



April 7, 2016

Ontonagon, MI 49953

Case # CAS-9189555-B8B4P9

Dear Mr.

Thank you for contacting Ford Motor Company. We have received your letter requesting assistance with repairs to your F-150.

We sincerely regret the service concerns you have experienced with your vehicle. While we believe your experience to be far from typical of Ford products, we certainly apologize for the inconvenience you have been caused as a result.

We have checked the Vehicle Identification Number for your vehicle and after reviewing our records, we see that there are no factory warranties or programs in effect that would provide assistance for your current concern. Unfortunately, we are unable to assist you with the cost of this repair.

Thank you for bringing this matter to our attention. We are sorry that we were not able to meet your expectations.

Sincerely,

A handwritten signature in cursive script that reads "Marsha Boyd".

Marsha Boyd
Customer Service Representative
Ford Motor Company