



Ford Motor Company
Ford Customer Service Division
PO Box 1904
Dearborn, Michigan 48121

June 2024

Customer Satisfaction Program 23N04

Mr. John Sample
123 Main Street
Anywhere, USA 12345

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 Customer Satisfaction Program for your vehicle with the VIN shown above.

Why are you receiving this notice?	Although your vehicle’s Exhaust Gas Temperature (EGT) sensor is likely functioning fine, we are pleased to let you know that Ford Motor Company is offering a one-time repair of the EGT sensor on the exhaust manifold if it requires replacement within certain time and vehicle mileage limitations. On your vehicle, the EGT sensor on the exhaust manifold may break due to thermal shock/stress from rapid heating/cooling cycles, the Malfunction Indicator Light (MIL) may illuminate, and your vehicle may experience a 30% reduction of power.
What is the effect?	If required, this one-time repair of your vehicle’s EGT sensor is available for a total of 11 years or 120,000 miles from the warranty start date, whichever occurs first. If your vehicle has already exceeded either time or mileage limits listed above, this one-time repair offer will last through May 31, 2025. Coverage is automatically transferred to subsequent owners.
What will Ford and your dealer do?	If your vehicle requires repair to the EGT sensor and your vehicle is within the indicated time/mileage limitations, Ford Motor Company has authorized your dealer to replace the EGT sensor free of charge (parts and labor) with an EGT sensor of improved design. This is a one-time repair program.
How long will it take?	If the component 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.
What should you do?	Please keep this letter as a reminder of the one-time repair offer for your EGT sensor. If the EGT sensor requires replacement, and your vehicle is within the indicated time/mileage limitations of this offer, contact your dealer to schedule a service appointment. Provide the dealer with the VIN of your vehicle if you schedule a service appointment for Customer Satisfaction

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VEHICLE SALE NOTIFICATION FOR 23N04

If you no longer own this vehicle and do not know the current owner, no further action is required.

☐ I no longer own this vehicle. Vehicle has been sold/transferred to:

Name

Address Number

Street

City

State

Zip

12345678901234567

TEST OWNER NAME

12345 TEST STREET

TEST CITY, XX 12345



What should you do? (continued)	Program 23N04. The VIN is printed near your name at the beginning of this letter. If you do not already have a servicing dealer, you can access 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 <u>before</u> the date of this letter, you may be eligible for a refund. Refunds will only be provided for services related to the repair description. To verify eligibility and <u>expedite reimbursement</u>, give your paid original receipt to your dealer before May 31, 2025. To avoid delays, do not send receipts to Ford Motor Company.
What if you no longer own this vehicle?	Please complete and detach the perforated Vehicle Sale Notification at the bottom of page one (1) and return it in the included prepaid envelope if you have sold the vehicle. You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which 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).

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

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