DGC16240 | 2013 Police Utility | v39002 |
| 36 | 1FM5K8AR7EGC08625 | 2014 Police Utility | v39404 |
| 37 | 1FM5K8AR7EGC27269 | 2014 Police Utility | v39457 |
| 38 | 1FM5K8AR8DGA34093 | 2013 Police Utility | v38627 |
| 39 | 1FM5K8AR8DGC16232 | 2013 Police Utility | v38994 |
| 40 | 1FM5K8AR8EGC27264 | 2014 Police Utility | v39452 |
| 41 | 1FM5K8AR9DGA68463 | 2013 Police Utility | v38740 |


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|---|---|---|---|
| 42 | 1FM5K8AR9DGC16241 | 2013 Police Utility | ✓ 39003 |
| 43 | 1FM5K8AR9DGC16238 | 2013 Police Utility | ✓ 39000 |
| 44 | 1FM5K8AR9EGC08626 | 2014 Police Utility | ✓ 39405 |


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