



Ford Motor Company
PO Box 6248, MD 4S-B
Dearborn, MI 48126

<Customer Name>
<Address>
<City, State ZIP>

<Date>

Customer Satisfaction Program 14B03

VIN: <12345678901234567>

Dear <Customer Name>:

Ford Motor Company identified an error with the fuel economy ratings on the C-MAX Energi and notified the U.S. Environmental Protection Agency (EPA). Ford worked with the EPA as the Agency retested the vehicle to determine the correct fuel economy ratings. The correct EPA estimated ratings for your vehicle are shown on the label below.

We value you as a customer, and we want to continue to earn your trust. As a measure of goodwill, we would like to pay you for the estimated average fuel cost difference between the previous and revised combined miles-per-gallon estimate for your vehicle. Therefore, a check in the amount of \$775 is enclosed with this letter.

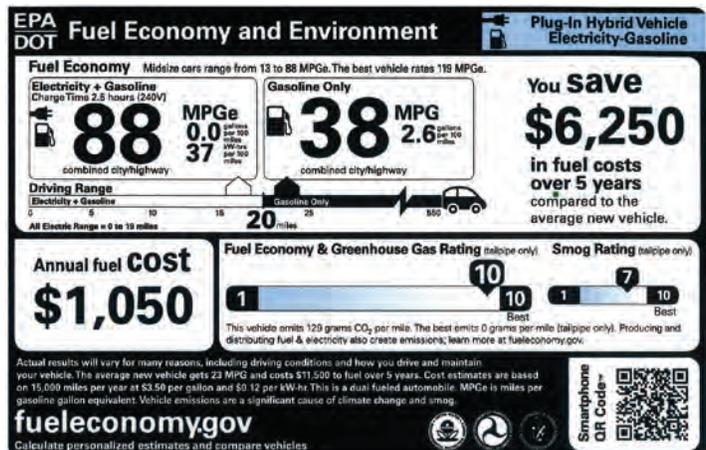
We thank you for choosing Ford, and we apologize for this error. Ford is absolutely committed to delivering top fuel economy and accurate information. We value your confidence, and we want you to know that we are dedicated to doing everything we can to ensure that you have an exceptional ownership experience. We are taking steps to improve our processes and prevent issues like this from happening again.

There is no further action required on your part, however, if you any have questions or wish to speak to us regarding this matter, please contact the Ford Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM and 9:00AM – 5:30PM Saturday (Eastern Time). If you wish to contact us through the Internet, our address is: www.Fordowner.com. Information can also be found on www.ford.com/mpglabel.

Sincerely,

John Felice
Vice President, U.S. Marketing,
Sales and Service
Ford Motor Company

The new EPA fuel economy label for C-MAX Energi is inserted below.





Ford Motor Company
PO Box 6248, MD 4S-B
Dearborn, MI 48126

<Customer Name>
<Address>
<City, State ZIP>

<Date>

Customer Satisfaction Program 14B03

VIN: <12345678901234567>

Dear Customer Name:

Ford Motor Company identified an error with the fuel economy ratings on the C-MAX Energi and notified the U.S. Environmental Protection Agency (EPA). Ford worked with the EPA as the Agency retested the vehicle to determine the correct fuel economy ratings. The correct EPA estimated ratings for your vehicle are shown on the label below.

We value you as a customer, and we want to continue to earn your trust. As a measure of goodwill, we would like to pay you for the estimated average fuel cost difference between the previous and revised combined miles-per-gallon estimate for your vehicle. Therefore, a check in the amount of \$475 is enclosed with this letter.

We thank you for choosing Ford, and we apologize for this error. Ford is absolutely committed to delivering top fuel economy and accurate information. We value your confidence, and we want you to know that we are dedicated to doing everything we can to ensure that you have an exceptional ownership experience. We are taking steps to improve our processes and prevent issues like this from happening again.

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Sincerely,

John Felice
Vice President, U.S. Marketing,
Sales and Service
Ford Motor Company

The new EPA fuel economy label for C-MAX Energi is inserted below.





Ford Motor Company
PO Box 6248, MD 4S-B
Dearborn, MI 48126

<Customer Name>
<Address>
<City, State ZIP>

<Date>

Customer Satisfaction Program 14B03

VIN: <12345678901234567>

Dear Customer Name:

Ford Motor Company identified an error with the fuel economy ratings on the C-MAX Hybrid and notified the U.S. Environmental Protection Agency (EPA). Ford worked with the EPA as the Agency retested the vehicle to determine the correct fuel economy ratings. The correct EPA estimated ratings for your vehicle are shown on the label below.

We value you as a customer, and we want to continue to earn your trust. As a measure of goodwill, we would like to pay you for the estimated average fuel cost difference between the previous and revised combined miles-per-gallon estimate for your vehicle. Therefore, a check in the amount of \$475 is enclosed with this letter.

We thank you for choosing Ford, and we apologize for this error. Ford is absolutely committed to delivering top fuel economy and accurate information. We value your confidence, and we want you to know that we are dedicated to doing everything we can to ensure that you have an exceptional ownership experience. We are taking steps to improve our processes and prevent issues like this from happening again.

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Sincerely,

John Felice
Vice President, U.S. Marketing,
Sales and Service
Ford Motor Company

The new EPA fuel economy label for C-MAX Hybrid is inserted below.

EPA DOT Fuel Economy and Environment Gasoline Vehicle

Fuel Economy
40 MPG
 combined city/hwy
 42 city
 37 highway
 2.5 gallons per 100 miles

Large Cars range from 14 to 40 MPG
The best vehicle rates 119 MPG.

You save \$5,000
 in fuel costs
 over 5 years
 compared to the
 average new vehicle.

Annual fuel cost \$1,300

Fuel Economy & Greenhouse Gas Rating (tailpipe only) 9 (Best)
 Smog Rating (tailpipe only) 1 (Best)

The vehicle emits 225 grams CO₂ per mile. The best emits 0 grams per mile (tailpipe only). Producing and distributing fuel also creates emissions; learn more at fuelconomy.gov.

Actual results will vary for many reasons, including driving conditions and how you drive and maintain your vehicle. The average new vehicle gets 22 MPG and costs \$1,500 to fuel over 5 years. Cost estimates are based on 15,000 miles per year at \$2.50 per gallon. MPG is miles per gasoline gallon equivalent. Vehicle emissions are a significant cause of climate change and smog.

fuelconomy.gov
 Calculate personalized estimates and compare vehicles

Smartphone QR Code



Ford Motor Company
PO Box 6248, MD 4S-B
Dearborn, MI 48126

<Customer Name>
<Address>
<City, State ZIP>

<Date>

Customer Satisfaction Program 14B03

VIN: <12345678901234567>

Dear Customer Name:

Ford Motor Company identified an error with the fuel economy ratings on the C-MAX Hybrid and notified the U.S. Environmental Protection Agency (EPA). Ford worked with the EPA as the Agency retested the vehicle to determine the correct fuel economy ratings. The correct EPA estimated ratings for your vehicle are shown on the label below.

We value you as a customer, and we want to continue to earn your trust. As a measure of goodwill, we would like to pay you for the estimated average fuel cost difference between the previous and revised combined miles-per-gallon estimate for your vehicle. Therefore, a check in the amount of \$300 is enclosed with this letter.

We thank you for choosing Ford, and we apologize for this error. Ford is absolutely committed to delivering top fuel economy and accurate information. We value your confidence, and we want you to know that we are dedicated to doing everything we can to ensure that you have an exceptional ownership experience. We are taking steps to improve our processes and prevent issues like this from happening again.

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Sincerely,

John Felice
Vice President, U.S. Marketing,
Sales and Service
Ford Motor Company

The new EPA fuel economy label for C-MAX Hybrid is inserted below.

EPA DOT Fuel Economy and Environment Gasoline Vehicle

Fuel Economy
40 MPG
 combined city/hwy
 42 city
 37 highway
 2.5 gallons per 100 miles

Large Cars range from 14 to 40 MPG. The best vehicle rates 119 MPG.

You save \$5,000
 in fuel costs over 5 years compared to the average new vehicle.

Annual fuel cost \$1,300

Fuel Economy & Greenhouse Gas Rating (tailpipe only) 9 (Best)
 Smog Rating (tailpipe only) 1 (Best)

The vehicle emits 225 grams CO₂ per mile. The best emits 0 grams per mile (tailpipe only). Producing and distributing fuel also creates emissions; learn more at fuelconomy.gov.

Actual results will vary for many reasons, including driving conditions and how you drive and maintain your vehicle. The average new vehicle gets 22 MPG and costs \$1,500 to fuel over 5 years. Cost estimates are based on 15,000 miles per year at \$3.50 per gallon. MPG is miles per gasoline gallon equivalent. Vehicle emissions are a significant cause of climate change and smog.

fuelconomy.gov
 Calculate personalized estimates and compare vehicles

Smartphone QR Code



THE LINCOLN MOTOR COMPANY

Lincoln Motor Company
 PO box 6248, MD 4S-B
 Dearborn, MI 48126

<Customer Name>
 <Address>
 <City, State ZIP>

<Date>

Dear «Customer Name»,

We identified an error with fuel economy ratings on your Lincoln MKZ Hybrid and notified the U.S. Environmental Protection Agency (EPA). We worked with the EPA as the Agency retested the vehicle to determine the correct fuel economy ratings. The correct EPA-estimated ratings for your vehicle are 38 city/37 highway/38 combined miles-per-gallon.

We value you as a customer, and we want to continue to earn your trust. As a measure of goodwill, we would like to pay you for the estimated average fuel cost difference between the previous and revised combined miles-per-gallon estimate for your vehicle. Therefore, a check in the amount of \$1,050 is enclosed with this letter. As an expression of our gratitude for your commitment to the Lincoln Motor Company, we are also providing you a complimentary gift. To select your Lincoln Makers gift by phone, you may call a Lincoln Curator at 866-793-5940, and choose from a choice of specially selected gifts for you to enjoy. To select your Lincoln Makers gift online, simply follow these steps:

1. Go to www.lincolnmakers.com/HybridGift
2. Click the 'Select Your Gift' button
3. Enter your last name (as it appears here), and your Vehicle Identification Number (VIN) in the form
4. Select your gift
5. Confirm your address
6. Submit your request

The MKZ Hybrid is an award-winning vehicle in which we take great pride. MKZ Hybrid is an expression of our commitment to providing luxury customers with a choice of innovative fuel efficiency solutions while enjoying all the benefits of a premium driving experience.

We thank you for choosing Lincoln, and we apologize for this error. We are absolutely committed to delivering top fuel economy and accurate information. We value your confidence, and we want you to know that we are dedicated to doing everything we can to ensure that you have an exceptional ownership experience. We are taking steps to improve our processes and prevent issues like this from happening again.

There is no further action required on your part, however, if you have questions, please contact the Lincoln Client Relations Center at 1-800-521-4140 to be connected to our dedicated team. For the hearing impaired call 800-232-5953 (TDD). Representatives are available Monday through Friday: 8:00AM – 8:00PM and Sat 9:00AM – 5:30PM Saturday (Eastern Time). If you wish to contact us through the Internet, our address is: www.lincolnowner.com. Information can also be found at www.lincoln.com/mpglabel.

Sincerely,

John Felice
 Vice President, U.S. Marketing,
 Sales and Service
 Ford Motor Company

Matt Van Dyke
 Global Director
 Lincoln Motor Company

The new EPA fuel economy label for the Lincoln MKZ Hybrid is inserted below.

EPA DOT Fuel Economy and Environment Gasoline Vehicle

Fuel Economy
38 MPG (combined city/hwy)
 38 city / 37 highway
 2.6 gallons per 100 miles

You save \$4,500 in fuel costs over 5 years compared to the average new vehicle.

Annual fuel cost \$1,400

Fuel Economy & Greenhouse Gas Rating 9 (Best)

Smog Rating 10 (Best)

fuel economy.gov
 Calculate personalized estimates and compare vehicles

Lincoln Hybrid Program #14B03
 VIN: <12345678901234567>



THE LINCOLN MOTOR COMPANY

Lincoln Motor Company
PO box 6248, MD 4S-B
Dearborn, MI 48126

<Customer Name>

<Date>

<Address>

<City, State ZIP>

Dear «Customer Name»,

We identified an error with fuel economy ratings on your Lincoln MKZ Hybrid and notified the U.S. Environmental Protection Agency (EPA). We worked with the EPA as the Agency retested the vehicle to determine the correct fuel economy ratings. The correct EPA-estimated ratings for your vehicle are 38 city/37 highway/38 combined miles-per-gallon.

We value you as a customer, and we want to continue to earn your trust. As a measure of goodwill, we would like to pay you for the estimated average fuel cost difference between the previous and revised combined miles-per-gallon estimate for your vehicle. Therefore, a check in the amount of \$625 is enclosed with this letter. As an expression of our gratitude for your commitment to the Lincoln Motor Company, we are also providing you a complimentary gift. To select your Lincoln Makers gift by phone, you may call a Lincoln Curator at 866-793-5940, and choose from a choice of specially selected gifts for you to enjoy. To select your Lincoln Makers gift online, simply follow these steps:

1. Go to www.lincolnmakers.com/HybridGift
2. Click the 'Select Your Gift' button
3. Enter your last name (as it appears here), and your Vehicle Identification Number (VIN) in the form
4. Select your gift
5. Confirm your address
6. Submit your request

The MKZ Hybrid is an award-winning vehicle in which we take great pride. MKZ Hybrid is an expression of our commitment to providing luxury customers with a choice of innovative fuel efficiency solutions while enjoying all the benefits of a premium driving experience.

We thank you for choosing Lincoln, and we apologize for this error. We are absolutely committed to delivering top fuel economy and accurate information. We value your confidence, and we want you to know that we are dedicated to doing everything we can to ensure that you have an exceptional ownership experience. We are taking steps to improve our processes and prevent issues like this from happening again.

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Sincerely,

John Felice
Vice President, U.S. Marketing,
Sales and Service
Ford Motor Company

Matt Van Dyke
Global Director
Lincoln Motor Company

The new EPA fuel economy label for the Lincoln MKZ Hybrid is inserted below.

EPA DOT Fuel Economy and Environment Gasoline Vehicle

Fuel Economy
 38 MPG (combined city/hwy)
 38 MPG city / 37 MPG highway
 2.6 gallons per 100 miles

You save \$4,500 in fuel costs over 5 years compared to the average new vehicle.

Annual fuel cost \$1,400

Fuel Economy & Greenhouse Gas Rating 9 (Scale 1-10, Best)

Smog Rating 9 (Scale 1-10, Best)

Actual results will vary for many reasons, including driving conditions and how you drive and maintain your vehicle. The average new vehicle gets 22 MPG and costs \$11,500 to fuel over 5 years. Cost estimates are based on 15,000 miles per year at \$3.50 per gallon. MPGe is miles per gasoline-gallon equivalent. Vehicle emissions are a significant cause of climate change and smog.

fuel economy.gov
Calculate personalized estimates and compare vehicles

Smartphone QR Code

Lincoln Hybrid Program #14B03
VIN: <12345678901234567>



Ford Motor Company
 PO Box 6248, MD 4S-B
 Dearborn, MI 48126

<Customer Name>
 <Address>
 <City, State ZIP>

<Date>

Customer Satisfaction Program 14B03

VIN: <12345678901234567>

Dear Customer Name:

Ford Motor Company identified an error with the fuel economy ratings on the Fusion Hybrid and notified the U.S. Environmental Protection Agency (EPA). Ford worked with the EPA as the Agency retested the vehicle to determine the correct fuel economy ratings. The correct EPA estimated ratings for your vehicle are shown on the label below.

We value you as a customer, and we want to continue to earn your trust. As a measure of goodwill, we would like to pay you for the estimated average fuel cost difference between the previous and revised combined miles-per-gallon estimate for your vehicle. Therefore, a check in the amount of \$775 is enclosed with this letter.

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Sincerely,

John Felice
 Vice President, U.S. Marketing,
 Sales and Service
 Ford Motor Company

The new EPA fuel economy label for Fusion Hybrid is inserted below.

EPA DOT Fuel Economy and Environment Gasoline Vehicle

Fuel Economy
42 MPG
 combined city/hwy city highway
 2.4 gallons per 100 miles

Midsize Cars range from 13 to 58 MPG. The best vehicle rates 119 MPG.

You save \$5,250
 in fuel costs over 5 years compared to the average new vehicle.

Annual fuel cost \$1,250

Fuel Economy & Greenhouse Gas Rating (tailpipe only) **9** Best
 This vehicle emits 209 grams CO₂ per mile. The best emits 0 grams per mile (tailpipe only). Producing and distributing fuel also creates emissions; learn more at fuelconomy.gov.

Smog Rating (tailpipe only) **7** Best

Actual results will vary for many reasons, including driving conditions and how you drive and maintain your vehicle. The average new vehicle gets 22 MPG and costs \$1,500 to fuel over 5 years. Cost estimates are based on 15,000 miles per year at \$3.50 per gallon. MPG is miles per gasoline gallon equivalent. Vehicle emissions are a significant cause of climate change and smog.

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Ford Motor Company
PO Box 6248, MD 4S-B
Dearborn, MI 48126

<Customer Name>
<Address>
<City, State ZIP>

<Date>

Customer Satisfaction Program 14B03

VIN: <12345678901234567>

Dear Customer Name:

Ford Motor Company identified an error with the fuel economy ratings on the Fusion Hybrid and notified the U.S. Environmental Protection Agency (EPA). Ford worked with the EPA as the Agency retested the vehicle to determine the correct fuel economy ratings. The correct EPA estimated ratings for your vehicle are shown on the label below.

We value you as a customer, and we want to continue to earn your trust. As a measure of goodwill, we would like to pay you for the estimated average fuel cost difference between the previous and revised combined miles-per-gallon estimate for your vehicle. Therefore, a check in the amount of \$450 is enclosed with this letter.

We thank you for choosing Ford, and we apologize for this error. Ford is absolutely committed to delivering top fuel economy and accurate information. We value your confidence, and we want you to know that we are dedicated to doing everything we can to ensure that you have an exceptional ownership experience. We are taking steps to improve our processes and prevent issues like this from happening again.

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Sincerely,

John Felice
Vice President, U.S. Marketing,
Sales and Service
Ford Motor Company

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EPA DOT Fuel Economy and Environment Gasoline Vehicle

Fuel Economy
42 MPG
 combined city/hwy city highway
 2.4 gallons per 100 miles

Midsize Cars range from 13 to 58 MPG. The best vehicle rates 119 MPG.

You save \$5,250 in fuel costs over 5 years compared to the average new vehicle.

Annual fuel cost \$1,250

Fuel Economy & Greenhouse Gas Rating (tailpipe only) **9** Best
 This vehicle emits 209 grams CO₂ per mile. The best emits 0 grams per mile (tailpipe only). Producing and distributing fuel also creates emissions; learn more at fuelconomy.gov.

Smog Rating (tailpipe only) **7** Best

Actual results will vary for many reasons, including driving conditions and how you drive and maintain your vehicle. The average new vehicle gets 22 MPG and costs \$1,500 to fuel over 5 years. Cost estimates are based on 15,000 miles per year at \$3.50 per gallon. MPG is miles per gasoline gallon equivalent. Vehicle emissions are a significant cause of climate change and smog.

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Ford Motor Company
 PO Box 6248, MD 4S-B
 Dearborn, MI 48126

<Customer Name>
 <Address>
 <City, State ZIP>

<Date>

Customer Satisfaction Program 14B03

VIN: <12345678901234567>

Dear Customer Name:

Ford Motor Company identified an error with the fuel economy ratings on the Fusion Energi and notified the U.S. Environmental Protection Agency (EPA). Ford worked with the EPA as the Agency retested the vehicle to determine the correct fuel economy ratings. The correct EPA estimated ratings for your vehicle are shown on the label below.

We value you as a customer, and we want to continue to earn your trust. As a measure of goodwill, we would like to pay you for the estimated average fuel cost difference between the previous and revised combined miles-per-gallon estimate for your vehicle. Therefore, a check in the amount of \$850 is enclosed with this letter.

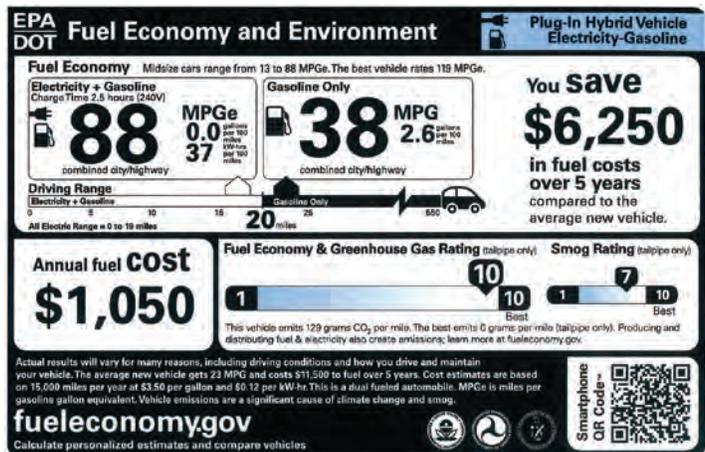
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Sincerely,

John Felice
 Vice President, U.S. Marketing,
 Sales and Service
 Ford Motor Company

The new EPA fuel economy label for Fusion Energi is inserted below.





Ford Motor Company
 PO Box 6248, MD 4S-B
 Dearborn, MI 48126

<Customer Name>
 <Address>
 <City, State ZIP>

<Date>

Customer Satisfaction Program 14B03

VIN: <12345678901234567>

Dear Customer Name:

Ford Motor Company identified an error with the fuel economy ratings on the Fusion Energi and notified the U.S. Environmental Protection Agency (EPA). Ford worked with the EPA as the Agency retested the vehicle to determine the correct fuel economy ratings. The correct EPA estimated ratings for your vehicle are shown on the label below.

We value you as a customer, and we want to continue to earn your trust. As a measure of goodwill, we would like to pay you for the estimated average fuel cost difference between the previous and revised combined miles-per-gallon estimate for your vehicle. Therefore, a check in the amount of \$525 is enclosed with this letter.

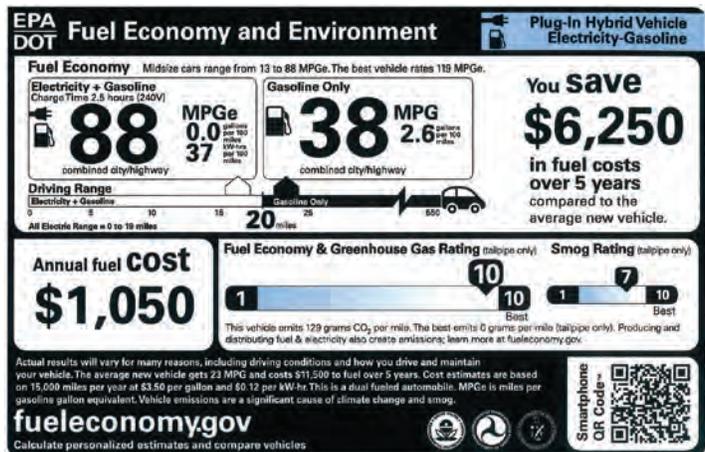
We thank you for choosing Ford, and we apologize for this error. Ford is absolutely committed to delivering top fuel economy and accurate information. We value your confidence, and we want you to know that we are dedicated to doing everything we can to ensure that you have an exceptional ownership experience. We are taking steps to improve our processes and prevent issues like this from happening again.

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Sincerely,

John Felice
 Vice President, U.S. Marketing,
 Sales and Service
 Ford Motor Company

The new EPA fuel economy label for Fusion Energi is inserted below.





Ford Motor Company
PO Box 6248, MD 4S-B
Dearborn, MI 48126

<Customer Name>
<Address>
<City, State ZIP>

<Date>

Customer Satisfaction Program 14B03

VIN: <12345678901234567>

Dear Customer Name:

Ford Motor Company identified an error with the fuel economy ratings on the Fiesta and notified the U.S. Environmental Protection Agency (EPA). Ford worked with the EPA as the Agency retested the vehicle to determine the correct fuel economy ratings. The correct EPA estimated ratings for your vehicle are shown on the label below.

We value you as a customer, and we want to continue to earn your trust. As a measure of goodwill, we would like to pay you for the estimated average fuel cost difference between the previous and revised combined miles-per-gallon estimate for your vehicle. Therefore, a check in the amount of \$200 is enclosed with this letter.

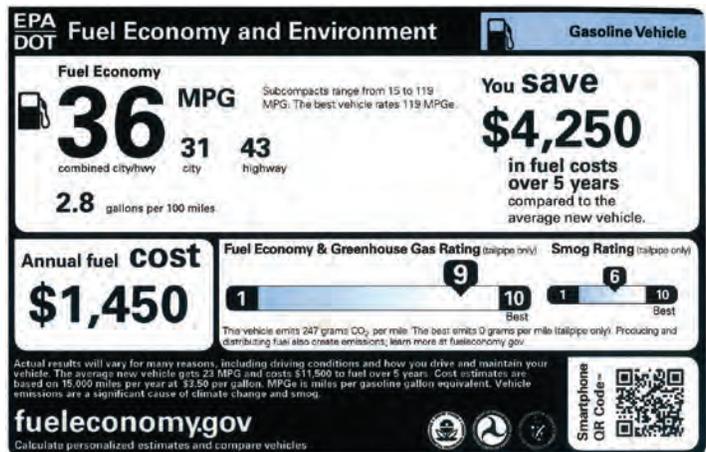
We thank you for choosing Ford, and we apologize for this error. Ford is absolutely committed to delivering top fuel economy and accurate information. We value your confidence, and we want you to know that we are dedicated to doing everything we can to ensure that you have an exceptional ownership experience. We are taking steps to improve our processes and prevent issues like this from happening again.

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Sincerely,

John Felice
Vice President, U.S. Marketing,
Sales and Service
Ford Motor Company

The new EPA fuel economy label for Fiesta is inserted below.





Ford Motor Company
PO Box 6248, MD 4S-B
Dearborn, MI 48126

<Customer Name>
<Address>
<City, State ZIP>

<Date>

Customer Satisfaction Program 14B03

VIN: <12345678901234567>

Dear Customer Name:

Ford Motor Company identified an error with the fuel economy ratings on the Fiesta and notified the U.S. Environmental Protection Agency (EPA). Ford worked with the EPA as the Agency retested the vehicle to determine the correct fuel economy ratings. The correct EPA estimated ratings for your vehicle are shown on the label below.

We value you as a customer, and we want to continue to earn your trust. As a measure of goodwill, we would like to pay you for the estimated average fuel cost difference between the previous and revised combined miles-per-gallon estimate for your vehicle. Therefore, a check in the amount of \$125 is enclosed with this letter.

We thank you for choosing Ford, and we apologize for this error. Ford is absolutely committed to delivering top fuel economy and accurate information. We value your confidence, and we want you to know that we are dedicated to doing everything we can to ensure that you have an exceptional ownership experience. We are taking steps to improve our processes and prevent issues like this from happening again.

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Sincerely,

John Felice
Vice President, U.S. Marketing,
Sales and Service
Ford Motor Company

The new EPA fuel economy label for Fiesta is inserted below.

EPA DOT Fuel Economy and Environment Gasoline Vehicle

Fuel Economy
36 MPG
 combined city/hwy
 31 city 43 highway
 2.8 gallons per 100 miles

Subcompacts range from 15 to 119 MPG. The best vehicle rates 119 MPG.

You save \$4,250
 in fuel costs over 5 years compared to the average new vehicle.

Annual fuel cost \$1,450

Fuel Economy & Greenhouse Gas Rating (tailpipe only) 9 out of 10 Best
 The vehicle emits 247 grams CO₂ per mile. The best emits 0 grams per mile (tailpipe only). Producing and distributing fuel also creates emissions; learn more at fueleconomy.gov.

Smog Rating (tailpipe only) 6 out of 10 Best

Actual results will vary for many reasons, including driving conditions and how you drive and maintain your vehicle. The average new vehicle gets 22 MPG and costs \$11,500 to fuel over 5 years. Cost estimates are based on 15,000 miles per year at \$2.50 per gallon. MPGe is miles per gasoline gallon equivalent. Vehicle emissions are a significant cause of climate change and smog.

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Smartphone QR Code



Ford Motor Company
PO Box 6248, MD 4S-B
Dearborn, MI 48126

<Customer Name>
<Address>
<City, State ZIP>

<Date>

Customer Satisfaction Program 14B03

VIN: <12345678901234567>

Dear Customer Name:

Ford Motor Company identified an error with the fuel economy ratings on the Fiesta and notified the U.S. Environmental Protection Agency (EPA). Ford worked with the EPA as the Agency retested the vehicle to determine the correct fuel economy ratings. The correct EPA estimated ratings for your vehicle are shown on the label below.

We value you as a customer, and we want to continue to earn your trust. As a measure of goodwill, we would like to pay you for the estimated average fuel cost difference between the previous and revised combined miles-per-gallon estimate for your vehicle. Therefore, a check in the amount of \$250 is enclosed with this letter.

We thank you for choosing Ford, and we apologize for this error. Ford is absolutely committed to delivering top fuel economy and accurate information. We value your confidence, and we want you to know that we are dedicated to doing everything we can to ensure that you have an exceptional ownership experience. We are taking steps to improve our processes and prevent issues like this from happening again.

There is no further action required on your part, however, if you any have questions or wish to speak to us regarding this matter, please contact the Ford Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM and 9:00AM – 5:30PM Saturday (Eastern Time). If you wish to contact us through the Internet, our address is: www.Fordowner.com. Information can also be found on www.ford.com/mpglabel.

Sincerely,

John Felice
Vice President, U.S. Marketing,
Sales and Service
Ford Motor Company

The new EPA fuel economy label for Fiesta is inserted below.





Ford Motor Company
PO Box 6248, MD 4S-B
Dearborn, MI 48126

<Customer Name>
<Address>
<City, State ZIP>

<Date>

Customer Satisfaction Program 14B03

VIN: <12345678901234567>

Dear Customer Name:

Ford Motor Company identified an error with the fuel economy ratings on the Fiesta and notified the U.S. Environmental Protection Agency (EPA). Ford worked with the EPA as the Agency retested the vehicle to determine the correct fuel economy ratings. The correct EPA estimated ratings for your vehicle are shown on the label below.

We value you as a customer, and we want to continue to earn your trust. As a measure of goodwill, we would like to pay you for the estimated average fuel cost difference between the previous and revised combined miles-per-gallon estimate for your vehicle. Therefore, a check in the amount of \$150 is enclosed with this letter.

We thank you for choosing Ford, and we apologize for this error. Ford is absolutely committed to delivering top fuel economy and accurate information. We value your confidence, and we want you to know that we are dedicated to doing everything we can to ensure that you have an exceptional ownership experience. We are taking steps to improve our processes and prevent issues like this from happening again.

There is no further action required on your part, however, if you any have questions or wish to speak to us regarding this matter, please contact the Ford Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM and 9:00AM – 5:30PM Saturday (Eastern Time). If you wish to contact us through the Internet, our address is: www.Fordowner.com. Information can also be found on www.ford.com/mpglabel.

Sincerely,

John Felice
Vice President, U.S. Marketing,
Sales and Service
Ford Motor Company

The new EPA fuel economy label for Fiesta is inserted below.

EPA DOT Fuel Economy and Environment Gasoline Vehicle

Fuel Economy
31 MPG
 combined city/hwy
 27 city 37 highway
 3.2 gallons per 100 miles

Subcompacts range from 15 to 119 MPG. The best vehicle rates 119 MPG.

You save \$3,000 in fuel costs over 5 years compared to the average new vehicle.

Annual fuel cost \$1,700

Fuel Economy & Greenhouse Gas Rating (tailpipe only) 8 (Best)

Smog Rating (tailpipe only) 6 (Best)

The vehicle emits 209 grams CO₂ per mile. The best emits 0 grams per mile (tailpipe only). Producing and distributing fuel also creates emissions; learn more at fueleconomy.gov.

Actual results will vary for many reasons, including driving conditions and how you drive and maintain your vehicle. The average new vehicle gets 22 MPG and costs \$1,500 to fuel over 5 years. Cost estimates are based on 15,000 miles per year at \$2.50 per gallon. MPG is miles per gasoline gallon equivalent. Vehicle emissions are a significant cause of climate change and smog.

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Smartphone QR Code



Ford Motor Company
PO Box 6248, MD 4S-B
Dearborn, MI 48126

<Customer Name>
<Address>
<City, State ZIP>

<Date>

Customer Satisfaction Program 14B03

VIN: <12345678901234567>

Dear Customer Name:

Ford Motor Company identified an error with the fuel economy ratings on the Fiesta and notified the U.S. Environmental Protection Agency (EPA). Ford worked with the EPA as the Agency retested the vehicle to determine the correct fuel economy ratings. The correct EPA estimated ratings for your vehicle are shown on the label below.

We value you as a customer, and we want to continue to earn your trust. As a measure of goodwill, we would like to pay you for the estimated average fuel cost difference between the previous and revised combined miles-per-gallon estimate for your vehicle. Therefore, a check in the amount of \$450 is enclosed with this letter.

We thank you for choosing Ford, and we apologize for this error. Ford is absolutely committed to delivering top fuel economy and accurate information. We value your confidence, and we want you to know that we are dedicated to doing everything we can to ensure that you have an exceptional ownership experience. We are taking steps to improve our processes and prevent issues like this from happening again.

There is no further action required on your part, however, if you any have questions or wish to speak to us regarding this matter, please contact the Ford Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM and 9:00AM – 5:30PM Saturday (Eastern Time). If you wish to contact us through the Internet, our address is: www.Fordowner.com. Information can also be found on www.ford.com/mpglabel.

Sincerely,

John Felice
Vice President, U.S. Marketing,
Sales and Service
Ford Motor Company

The new EPA fuel economy label for Fiesta is inserted below.

EPA DOT Fuel Economy and Environment Gasoline Vehicle

Fuel Economy
32 MPG
 combined city/hwy
 28 city 38 highway
 3.1 gallons per 100 miles

Subcompacts range from 15 to 119 MPG. The best vehicle rates 119 MPG.

You save \$3,250 in fuel costs over 5 years compared to the average new vehicle.

Annual fuel cost \$1,650

Fuel Economy & Greenhouse Gas Rating (tailpipe only) 8

Smog Rating (tailpipe only) 6

This vehicle emits 281 grams CO₂ per mile. The best emits 0 grams per mile (tailpipe only). Processing and distributing fuel also create emissions; learn more at fuelconomy.gov.

Actual results will vary for many reasons, including driving conditions and how you drive and maintain your vehicle. The average new vehicle gets 23 MPG and costs \$1,500 to fuel over 5 years. Cost estimates are based on 15,000 miles per year at \$3.50 per gallon. MPG is miles per gasoline gallon equivalent. Vehicle emissions are a significant cause of climate change and smog.

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Smartphone OR Code



Ford Motor Company
PO Box 6248, MD 4S-B
Dearborn, MI 48126

<Customer Name>
<Address>
<City, State ZIP>

<Date>

Customer Satisfaction Program 14B03

VIN: <12345678901234567>

Dear Customer Name:

Ford Motor Company identified an error with the fuel economy ratings on the Fiesta and notified the U.S. Environmental Protection Agency (EPA). Ford worked with the EPA as the Agency retested the vehicle to determine the correct fuel economy ratings. The correct EPA estimated ratings for your vehicle are shown on the label below.

We value you as a customer, and we want to continue to earn your trust. As a measure of goodwill, we would like to pay you for the estimated average fuel cost difference between the previous and revised combined miles-per-gallon estimate for your vehicle. Therefore, a check in the amount of \$275 is enclosed with this letter.

We thank you for choosing Ford, and we apologize for this error. Ford is absolutely committed to delivering top fuel economy and accurate information. We value your confidence, and we want you to know that we are dedicated to doing everything we can to ensure that you have an exceptional ownership experience. We are taking steps to improve our processes and prevent issues like this from happening again.

There is no further action required on your part, however, if you any have questions or wish to speak to us regarding this matter, please contact the Ford Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM and 9:00AM – 5:30PM Saturday (Eastern Time). If you wish to contact us through the Internet, our address is: www.Fordowner.com. Information can also be found on www.ford.com/mpglabel.

Sincerely,

John Felice
Vice President, U.S. Marketing,
Sales and Service
Ford Motor Company

The new EPA fuel economy label for Fiesta is inserted below.

EPA DOT Fuel Economy and Environment Gasoline Vehicle

Fuel Economy
32 MPG
 combined city/hwy
 28 city 38 highway
 3.1 gallons per 100 miles

Subcompacts range from 15 to 119 MPG. The best vehicle rates 119 MPG.

You save \$3,250 in fuel costs over 5 years compared to the average new vehicle.

Annual fuel cost \$1,650

Fuel Economy & Greenhouse Gas Rating (tailpipe only) 8 Best

Smog Rating (tailpipe only) 6 Best

This vehicle emits 281 grams CO₂ per mile. The best emits 0 grams per mile (tailpipe only). Processing and distributing fuel also create emissions; learn more at fuelconomy.gov.

Actual results will vary for many reasons, including driving conditions and how you drive and maintain your vehicle. The average new vehicle gets 23 MPG and costs \$1,500 to fuel over 5 years. Cost estimates are based on 15,000 miles per year at \$3.50 per gallon. MPG is miles per gasoline gallon equivalent. Vehicle emissions are a significant cause of climate change and smog.

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Smartphone OR Code