



Heather Baker - Attorney &lt;heatherbaker@jacksonnc.org&gt;

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**Fwd: County Mail?**

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Heather Baker <heatherbaker994@gmail.com>  
To: Heather Baker - Attorney <heatherbaker@jacksonnc.org>

Tue, May 19, 2020 at 1:11 PM

----- Forwarded message -----

From: **Wesley Myers** <wmyers@cdpjaxcountync.org>  
Date: Tue, May 19, 2020 at 12:05 PM  
Subject: County Mail?  
To: Heather Baker <heatherbaker994@gmail.com>

Hi Heather, I just got this in the mail and I am pretty sure it is for the county. Let me know if you need me to get it to you or anyone else.

Best, Wes

IMPORTANT: The contents of this email and any attachments are confidential. They are intended for the named recipient(s) only. If you have received this email by mistake, please notify the sender immediately and do not disclose the contents to anyone or make copies thereof.

Wesley Myers  
Assistant Director for Jackson County  
Center for Domestic Peace  
Office: 828.586.1237  
Website: www.cdpjaxcountync.org

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E-mail correspondence to and from this address may be subject to the North Carolina Public Records Law and may be disclosed to third parties by an authorized county official.

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



JACKSON COUNTY  
26 RIDGEWAY ST  
SYLVA, NC 28779-2952

May 2020

#### Customer Satisfaction Program 20N04

Your Vehicle Identification Number (VIN): See Listing

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 no-charge Customer Satisfaction Program for your vehicle with the VIN shown above.

**Why are you receiving this notice?**

We are pleased to let you know that, for your peace of mind, Ford Motor Company is extending the warranty coverage on the steering linkage damper to a total of 7 years or 100,000 miles from the warranty start date, whichever occurs first.

**What is the effect?**

A redesigned steering linkage damper is now available for vehicles that experience sustained steering wheel oscillation after hitting rough pavement or an expansion joint at speeds typically above 45 mph (72 Km/h).

If your vehicle has already exceeded either time or mileage limits listed above, this extended warranty coverage will last through October 31, 2020. Coverage is automatically transferred to subsequent owners.

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

If your vehicle experiences sustained steering wheel oscillation after hitting rough pavement or an expansion joint at speeds typically above 45 mph (72 Km/h) due to the steering linkage damper, and your vehicle is within the indicated time/mileage limitations, Ford Motor Company has authorized your dealer to replace the steering linkage damper with a redesigned part free of charge (parts and labor). 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. Additional time may be required to allow the engine to cool prior to performing this repair. In addition, your vehicle will/may require an inspection to determine if parts need to be ordered.

**What should you do?**

You do not need to return to your dealer for this repair unless you have experienced sustained steering wheel oscillation after hitting rough pavement or an expansion joint at speeds typically above 45 mph (72 Km/h). Please keep this letter as a reminder of the extended warranty coverage for your steering linkage damper. If the steering linkage damper requires replacement, and your vehicle is within the indicated time/mileage limitations, contact your dealer to schedule a service appointment. Provide the dealer with the VIN of your vehicle to schedule a service appointment for Customer Satisfaction Program 20N04. The VIN is printed near your name at the beginning of this letter. Your dealer will replace the part at no charge.

If you do not already have a servicing dealer, you can access [www.Fordowner.com](http://www.Fordowner.com) 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 and paying for parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.



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26 RIDGEWAY ST  
SYLVA, NC 28779-2952

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1	1FDRF3H65HEC56936	2017 F-350 Ford Truck
2	1FDRF3H67HEC56937	2017 F-350 Ford Truck