



March 24, 2016

Ontonagon, MI 49953

Case # CAS-9081016-J1N1F2

Dear Mr.

Thank you for taking the time to contact Ford Motor Company.

We sincerely regret the service concerns you have experienced with your 2011 F-150. 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.

Ford Motor Company values feedback from its owners. We appreciate your comments and take your feedback as an opportunity to learn and grow as a company. We know that by listening carefully to owners, we can avoid repeating problems and improve our vehicles and service.

If you need assistance, beyond that provided by your dealership, please contact our Customer Relationship Center at 1-800-392-3673. Hours of operation are: 8:00 a.m. to 8:00 p.m. (Monday to Friday) and 9:00 a.m. to 5:30 p.m. (Saturday), Eastern Standard Time. Hearing-impaired callers with access to a TDD may contact 1-800-232-5952.

Thank you for bringing this matter to our attention.

Sincerely,

A handwritten signature in black ink, appearing to read "D. Lyons".

D. Lyons
Customer Service Representative
Ford Motor Company